Annual complaints report

Response from Ethical Governance & Personnel Committee

The Ethical Governance and Personnel Committee is pleased to receive the annual complaints report and we appreciate the thorough report and detailed information.

We are pleased to see the continuing work to learn from complaints, and the work within the housing service ensure tenant satisfaction and to support tenants throughout the complaints process. Tenant feedback is of paramount importance as we continue to provide an excellent service.

We note the national trends in relation to increasing numbers of complaints, increasing complexity of cases, and the use of AI by complainants which has been acknowledged by the national media recently. These challenges have been addressed in the report, and the committee acknowledges the pressure this imposes on the authority and its officers.

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.