

## **The Abbeyfield Pirbright and District Society Limited**

Cunningham House, School Lane, Pirbright, Surrey, GU24 0JN

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To Who it May Concern

### **Annual Complaint Performance and Service Improvement Report 2024**

Cunningham House is very pleased to report that we have had no complaints from our residents in 2024. No complaints were made, therefore there is no qualitative or quantitative analysis to do. As such, we have no complaints which we, as landlords, have refused to accept.

Our service improvements, made as a result of our complaints policy and procedures, have been to make our complaints process completely transparent to residents and staff alike. We reference our Complaints Policy is available to our residents in the resident's handbook and a full copy of the policy available is in the House Office. We have also, and it is published the policy on our website.

There is no Ombudsman report which shows any findings of non-compliance, and there has been no annual landlord report from the Ombudsman.

Yours sincerely

Ann Bourne  
**Chair**

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## **The Abbeyfield Pirbright and District Society Limited**

**Affiliated to the National Abbeyfield Society, Royal Patron His Majesty King Charles III**

The Society is registered under the Co-operative and Community Benefit Societies Act 2014 – No 22478R and is an exempt charity.

Regulator of Social Housing (RSH) No. H2934

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