



Annual Complaints Performance and Service Improvement Report

For the Year: 2024

Organisation: Audley Group Limited

Prepared by: Group Operations Director

Date: June 2025

1. Executive Summary

This report summarises complaints' performance across our group of integrated retirement villages over the last 12 months. It reflects our commitment to transparency, learning from complaints, and continuous service improvement. Our aim is to ensure that owners (residents) feel listened to, respected, and confident that their concerns lead to real change.

2. Compliance with the Housing Ombudsman's Complaint Handling Code

Self-assessment completed on: 25 June 2025

- ✓ Published on website: [Feedback | Audley Villages](#)
- ✓ Reported to board/responsible governance body on: 25 June 2025
- ✓ Compliant with all mandatory elements of the Code: Yes

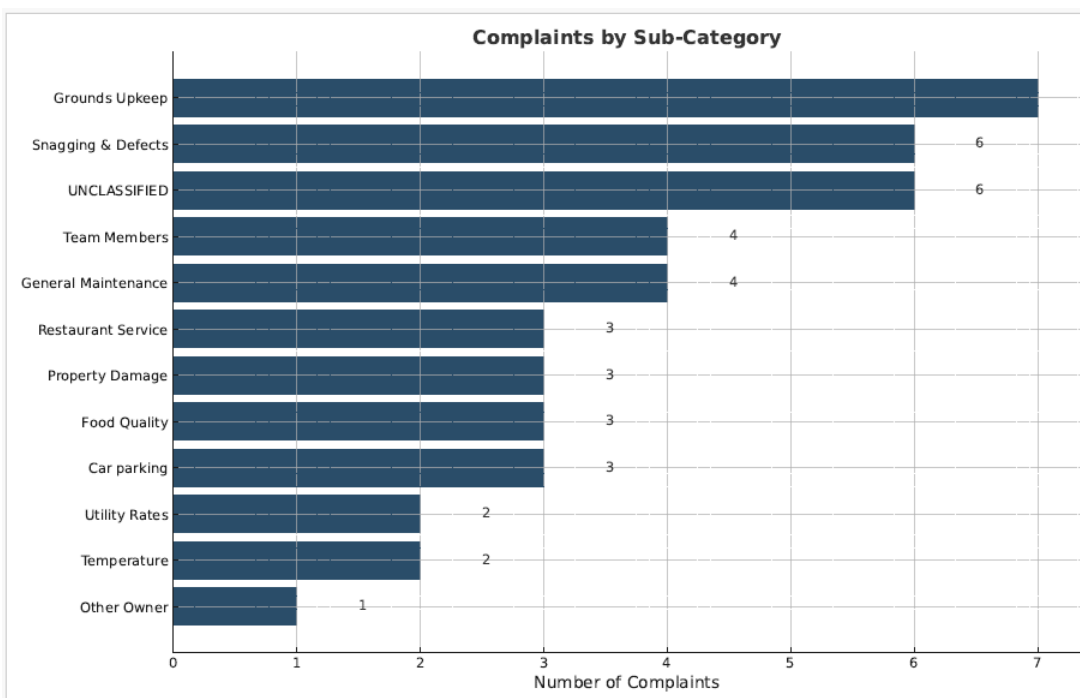
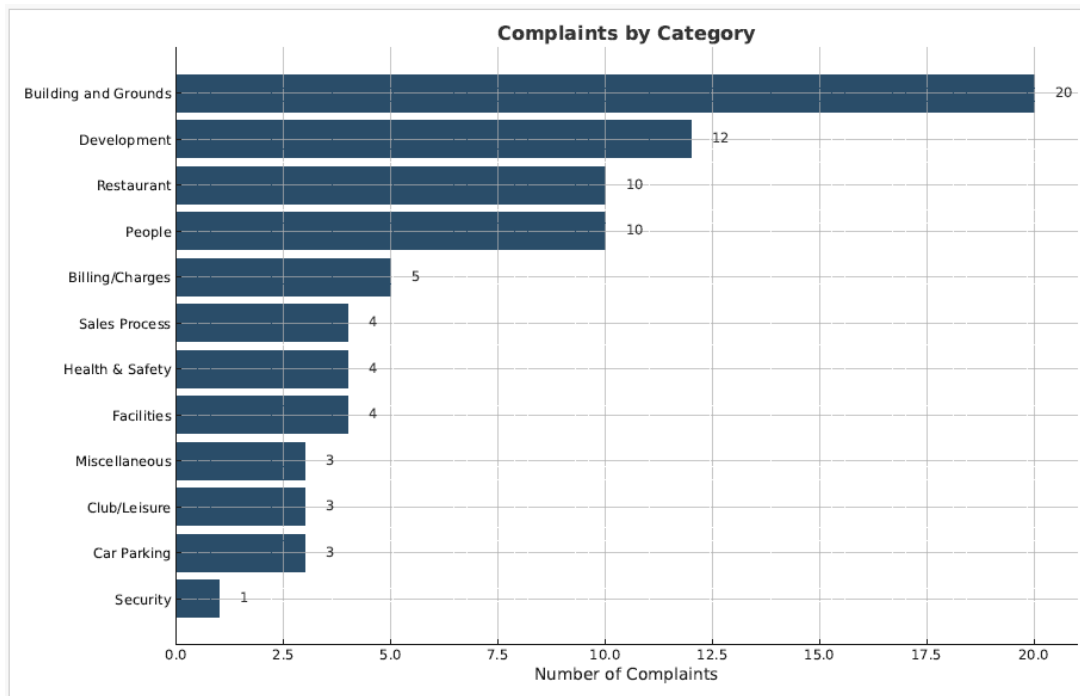
3. Complaint Volumes and Timelines

