

Abbeyfield York Society Ltd

Abbeyfield House

Regency Mews

York

YO24 1LL

## **Governance Letter- Complaints Handling**

Date: 15/12/2025

To: Housing Ombudsman Service

Re: Annual Complaints Return 2024/25

This letter confirms that the Board of Trustees of Abbeyfield York Society has oversight of all complaints received and handled by the organisation in accordance with the Housing Ombudsman's Complaints Handling Code.

Key points of governance and oversight include:

1. Regular Reporting:  
Complaints data, including themes, outcomes, and learning, are included in the full operational report presented to the Board every 8 weeks prior to Board meetings.
2. Board Oversight:  
The Chair of the Board (MRC) and Trustees review complaints trends and ensure that any necessary actions are implemented to improve services.
3. Compliance and Learning:  
The Nominated Individual attended the Housing Ombudsman annual conference during the year to ensure full understanding of the Complaints Handling Code. Lessons from the conference have been

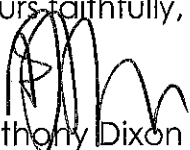
integrated into procedures and training to ensure continued compliance and effective complaints management.

4. Complaints Handling Code Self-Assessment:

The Board has reviewed and approved the organisation's self-assessment against the Complaints Handling Code, which is publicly available on our website for residents.

The Board confirms that Abbeyfield York Society is committed to transparent complaints handling, timely responses, and learning from feedback to improve services for all residents.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Anthony Dixon', written over the printed name.

Anthony Dixon

Chair of Trustees (MRC)

Abbeyfield York Society