Avocet Care & Support Ltd

Complaints Performance & Service Improvement Plan

Reporting Period 1st April 2025 31st March 2026

Our complaints policy is reviewed annually or before should the need for updating arise.

The whatsapp notification of issues/ repairs is working very well and allows us to deal with any repairs/issues promptly. All staff are now very familiar with the process.

Template letters to assist with responding to complaints were created for the team. This task was completed in February 2026.

During the year we have had no formal complaints in relation to the property services provided by our teams 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.

There are currently no actions outstanding from the self assessment carried out.