

Appendix B

Executive response to the Annual Complaints Performance and Service Improvement Report 2024/25

We wish to record our thanks to all those who have engaged with the Councils complaints and compliments process over the past year. We understand that raising a complaint is not always easy, and are grateful to those who have taken the time to do so, as well as offering compliments to service areas.

The Annual Complaints Performance and Service Improvement Report demonstrates that our complaints process is accessible, fair and transparent, with clear accountability for the way concerns are handled.

It is important that every complaint is treated seriously and addressed in line with our published policy. We also recognise that complaints are a vital source of learning, they not only allow us to resolve individual concerns but also provide important guidance to inform wider service improvements.

This year's report sets out areas where residents feedback has supported positive changes for stronger service delivery, and better outcomes for communities. We recognise that there always remains scope for further improvement and are committed to ensuring that lessons learned are embedded across all service areas, driving improvements and strengthening service standards.

We continue to encourage residents and service users to continue to share their experiences with us, whether through complaints, compliments or suggestions for improvement. Feedback is integral to strengthening accountability, and by working in partnership with our communities we can ensure that services remain responsive, efficient and effective.

We would like to take this opportunity to reaffirm our commitment to ongoing transparency, openness and continuous improvement. We thank all who have contributed to this important work and look forward to building on the progress made in the year ahead.