

## **Governing Body Statement**

### **Annual Complaints Report and Compliance with the Housing Ombudsman's Complaint Handling Code**

The Annual Complaints Report, together with the self-assessment against the Housing Ombudsman's Complaint Handling Code, has been formally reviewed and scrutinised by the Member Responsible for Complaints (MRC) and the Audit Committee.

The Governing Body confirms that the self-assessment provides an accurate representation of our complaint handling processes and demonstrates full compliance with the Housing Ombudsman's Complaint Handling Code. In addition, we have recently enhanced the information provided to customers to ensure greater clarity regarding our compliance with the Code.

The MRC and Audit Committee have undertaken detailed scrutiny of complaints performance, sought assurance on the mechanisms through which lessons are learned, and provided constructive challenge to support continuous improvement.

This work is a critical component of our governance framework, offering assurance to both the organisation and our tenants that we have a clear understanding of areas requiring improvement and the effectiveness of service delivery. We have achieved positive progress during 2024/25 and remain committed to strengthening service delivery and embedding learning from complaints and feedback.

We continue to respond proactively to the Housing Ombudsman's spotlight reports by conducting self-assessments against the recommendations. Furthermore, we maintain robust oversight of all Housing Ombudsman determinations. While we acknowledge that some historical determinations have highlighted challenges and areas for improvement, this oversight enables us to drive continuous learning and service evolution.

The Governing Body wishes to express its appreciation to all customers who have provided feedback throughout the year. These insights have been invaluable in shaping improvements and will continue to inform our approach to service delivery in the future.

Councillor Dad  
Member Responsible for Complaints.  
October 2025.