



Rockdale Village

Senior living in the heart of Sevenoaks

Rockdale Housing Association

Annual Complaints and Compliments Report to 31st March 2026

Background

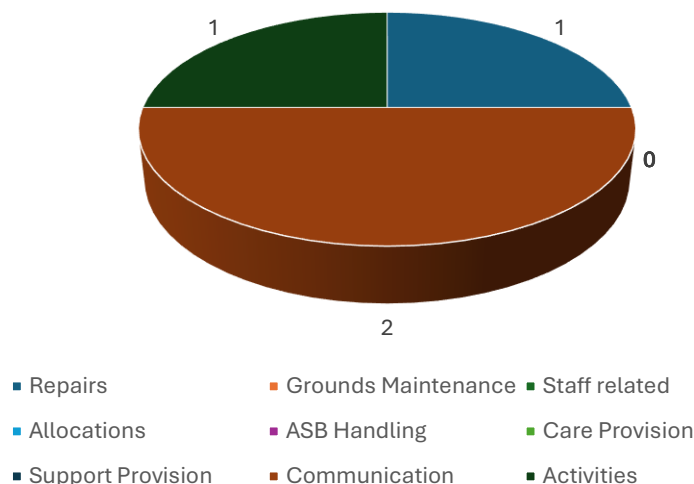
We maintain both Complaints and Compliments Registers and this information is reported to the Quality Assurance Committee and the Board on an annual basis. All complaints are formally recorded where there is clear evidence that a service failure has occurred. This is essential to understand the areas where issues occur, to learn from mistakes and improve the service we offer to our residents and their families.

Complaints Received

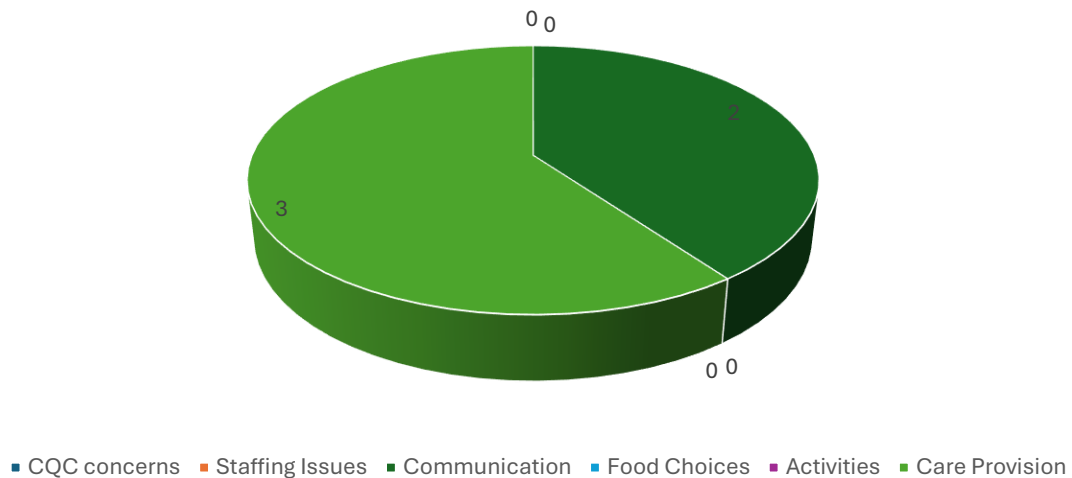
When service issues are raised, staff deal with them promptly, collaborating with residents to resolve issues and preventing the need to escalate to a formal complaint.

There was a total of 9 formal complaints made, all of which were resolved at Stage 1. All complaints were responded to within the target time. There were 4 complaints for Independent Living and 5 for the Care Home as shown below. The low level of complaints is corroborated by the high levels of satisfaction recorded in the Tenant Satisfaction Measures survey for Independent Living and the Residents' Survey in the Care Home

Complaints April 25 to March 26 - Independent Living



Complaints April 25 to March 26 - Care Home



Learning Outcomes and Service Improvements

We remain compliant in dealing with all cases at Stage 1, so early intervention and resolution is key to preventing cases going to Stage 2.

Taking each complaint in turn, the learning outcomes and resulting service improvements are as follows:-

Independent Living

Communication (2)- The first of the complaints was in relation to the creation of a WhatsApp group to better communicate urgent information to residents. One resident objected to this method of communication. The resident was advised that membership of the group was optional. The large majority of residents welcomed receiving urgent information by WhatsApp. The second complaint concerned a transfer request. The resident wanted to be moved immediately, but a process had to be followed including obtaining a doctor's letter in support of their medical need. Whilst the correct process was followed, we failed to communicate the likely timescale when they requested the transfer form. The transfer form has been amended to show the likely timescales.

Repairs (1)- The complaint was from a resident in The Pleasaunce. The redecoration of the common parts and the replacement of the carpets was long overdue. We had paused letting works pending the conclusion of the stock condition survey. Although the works have now been carried out, we should have informed the residents of the delay and the reasons behind it.

Activities (1) - The complaint came from a resident who felt the request made of residents to participate in crafts as part of our Britain in Bloom entry, was belittling and showed a lack of respect. The resident was advised that participation was voluntary and many had found great enjoyment in taking part.

One resident made half of all the complaints.

Care Home

Care Provision (3) – The three complaints were all from relatives. The first complaint was that a resident had been given a clean shave by a carer. The resident had had a beard for as long

as the relative could remember and disputed his ability to consent to the shave, The resident's care plan was suitably amended. The second was regarding a resident not having a dressing changed during the day. It was allocated to the night staff but no-one informed the resident and they were anxious it had been forgotten. Staff were reminded to communicate with residents when a change to their routine was made. The third involved a resident's call bell not working, a late breakfast being delivered that was cold and a failure to tell the resident about the unavailability of their medication. An apology was given and the matters addressed with maintenance, catering and care staff.

Communication (2) – The two complaints were again from relatives. The first was a failure in communicating that a resident would not be attending a hospital appointment for which the relative had travelled some distance. The nonattendance was also due to an internal miscommunication, and no transport had been arranged. The House has since changed how messages are communicated between teams. The second was a complaint that the layout of the lounge area and the reprovisioning of the Welcome Room as an office had not been communicated or consulted upon. The complaint was acknowledged and the changes reversed until further discussions with residents and relatives took place.

Housing Ombudsman Complaints Handling Code 2024

We are obliged to submit an annual self-assessment report to the Housing Ombudsman by 30th September each year. This report is required to be considered by the Board and for the Board to make a formal response. The report and the response are required to be published on our website.

The 2024 Code includes a requirement for a Board Complaints champion (referred to as the Member Responsible for Complaints or MRC). We have nominated the Chair of the QA Committee as they already receive and review the complaints information.

Compliments Received

	Care Home	Independent Living
Compliments	12	11

Care Home

All the compliments were in relation to the quality of care or resident well-being. Several of the compliments form reviews on carehome.co.uk, where we currently score 9.8 out of 10.

Independent Living

Compliments were received about the Support Service, the Gardening Team and how much the residents enjoyed the Bloom and Whodunnit events.

Andrew Mickleburgh

Chief Executive and Complaints Officer

18th September 2026

