

Annual Complaint Performance & Service Improvement Report **2024/25 (Landlord Services) – Governing Body Response**

As a Cabinet, we once again welcome the publication of this report as part of our commitment to transparency and our determination to ensure the views of citizens help shape our services.

The Customer Care & Complaints team within Landlord Services has faced capacity problems in 2024/25, resulting in the published figures around response times for complaints. We're pleased to note that action has already been taken to increase staff in this area and work is being closely monitored, we expect to see a marked improvement in this area as we progress into 2025/26, alongside an increase in customer satisfaction with our handling of complaints.

We also note the service improvements that have been made throughout the Council and by our contractor, ODS, and will be interested to see the longer-term impact of these on the complaints figures for 2025/26.

The Housing Ombudsman determinations are an interesting addition to this year's report, as there were none for last year other than the Complaints Handling Failure Order that the Council regrettably received. Whilst we would like to see a mutually agreed resolution to complaints as early as possible within the process without Ombudsman intervention, these determinations provide a valuable external review of our complaints service and inform us as to whether the Council is meeting the Housing Ombudsman's expectations.

This year's report includes some of the further insight into the types of complaint received and the root causes that we requested last year. We expect this to continue and for opportunities for deeper analysis to be explored.

Our residents are at the heart of our services, and the plans to expand their involvement in the complaints service and seek their feedback will be a welcome step towards greater transparency, accountability, and co-regulation.

Although parts of this report are not positive, such as the percentage of complaints responded to within target and the findings of maladministration by the Housing Ombudsman, there has also been positive progress in several areas. We accept the assurances given that steps have been taken to address issues, and we expect to see evidence that these have succeeded by the time the next annual report is produced.

We would like to thank all of those within to Council who have assisted with the investigation and resolution of complaints, as well as all of the citizens who have taken the time to raise issues and provide their views.

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