

Redditch Borough Council

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

The Review of the [2024-25 Annual Complaints Performance and Service Improvement Report](#) was considered by our Governing Body, the Council's Executive Committee on 10 June 2025 and approved for submission to the Housing Ombudsman.

The Portfolio Holder for Housing as the member with responsibility for housing complaints scrutinised complaints performance throughout the year and the Annual Complaints Performance and Service Improvement Report was also scrutinised by the Council's Overview & Scrutiny Committee on the 9 June 2025.

The Council is committed to meeting its obligations as a landlord, by putting in place processes and measures to achieve compliance with the Housing Ombudsman's Complaint Handling Code and to deliver excellent, value for money services to tenants and leaseholders.

This report reflects our commitment to transparency, accountability, and continuous improvement. Complaints are valuable insights into how our services are experienced by residents and where we must do better. Each one is an opportunity to listen, learn, and act to improve service delivery.

We have improved our response times this past year but recognise that further work is required and we have used feedback to drive service improvements that benefit our residents. The Council and its partners are determined to continue our journey in improving service delivery and look forward to working with our residents in achieving this goal.

Joint statement by:

Councillor Sharon Harvey – Leader of the Council

Councillor Bill Hartnett – Portfolio Holder for Housing