

## **Governing Body response to the Landlord's Annual Complaints and Service improvement report (2024-25).**

The Housing Ombudsman's Complaints Handling Code requires all Registered Housing Providers to publish a Landlord's Annual Complaints and Service Improvement Report, together with the governing body's response, on their public website.

The Council's Portfolio Holder for Corporate Resources, Cllr Hinchcliffe, has reviewed and noted the contents of the 2024–25 Landlord's Annual Complaints and Service Improvement Report. From this point forward, this statutory report will also be submitted to the Governance & Audit Committee, alongside the Council's established annual corporate complaints report.

The governing body will continue to monitor and scrutinise complaints performance data to ensure that the Council remains fully compliant with its statutory obligations in the handling of resident complaints.