

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025

1. Introduction

This is The Abbeyfield Pirbright and District Society Limited annual complaints report for the period 1st January 2025 to the 31st December 2025.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

3. Complaints Handling Performance

Period	Stage 1 Complaints	Stage 2 Complaints
1 st January 2025 to 31 st December 2026	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints, Concerns and Compliments Policy and we have provided more information about this in Section 10 below.

4. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate Anti-Social Behaviour Policy and Procedure which deals with this. A copy of this policy is available from our office, or by contacting the Office Manager or Complaints Officer by phone or by email. If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

5. Complaints Escalated to the Housing Ombudsman Service

During this period 1st January 2025 to the 31st December 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

6. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

7. Learning and Service Improvements

Whilst we received no formal complaints, we do not take this for granted. We recently completed our Tenant Perception Surveys and a Strategy Review and have used the feedback from these surveys to ensure that our Complaints, Concerns and Compliments Policy is easily accessible for all residents and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

8. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage residents to use the service or access the Ombudsman service for assistance.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk
Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
Telephone: 0300 111 3000

9. Access to our Complaints, Concerns and Compliments Policy

We try to ensure that complaints are resolved at the first point of contact, via Lucy Beasley our House Manager. If a resident remains dissatisfied, a formal complaint can be made.

Residents have a copy of our Complaints, Concerns and Compliments Policy in their Handbook and can also obtain a copy from the office.

10. Complaints Officers

The contact details of the Cunningham House Complaints Officer are:

The Complaints Officer:

Name	Alex Henderson
Telephone c/o Cunningham House Office	01483 488751
Email address	ahendersoncunninghamhouse@gmail.com

The Appeals Officer:

Name	Roger Dix
Telephone c/o Cunningham House Office	01483 488751
Email address	rdixcunninghamhouse@gmail.com

Assistance can be obtained by visiting our office or calling us on 01483 488751. On receipt of a formal complaint, the Complaints Procedure will apply. We also provide a copy of our Complaints, Concerns and Compliments Policy to all new residents.

This year, when our Annual Meeting takes place, we will send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.