

The Abbeyfield Bishop's Castle & District Society Ltd.

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SOCIETY CHAIRMAN: Mr R. Berry



March 2024

Executive Committee Annual Complaints Performance Report

All service requests during the year were dealt with satisfactorily by the management and none were escalated to the complaints process. Abbeyfield Bishop's Castle is a retirement home for 12 people and, as the landlord, we recognise the importance of maintain good relationships with our residents. Staff and Board members continue to meet regularly with the residents. We take seriously any concerns residents may have and seek to address them in an efficient and timely manner.

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.