

Date: 24th September 2025

Subject: Governing Body Response to 2024-25 Annual Complaints & Service Improvement Report and supporting self-assessment against Housing Ombudsman Code.

Summary:

This document sets out the response by the Governing Body, the council's Corporate Governance Board (CGB) and Member Responsible for Complaints (MRC), the Cabinet Member for Resident Engagement to Annual Complaints & Service Improvement Report covering the 2024-25 financial year and the supporting self-assessment form against the Housing Ombudsman code.



Response Statement:

The 2024-25 Annual Complaints & Service Improvement Report encapsulates the council's complaint handling performance, volumes and learning identified during the previous financial year. Both the Corporate Governance Board and the Member Responsible for complaints have considered the reports and find and recognise them as a true and accurate reflection of the council's complaint handling and the lessons that have been learnt.

The supporting self-assessment form undertaken against the Housing Ombudsman code has also been reviewed by both the Corporate Governance Board and Member Responsible for Complaints acknowledging the areas where the council is compliant in its complaint handling process, previous areas of non-compliance identified within the 2023-24 self-assessment have now been addressed as part of the review and approval of the Council's Customer Feedback & Complaints Policy by Full Council on 2nd April 2025 (Report ref: A/24/28).

The 2024-25 Annual Complaints & Service Improvement Report and supporting self-assessment has also been reported for consideration by the Council's Cabinet on 18th September 2025.

Signatures:

<i>Name: Ewan Green</i>	<i>Name: Cllr Gary Fuller</i>
<i>Signature:</i> 	<i>Signature:</i> 
<i>Title: Director – Strategy and Resources (Corporate Governance Board)</i>	<i>Title: Cabinet Member for Resident Engagement and Accountability (Member Responsible for Complaints)</i>