



Avocet Care & Support Ltd

Complaints Performance & Service Improvement Plan 2025

We reviewed our complaints policy in September 2025. The policy was updated to reflect the change to the Complaints Management Team. In turn the procedure for reporting for residents was also updated and displayed within our properties. The policy was also updated to reflect the change to the Charity Head Office address.

Last year we noted that whilst we have had no formal complaints service requests are regularly received via our Whatsapp notification system but they were not being recorded effectively. New paperwork has now been created for service requests to be recorded and followed up by the relevant member of the Senior Management Team.

Despite completing many of the outstanding actions from the previous year, template letter to assist the complaints handling team on completing complaint acknowledgement and response letter, were not completed. We will complete this task by the end of January 2026.

During the year we have had no formal complaints and we still believe that this is due to the open culture we have created between residents and management of the Charity. By having a management team visible and present on a daily basis, residents feel confident enough to raise service requests/concerns which helps to avoid formal complaints being raised.

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
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.	Jan 26	CEO	