**ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/24**

**COMPLAINTS**

Our complaints policy (which is reproduced in our self-assessment link) was reviewed against the new April 2024 Code, and the National Abbeyfield Society template (our membership organisation). The self-assessment was undertaken to ensure the Abbeyfield (Ripon and District) Society Ltd was in line with requirements.

There were no complaints for the year 2023/24 and there was no correspondence from the Ombudsman.

**IMPROVEMENTS**

We clearly need to remain vigilant in responding to service requests and, given the introduction of the statutory Code, it would be a good time to ensure that residents, staff and trustees are reminded of the complaints procedure.

James Ward

Trustee Responsible for Complaints