



Chair of the Governing Body Response to the Self-assessment and Complaint Handling and Service Improvement Report

The Executive Mayor and Cllr Hale, as Member Responsible for Complaints, have reviewed the Annual Complaints Performance and Service Improvement Report and the Self-Assessment against the Housing Ombudsman's Complaint Handling Code. The reports have also been shared with Cabinet to provide oversight of complaint handling performance and compliance with the Code.

The Executive Mayor and Cllr Hale are satisfied that the reports provide an honest and accurate picture of complaint handling during 2025/26 and the progress made to improve services for residents. They show that the Council has strengthened its approach to complaint handling, governance, accountability and learning from complaints.

The Council recognises complaints as an important source of resident feedback. During the year, improvements have been made to complaint handling processes, oversight arrangements, staff training, quality assurance and the monitoring of Housing Ombudsman orders and recommendations. These changes have helped improve consistency and supported service improvements across housing services.

The self-assessment shows that the Council's complaints policies and procedures meet the requirements of the Housing Ombudsman's Complaint Handling Code. The reports also demonstrate the work carried out during the year to improve compliance, strengthen governance and increase oversight through regular reporting to senior leaders and elected members.

The Executive Mayor and Cllr Hale welcome the Council's response to feedback from the Housing Ombudsman following its review of the Complaints Policy. All recommended changes have been implemented, helping to make the policy clearer, more accessible for residents and more closely aligned with the Complaint Handling Code. This provides assurance that the Council listens to feedback and takes action to improve how complaints are handled.

The reports also show how learning from complaints, Ombudsman decisions and resident feedback has been used to improve services. This includes improvements to complaint triage, customer resolution processes, repairs oversight, contractor management, communication standards and staff training.

Appendix C

The Executive Mayor and Cllr Hale recognise that responding to complaints within target timescales remains an area for improvement. Whilst progress has been made and measures are in place to improve monitoring and case management; further work is needed to achieve consistent performance across all stages of the complaints process. The Council has identified these areas and has improvement plans in place for 2026/27.

Having reviewed the evidence, the Executive Mayor and Cllr Hale are satisfied that the Council is taking the right steps to improve complaint handling, strengthen accountability and use learning from complaints to improve services for residents. They, therefore, endorse the Annual Complaints Performance and Service Improvement Report and the Complaint Handling Code Self-Assessment and support their publication in line with the requirements of the Housing Ombudsman's Complaint Handling Code.

This statement provides assurance that complaint handling remains a priority for the Council and that resident feedback is being used to improve services and outcomes for residents.