

## The Abbeyfield Bishop's Castle & District Society Ltd.

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SOCIETY CHAIRMAN: Mr R. Berry



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## Annual Complaints Performance Report

Following regular meetings with our residents, all service requests during the year were dealt with satisfactorily by the management and none were escalated to the complaints process. Our Complaints Policy and procedures were reviewed and section 6, on 'Reporting on Complaints', amended because it is now a regulatory requirement, rather than recommendation, that the details of the number, content and results of complaints received are published in the Annual Report and shared with residents. No further improvements are required.