

Date: 8th November 2024

Subject: Governing Body Response to 2023-24 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 2023-24 financial year and the supporting self-assessment form against the Housing Ombudsman code.

Response Statement:

The 2023-24 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, whilst accepting there are notable of areas of non-compliance documented that will be addressed as part of an upcoming review of the Council’s Customer Feedback & Complaints Policy and supporting operational processes before the end of 2024-25 financial year.

Signatures:

<p><i>Name: Andy Blaszkowicz</i></p>	<p><i>Name: Cllr Gary Fuller</i></p>
<p><i>Signature:</i> </p>	<p><i>Signature:</i> </p>
<p><i>Title: Director – Housing & Operations (Corporate Governance Board)</i></p>	<p><i>Title: Cabinet Member for Resident Engagement and Accountability (Member Responsible for Complaints)</i></p>

