# Annual complaints report

Proposed response from Ethical Governance & Personnel Committee

The Ethical Governance and Personnel Committee is pleased to receive the annual complaints report and it’s good to see the development of the report in its second year of the new style of complaints reporting.

We are pleased to see the progress during the first year of the new complaints policy following introduction of the Housing Ombudsman’s complaint handling code. We particularly welcome the work undertaken to learn from complaints, and the work within the housing service to survey tenant satisfaction in relation to complaint handling. Tenant feedback is of paramount importance as we continue to provide an excellent service.

The committee would like to thank the Member Responsible for Complaints for their oversight of the complaints process, and to officers involved in any part of the process for ensuring we maintain our high standards of customer service.