Farraday House Ltd
Cottam Street
Bury
BL8 1QQ

Tel: 0161 761 2964
Email: admin@farradayhouse.co.uk

Farraday House Ltd

Your Home from Home for the Over 55s

Chairman's Annual Complaint Handling and Improvement Report 2025-2026

As the Chairman of the Board of Trustees at Farraday House Ltd, it is my responsibility to monitor and address any complaints or concerns from the residents. I am pleased to report that for this year no informal complaints have been made. This reflects positively on the overall management, services and community atmosphere within the Farraday House.

While the absence of complaints is encouraging, we will continue to improve and maintain the high standard of accommodation we offer. We will also continue to support and develop our staff to ensure they are trained to effectively handle complaints in a professional and timely manor whilst encouraging a positive learning culture throughout Farraday House, ensuring we are always listening to improve the services we provide.

Yours sincerely

Robert Bibby

Chairman Farraday House Ltd