There was one formal complaint made in the year 2023/2024 by the family of a resident.

Communication with the family to resolve the complaint was via email and video meeting.

To prevent complaints of a similar nature in the future, staff have received training, guidance and a policy & procedure drafted. The policy was shared with the family for their input.

A record of the communications with the family has been kept along with details of the complaint & dates.

Complaint received: 23/08/23

Video Meeting 30/08/23

Letter to family 04/09/23

Policy to family 31/01/24

Resolved at stage 1 15/03/24

* WCAC has not refused to accept any complaints during the year.
* There were no findings of non-compliance with this Complaints Handling Code by the Ombudsman.
* There was no annual report about WCAC performance from the Ombudsman.
* There were no other relevant reports or publications produced by the Ombudsman in relation to the work of WCAC.

Complaints performance and service improvement report reviewed by the Board of Directors

December 4th 2024

Board comments:

Directors were made aware of the complaint immediately and were kept informed during the process. A new policy was drafted, approved by the board and staff training and guidance provided. The board is satisfied that the complaint was dealt with in a timely manner and that a resolution was agreed.

Signed Chair Board of Trustees John Moss……………………………………………