



## **RUSTINGTON HALL COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT APRIL 2025 TO MARCH 2026**

### ***Complaints Performance***

We have reviewed how we handled complaints for the period April 2025 to March 2026, and we are pleased to report the following:

- A total of two complaints were received. 100% of them were dealt with in line with our own complaints policy.
- Of the complaints received one was dealt with within Stage 1 of our procedure, second complaint, we were only part of the investigation as complaint was raised against our Surgery.
- None of the complaints received related to the criteria regarding compensation payment

### ***Response to Complaints and Ongoing Commitment to Quality Service Improvement***

In response to one of the complaints, purchased more sensor movement devices also continue to have regular call bell audit. These actions have contributed significantly to our progress in meeting our response time goal, with higher percentage of 85% of calls now being answered within 0–8 minutes.

Following another complaint, we have arranged regular meetings with our Local surgery. Our Clinical Lead participate in the meetings and sharing our views or concerns.

We remain firmly committed to delivering the highest standard of care and service to all our residents. To support this, we conduct monthly trend analyses of all complaints received. Where appropriate, necessary changes and improvements are implemented. These actions are communicated transparently to residents through our newsletter, during residents' meetings, and when required, via formal correspondence.

### ***Statement from our Board of Directors***

At LRHS we are committed to providing the best possible service to all our service users. We have a designated board member responsible for the complaints who has undertaken an annual review of the complaints, and they are satisfied that Rustington Hall remains compliant against its own service user commitments and complaints policies and procedures.