Abbeyfield Bishop's Castle Society complaints policy

The Abbeyfield Bishop’s Castle & District Society is committed to providing a high-quality service to residents and others who access our service. We recognise that while most concerns can be resolved quickly and easily, occasionally a formal process is needed and that reporting on complaints is now a regulatory requirement. Our Complaints Policy has been has been assessed under the requirements issued by the Housing Ombudsman and is reviewed annually.

In line with the Housing Ombudsman’s Code, we complete an annual Self-Assessment of our complaint handling procedures and publish our annual Complaints Performance Report.