

## **Governing Body Response to the Annual Complaints Performance and Service Improvement Report 2025**

The Abbeyfield Pirbright and District Society Limited Board of Trustees have reviewed and approved this years' Annual Complaints Report (as of February 2026 meeting).

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We have appointed a Complaints Officer to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

The Executive Committee also approves of the Housing Ombudsman Complaints self-assessment document as a true reflection of complaints handling and procedures at Cunningham House.