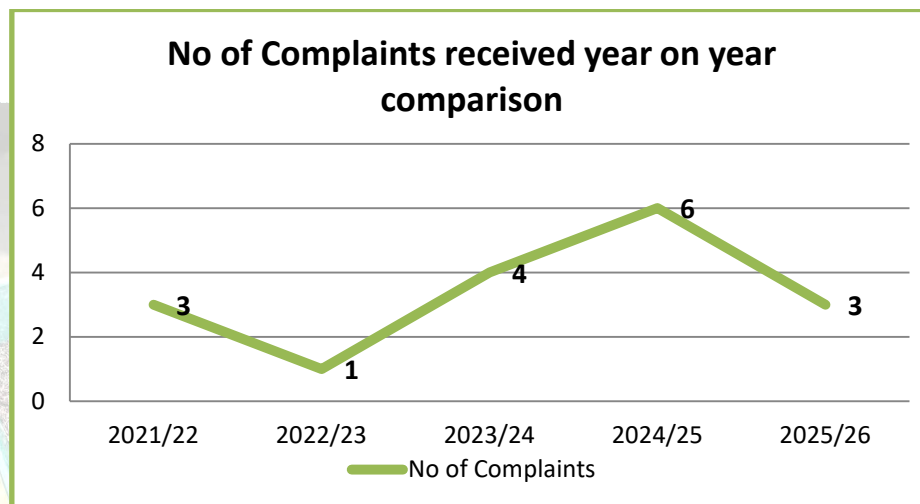


WOODLANDS QUAKER HOME

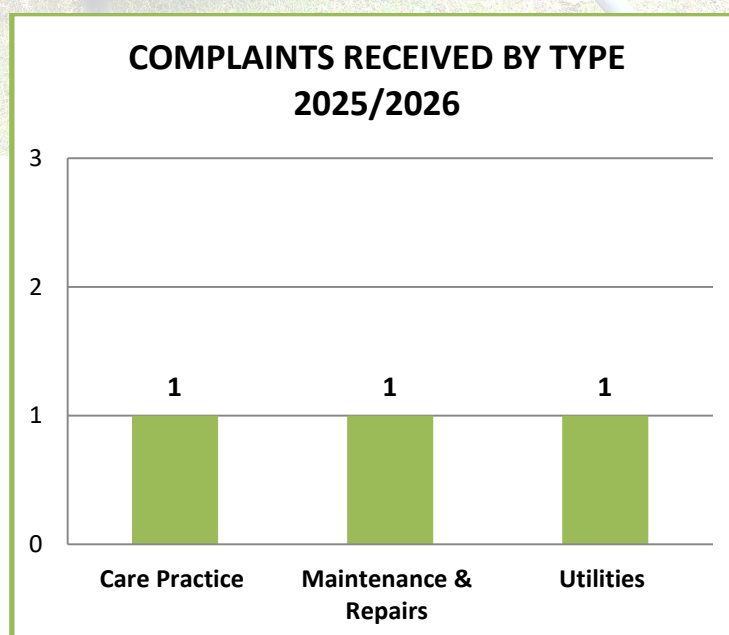
COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025/2026

A total of 3 Complaints were received for the period 1st April 2025 to 31st March 2026.



Two complaints were received from tenants, and one complaint was received from a Lasting Power of Attorney acting on behalf of a resident in the care home. All three complaints were resolved at stage one of our complaints process, and all three were upheld.

Summary of complaints



OUTCOMES AND LESSONS LEARNED

- Inexperienced shift managers will receive additional support when an infection prevention or similar inspection is scheduled, helping to ensure that services continue to operate effectively
- Additional contractors are being sourced for inclusion on our approved contractors list to help minimise delays in carrying out repairs
- An additional external electrical power point has been installed to serve The Paddock housing scheme, connected to the communal electricity supply

RESPONSE FROM THE BOARD

The annual self-assessment against the complaint handling code provides assurance that the organisation's complaint handling policies and procedures are fair, robust and effective. We welcome complaints as valuable opportunities to learn, improve our services and implement positive change.

The self-assessment against the complaint handling code has been approved and Trustee Directors continue to monitor and analyse complaints received as part of monthly inspection visits.

We are pleased to report that the number of complaints has reduced compared with the previous year, with none requiring escalation to stage two of our complaints procedure.

We would like to thank our senior team for their efficient management of complaints, including the timely actions to put things right and the implementation of follow-up measures. These actions have contributed to continuous learning and improvements to our service delivery.



Julia Furminger
Chairperson