

THE ABBEYFIELD CAMBORNE SOCIETY LIMITED

Annual Complaints Performance and Service Improvement Report

1 April 2025 – 31 March 2026

1. Introduction

This report is prepared in accordance with section 8 of the Housing Ombudsman's Complaint Handling Code 2024 ('the Code'). It covers complaint handling for 1 April 2025 to 31 March 2026 and is published with the Board's response, the complaints policy and the self-assessment.

The Abbeyfield Camborne Society Limited is a small charity owning and managing one supported home, Treveor House, Camborne, with six residents. Day-to-day management is led by the House Manager, who reports to the Board of Trustees.

2. Self-assessment against the Code

The Society has completed a self-assessment against all provisions of the Code, updated in September 2026 at the Ombudsman's request, and confirms that its complaints policy and practice comply. The policy was updated and approved by the Board on 21 April 2026. Stage 1 complaints are handled by the Complaints Officer (House Manager) and Stage 2 by the Appeals Officer (Chairperson). A trustee has been appointed as Member Responsible for Complaints (MRC).

3. Complaint handling performance 2025/26

Measure	2025/26
Complaints received at Stage 1	0
Complaints escalated to Stage 2	0
Complaints upheld / partly upheld / not upheld	0 / 0 / 0
Responses issued within Code timescales	Not applicable – no complaints
Complaints refused (not accepted)	0
Complaints referred to the Housing Ombudsman	0
Ombudsman findings of non-compliance	0

No complaints were received and none were refused. The Society uses the Ombudsman's definition of a complaint as any expression of dissatisfaction, however made, and the Board does not treat a low number of complaints as a positive sign in itself; it has challenged the data presented to it during the year. Concerns and service requests are recorded and monitored by the House Manager and are dealt with promptly so they are resolved before they escalate. Residents can raise concerns at any time, through a representative, at residents' meetings or at coffee mornings attended by trustees.

4. Housing Ombudsman findings and reports

There were no Ombudsman determinations, findings of non-compliance, annual performance report or other publications relating to the Society in 2025/26. In September 2026 the Ombudsman requested a fully completed self-assessment and this report to complete its review of the annual submission; both have been provided.

5. Learning and service improvements

As a provider with one home, the Society does not receive enough complaints to identify trends, so the Board considers each complaint or concern individually. Learning from earlier matters showed communication to be the key factor. During 2025/26 the Society:

- rewrote its complaints policy to meet the Code, with a clear two-stage process and timescales;
- introduced a new complaints management system to record complaints and service requests;
- trained staff on complaint handling and the updated policy; and
- made complaints a standing item in reporting to the Board.

The Board will continue to monitor communication through any complaints reported to it in 2026/27.

6. Publication

This report, the Board's response, the complaints policy and the self-assessment are published on the Complaints section of the Treveor House website at <https://treveorhouse.org.uk/policies>. Copies are also displayed on the Dining Room notice board at Treveor House and given to each resident. The House Manager will read them to any resident unable to do so, and copies are available to next of kin or representatives on request.

7. Statement from the Board

This report was presented to the Board of Trustees with the self-assessment and updated complaints policy on 21 April 2026. The Board's response is published alongside it.

The Board of Trustees has reviewed complaint handling performance for the reporting period and notes that:

- no formal complaints were received;
- the complaints policy remains accessible to residents;
- residents continue to be encouraged to raise concerns, feedback and suggestions;
- complaint handling arrangements remain compliant and fit for purpose; and
- the Society remains committed to learning from all resident feedback, whether or not a concern progresses to a formal complaint.

The Board is satisfied that complaint handling arrangements remain effective and proportionate for the size and nature of the Society.

Prepared by: _____ Secretary, on behalf of The Abbeyfield
Camborne Society Limited

Approved on behalf of the Board of Trustees: _____
Chairperson / Member Responsible for Complaints

Date: _____