

Annual Complaints Report Feedback

Councillor Keith Prince – Leader of the Council (MRC)

Residents rightly expect high-quality housing services and a Council that listens and responds when things go wrong. This report provides an important opportunity to reflect on the complaints received over the past year, the lessons learned and the action being taken to improve services for our residents.

Complaints should never be viewed as a nuisance; they are a valuable source of feedback that helps us understand residents' experiences and identify where we need to do better. I am pleased to see the continued focus on learning from complaints, strengthening governance arrangements and improving how concerns are resolved.

As an administration, we are committed to restoring trust in the Council by being open, transparent and accountable. That means acknowledging areas where standards have not been met, taking decisive action to address shortcomings and ensuring that residents see real improvements in the services they receive.

While there is more work to do, I welcome the progress set out in this report and will continue to support efforts to improve complaint handling, increase resident satisfaction and deliver a housing service that residents can have confidence in.

Councillor Sue Benjamin – Deputy Leader of the Council

I am grateful to officers in our Housing Service who have listened diligently when our tenants and leaseholders have cause to complain. We always try to get things right first time, but genuinely seek to use those times when this doesn't happen to learn, and make the system better.

In this respect, those who have cause to complain are, in the end, helping the Council to improve services for everyone. The Housing Ombudsman Code is a valuable tool in that process.