



Governing Body Assurance Statement

Review and Compliance Assurance

The Housing Services Complaint Handling Self-Assessment, Annual Complaints Performance and Service Improvement Report, Complaints Policy and supporting evidence have been reviewed. The evidence demonstrates that appropriate arrangements are in place to comply with the Housing Ombudsman Complaint Handling Code and that complaints are recognised as a valuable source of customer feedback, learning and service improvement.

Review of the self-assessment and supporting evidence confirms that no areas of non-compliance with the Housing Ombudsman Complaint Handling Code have been identified. There is assurance that policies, procedures and operational arrangements remain aligned with the requirements of the Code and reflect recent recommendations and good practice issued by the Housing Ombudsman Service.

Governance, Scrutiny and Oversight

It is evident that robust governance arrangements are in place to oversee complaint handling performance and compliance. Regular updates have been provided throughout the year on complaint volumes, performance, outcomes, Ombudsman determinations, external review, lessons learned and service improvements arising from complaints. Complaints continue to be scrutinised through established governance arrangements, including the Housing Advisory Board, Cabinet reporting, the Member Responsible for Complaints, senior leadership oversight and the Tenant Complaints Review Group.

There is assurance that these arrangements provide appropriate challenge and oversight, ensuring that learning arising from complaints is reviewed, monitored and translated into service improvements. Complaints remain visible at both operational and strategic levels within the organisation and continue to support accountability and service improvement.

Investment in Complaint Handling

It is recognised that progress has been made during the past year to strengthen complaint handling across Housing Services. This has included improvements to complaint recording, governance, oversight, reporting, service learning and accountability

The evidence demonstrates that a significant investment has been made in complaint handling resources, with the service expanding from a single dedicated officer to a dedicated team comprising a Complaints Manager and two Complaint Investigation Officers. This additional capacity has improved resilience, strengthened oversight, increased the quality of investigations and created greater opportunity to focus on learning and service improvement.



There is assurance that this investment reflects the Council's commitment to treating complaints as a core service and ensuring sufficient resources are available to deliver a fair, accessible and effective complaints service for tenants.

Tenant Outcomes and Service Improvement

It is encouraging to see that improvements to complaint handling arrangements are delivering positive outcomes for tenants. Tenant satisfaction with complaint handling increased during the year and year-end performance exceeded sector benchmark levels, indicating improved confidence in the complaints process and the quality of responses provided.

It is acknowledged that tenant involvement through the Complaints Review Group and wider engagement activities has informed service improvements, policy development and the ongoing review of complaint handling arrangements. There is clear evidence that tenant scrutiny is strengthening service delivery, increasing transparency and supporting continuous improvement.

Learning, Accountability and Culture

The self-assessment demonstrates that Housing Services has continued to strengthen a positive complaint handling culture. Complaints are increasingly being used as a source of intelligence to identify trends, understand customer experiences and drive service improvements. Learning from complaints is reviewed regularly and improvement actions are monitored to ensure changes are embedded across services.

It is apparent that progress has been made in strengthening complaint investigations, improving communication with tenants, enhancing the identification and delivery of reasonable adjustments, and ensuring that remedies are considered and delivered promptly where service failures are identified.

Priorities for 2026/27

Whilst significant progress has been made during the year, there remains a commitment to continuous improvement. Key priorities for the coming year include:

- Continuing to improve tenant satisfaction with complaint handling.
- Embedding learning from complaints within operational service delivery.
- Strengthening awareness of complaint handling responsibilities across all teams.
- Continuing to improve support for vulnerable tenants and the application of reasonable adjustments.
- Enhancing tenant scrutiny and involvement in complaint performance and learning

- Maintaining full compliance with the Housing Ombudsman Complaint Handling Code.
- Using complaint intelligence to drive service improvement and improve customer outcomes.

Governing Body Conclusion

Having reviewed the Self-Assessment, Annual Complaints Performance and Service Improvement Report, Complaints Policy and supporting evidence, there is assurance that the Council has effective arrangements in place for handling complaints, learning from customer feedback and meeting the requirements of the Housing Ombudsman Complaint Handling Code.

Review of the evidence confirms that no areas of non-compliance have been identified through the self-assessment process, that complaint handling resources have been strengthened significantly during the year, and that tenant satisfaction with complaint handling has improved whilst exceeding sector benchmark performance.

It is evident that complaints receive appropriate strategic oversight, that lessons learned are translated into service improvements, and that the organisation remains committed to delivering a fair, transparent, accessible and resident-focused complaints service. It is further recognised that governance, scrutiny and assurance arrangements have continued to mature, ensuring that complaints remain a key driver for accountability, organisational learning and continuous improvement.

Signed: Eamonn O'Brien

Leader of the Council

Date: 29/07/2026

A handwritten signature in dark ink, appearing to read "E O'Brien", written in a cursive style.