

Governing body's response to the Annual Complaints Performance and Service Improvement Report 2024/25

On 27 November 2025, the Governance, General Purposes & Local Government Organisation Committee reviewed the Housing Ombudsman Annual Landlord Report and the Housing Services Annual Complaints and Service Improvement Report for 2024/25.

The Committee unanimously approved the report.

It is a requirement of the Housing Ombudsman Complaint Handling Code that these reports are reviewed by the appropriate governing body.

Key points raised included:

- **Complaint Volumes and Themes:**

Members noted the increase in complaints received. They recognised that the whole housing sector experienced an increase in complaints during 2024/25.

Members were interested in comparing our complaint volumes and Ombudsman outcomes to other landlords.

- **Service Improvements and Learning:**

Members welcomed the measures put in place to improve complaint handling and response times. They were reassured that these measures had had a significant positive impact in complaint response times.

They welcomed that it is a priority for the housing service to work with tenants to improve services and improve overall satisfaction with the services provided.

- **Tenant Engagement:**

It was explained to Members that the Involved Tenants, through the Tenant Engagement Board, had considered the reports and provided positive feedback to the ongoing improvements and systems in place.

This report not only considered past performance but the mechanisms in place to support future improvement.

We would like to thank all colleagues, residents and our Tenant Liaison Panel for the support they provide in ensuring the delivering of a responsive, and customer focused complaints service.