Category	Number
Total complaints received	81
Stage 1 complaints	81
Stage 2 complaints (escalated)	5
Complaints upheld (Stage 1)	3
Complaints partially upheld (Stage 1)	3
Complaints not upheld (Stage 1)	75
Average response time (Stage 1)	10 days
Complaints upheld (Stage 2)	0
Complaints partially upheld (Stage 2)	0

Complaints not upheld (Stage 2)	5
Average response time (Stage 2)	28 days from escalation
% closed within Ombudsman's target timescales (Stage 1 – 10 working days)	75%
% closed within Ombudsman's target timescales (Stage 2 – 20 working days)	33% - performance impacted by agreed time extensions

4. Complaint Themes and Trends

The tables below show the numbers of complaints by category and sub-category.



5. Learning from Complaints

We use complaints as a learning tool to improve service delivery. Key actions taken this year include:

- ✓ Communication of management fees and utility increases – Improve annual corporate communication to include detailed justification for annual fee and rate increases. Communication to be appropriate for the target audience and incorporates language that is understandable by all.
- ✓ Restaurant Food Quality - Introduce menu specifications for all dishes that enhance team member training and in turn deliver increased quality and consistency of food within the restaurants.
- ✓ Ability to book wellness classes and swim sessions. Change of booking platforms to deliver a reliable service to all owners and club members.

6. Service Improvements Driven by Complaints

- ✓ Implementation of a food and beverage joint owner working group
- ✓ Introduction of seasonal and lite bites menus to drive quality and consistency
- ✓ Improved owner communication relating to MMC and utility charge increases
- ✓ Launch of the 'Audley Insider' magazine
- ✓ Implementation of a new booking platform for wellness classes and swim sessions
- ✓ Provision of an automated maintenance reporting/request platform
- ✓ Upgrade and re-launch of the Audley App
- ✓ Prioritisation of LCC funds towards upkeep of buildings and communal areas
- ✓ Implementation of monthly GM drop-in surgeries at each village

7. Governance and Oversight

- ✓ Reviewed by: Group Operations Director and Group General Counsel
- ✓ Date reviewed: 28 June 2025
- ✓ Oversight by: Chief Operating Officer
- ✓ Complaints reviewed quarterly at management/board meetings
- ✓ Annual ARCO audit includes a review of the complaints process

8. Engagement with the Housing Ombudsman

- ✓ Two complaints were referred to the Housing Ombudsman service during 2024
- ✓ Neither of the two cases were upheld by the Ombudsman
- ✓ No actions were ordered by the Ombudsman as a result

9. Owner Feedback and Involvement

In our efforts to improve complaint handling, Owner feedback has been gathered using the following means:

- ✓ Owner suggestion boxes
- ✓ Annual owner survey
- ✓ Village owner forums
- ✓ Collaboration with the all-village forum

10. Priorities for the Year Ahead

Our goals for improving complaints management over the next 12 months:

- ✓ Reduce average response time to under 20 working days (stage 2)
- ✓ Improve closure target for Ombudsman timescales towards 100%
- ✓ Deliver refresher training for all frontline team members
- ✓ Improve accessibility to complaints by enhancing the Audley App
- ✓ Align complaints procedure with both the Ombudsman and ARCO codes

11. Conclusion

We are committed to treating complaints as opportunities for learning and service improvement. This report reflects our ongoing efforts to listen to our owners, respond fairly and promptly, and ensure their voices drive the development of our integrated retirement communities.