



Complaints Performance & Service Improvement Plan 2024

We reviewed our complaints policy in September 2024 and whilst the policy was in place and displayed within our homes it lacked detail and clarity. The Complaints procedure has now been updated and written with clear advice on how to make a complaint with a procedure also created for residents which will be displayed also.

It was also noted that whilst we have had no formal complaints service requests were regularly being received via our Whatsapp notification system but they were not being recorded effectively. New paperwork is being created for service requests to be recorded and followed up by the relevant member of the Senior Management Team. Training on how to complete the document will be provided by the CEO to the Senior Management Team

Member responsible for complaints from the Governing Body was not in place and clearly identified. This has now been actioned and the Chairman of the Board of Trustees will act as our MRC. The MRC will receive feedback to any complaints received and complaints handling at Board meetings throughout the year. The self assessment form will be reviewed by the Board of Trustees annually.

Below we have created an action plan for the areas which we do not comply with following completion of the self assessment.

Self Assessment Point	Issue	Target Completion Date	Personnel Responsible	Actual Completion Date
1.4	Whilst service requests are put in regularly by residents via the house manager on whatsapp and actioned the difference between a service request and complaint were not previously made clear to the residents. We are in the	December 2024	CEO	



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	process of arranging residents meetings to explain the new policy and process to the residents. A monitoring form for collection of all service requests has been created and will be rolled out to the team.			
1.6	When a concern is raised within a survey our management team will speak to the resident (if identity is know) to discuss the issue and offer the opportunity to make a complaint however, this is not documented. Going forward we will document those conversations even if they do not result in a complaint being raised and review annually.	December 2024	CEO	
5.14	Our tenants handbook details behaviour expected from resident/representatives however there is no stand alone policy. We will develop a policy to reflect behaviour expected.	December 2024	CEO/Support Manager	
5.15	Our tenants handbook details behaviour expected from resident/representatives however there is no stand alone policy. We will develop a policy to reflect behaviour expected.	December 2024	CEO/Support Manager	



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Self Assessment Point	Issue	Target Completion Date	Personnel Responsible	Actual Completion Date
6.9	Template letters will be created to guide the complaints handling team on how to create acknowledgement and response letters to ensure the detail required is included with all letters.	December 2024	CEO	
6.19	Template letters will be created to guide the complaints handling team on how to create acknowledgement and response letters to ensure the detail required is included with all letters.	December 2024	CEO	
7.1	Template letters will be created to give guidance on how to write and respond to complaints to ensure the detail required is included with all letters.	December 2024	CEO	
8.1	Despite having no complaints in the year we have developed our complaints performance and service improvement plan to ensure all points of the code not already covered are in place.	December 2024	CEO	