

Governing body's response to the Annual Complaints Performance and Service Improvement Report 2025/26.

On 24 September 2026, the Governance, General Purposes & Local Government Organisation Committee reviewed the Housing Services Annual Complaints and Service Improvement Report for 2025/26.

The Committee unanimously approved the report.

It is a requirement of the Housing Ombudsman Complaint Handling Code that this report is reviewed by the appropriate governing body.

Key points considered by the Committee 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 2025/26.

- **Service Improvements and Learning:**

Members noted the measures put in place to improve complaint handling and response times, including additional resource. They were reassured that these measures were having a significant positive impact in complaint response times

- **Tenant Engagement:**

It was explained to Members that the Tenants, through the Tenant Influence and Assurance, had reviewed the assessment of the Complaint Handling Code. Tenants are part of the scrutiny process and complaints and repairs are part of their scrutiny programme for this year.