

GOVERNING BODY'S RESPONSE TO THE ANNUAL COMPLAINT PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Board of Abbeyfield (Ripon and District) Society Ltd are committed to providing the best service possible for our residents. We feel that compliments, complaints and feedback about our services allow us to continually improve what we do and how we do it.

Our residents are fully aware of our complaints procedure, a copy of which is available for them to read in their dining room. We are aware that our residents are not always comfortable with, or able to use, the Internet which is why we feel it is important for them to have access to our complaints procedure in a physical format.

We also provide each resident with a handbook in which we make them aware of our complaints procedure.

Our residents know to whom they can bring any complaints and, as a small housing charity, we would always hope to deal with, and resolve, any complaints in a speedy and efficient manner.

We are pleased to say that, in the past 12 months, no complaints have been raised, which, we hope, is a reflection of the high standards we strive to maintain.

We comply with the Code and are confident that the self-assessment is a true reflection of our complaint handling.