Redditch Borough Council
Executive Committee response to the 2025-26 Annual Complaints Performance and Service Improvement Report

The review of the 2025-26 Annual Complaints Performance and Service Improvement Report was considered by the Council's Executive Committee on 9th June 2026 and approved for publication and submission in accordance with the requirements of the Housing Ombudsman's Complaint Handling Code.

The Executive Committee considered the Council's annual complaints performance, the associated Complaint Handling Code self-assessment, and the Housing Complaints Policy. Members scrutinised the Council's compliance with the requirements of the Housing Ombudsman Scheme and the arrangements in place to ensure complaints are handled fairly, consistently and transparently.

The Council remains committed to meeting its obligations as a social landlord and to continually improving the services provided to tenants and leaseholders. Complaints play an important role in helping us understand residents' experiences and identify opportunities to improve service delivery. We recognise that learning from complaints is essential to preventing recurring issues and driving positive change.

Members noted improvements in complaint response performance during the year, whilst recognising that further improvement remains necessary. The Committee welcomed the continued focus on embedding learning from complaints and ensuring that service improvements are informed by tenant feedback and engagement activity. Tenant feedback will continue to be an important measure in assessing whether service improvements are delivering a better experience for residents.

During consideration of the report, Members discussed increases in several key complaint indicators, including Stage One complaints received, Stage Two escalations, complaints upheld and Housing Ombudsman enquiries. It was acknowledged that improvements to the Council's website, clearer information regarding the complaints process, and a better understanding of the distinction between service requests and complaints have made it easier for residents to raise concerns and access the complaints process. However, whilst improved accessibility may contribute to higher complaint volumes, Members recognised that increases in upheld complaints indicate instances where the Council has not delivered the standard of service residents should reasonably expect.

Where the Council has failed to provide the service residents should expect, we acknowledge that failure and apologise. Improved access to the complaints process is welcome but does not diminish our responsibility to address the causes of upheld complaints and prevent recurrence.

The Council remains committed to transparency, accountability and continuous improvement. We will continue to use complaints as a source of learning to help improve services for residents and to ensure compliance with the expectations of the Housing Ombudsman. The Executive Committee expects progress against identified service improvements, together with Housing Ombudsman orders and recommendations, to be monitored and reported to Members, with clear accountability for delivery. This oversight will help ensure that learning from complaints results in meaningful and measurable improvements to services for residents.

Joint statement by:

Councillor Matt Dormer – Leader of the Council

Councillor Ashley Monk – Portfolio Holder for Housing