

# Housing Ombudsman Complaint Handling Code: 2025 statement by the Member Responsible for Complaints

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## **Our 2025 statement by the Member Responsible for Complaints (MRC) on our annual self assessment of the Housing Ombudsman Complaint Handling Code.**

Complaints are more than just numbers - they represent the real experiences of our tenants and leaseholders, and provide us with valuable insight into where we need to improve.

Over the past year, we have experienced a noticeable increase in complaints, particularly in relation to repairs and maintenance. While this trend is concerning, it is encouraging that we continue to respond promptly, with many cases resolved at an early stage. The report highlights the areas where we fell short and the actions we are taking in response - from improving communication to implementing customer service training for staff, and altering policies and procedures to better meet the needs of our tenants, leaseholders and customers.

The complaints performance and improvement report and annual self-assessment were approved by the Cabinet on Thursday 31 July 2025, and we are satisfied that the Council are meeting the expectations of the Code in a fair way.

We remain committed to developing a complaint handling culture that values feedback, learns from it, and uses it to better shape our services. Above all, we will ensure we keep tenants at the centre of everything we do.

Councillor Sue Thornley

02 October 2025

Tim Clegg | Chief Executive

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