

Cabinet Response to the 2024–25 Annual Complaints Performance and Service Improvement Report

The Cabinet has reviewed and welcomes the 2024–25 Annual Complaints Performance and Service Improvement Report, including the findings of the Housing Ombudsman Self-Assessment, Complaint Improvement Plan and the Council’s overall performance in handling complaints.

We understand the value of complaints as a tool for service improvement and we are committed to ensuring effective complaint handling in line with:

- The Council Strategy and our commitment to developing a culture of listening and engagement.
- The Council’s Values
- Our 5 Star Customer Service Standards.

It is noted that, during the Review Period, the Information Governance team faced challenges due to staff shortages coupled with increasing volumes of complaints, which affected acknowledgment and response rates. The proactive measures taken in response to these challenges, including the formulation of the Complaints Improvement Plan, are also noted.

Cabinet further notes continued compliance with the Housing Ombudsman Code and approval of the self-assessment as required, as well as ongoing alignment with relevant ombudsman guidance, including the LGSCO.

In summary, the Cabinet is satisfied that the Council maintains a resident-focused, accountable and learning-oriented approach to complaint handling. We fully support the Member Responsible for Complaints and the ongoing work to strengthen resilience, monitor compliance and continuous improvement in service provision for our residents.