

Our Commitment to Improving our Complaints Handling - Governing Body's statement

See section 2.9 of the main report which states:

A number of conclusions and recommendations for future improvements can be drawn from the information in the Annual Complaints & Annual Ombudsman Reports. It is proposed that these form the basis of the written response of Strategy & Resources Policy Committee, to be published alongside the Annual Report. These include:

- To update the Council's Complaint Policy in line with the Housing Ombudsman's Complaint Policy Review's recent recommendations.
- To implement fully the recommendations made by the VVV Inquiry and ensure that these are implemented within the timescales provided, ensuring progress in doing so is monitored by this Committee.
- To continue to improve performance in line with complaint policy timescales.
- To reduce the Housing Ombudsman's maladministration rate by reducing the number of complaint handling findings by improving response timescales and by more consistent and accurate complaint recording.
- To continue to improve the way in which the Council learns from complaints. This will ensure that all learning reported is considered and the impact of service improvement is understood and recorded.
- To seek support guidance and direction from the Customer Experience program which will support continuous service/process improvements for customers and complaint handling