

## Annual complaints and service improvement report

### Proposed response to the report from the Ethical Governance & Personnel Committee

The Ethical Governance and Personnel Committee is pleased to receive the annual complaints report. It is encouraging to see that the council has a positive complaint handling culture and welcomes complaints in order to learn from them.

We note the service improvements which have resulted from complaints and are confident that there are arrangements in place for reviewing processes and procedures throughout the authority, without having to be subject of a complaint.

Whilst the Housing Ombudsman's complaint handling code and reporting requirements became relevant from 1 April 2024, we are encouraged to see in the 2023/24 report that the complaints about the council as landlord are reported separately. The information provided shows the importance of tenant feedback and, combined with the tenant satisfaction survey results reported elsewhere, demonstrates the excellent service the council provides to its tenants.

The committee notes the delay in publishing the annual complaints performance and service improvement report and associated self-assessment which was due to a lack of meetings during the pre-election periods but is reassured that in future years the required information will be published in a timely manner. Notwithstanding the late reporting, we hope the council's positive performance, demonstrated by lack of referrals to the Housing Ombudsman, is noted by the ombudsman and serves to provide assurance that the service is performing to a high level, prioritising its service delivery.