

Councillor Brenda Harrison
Leader
Civic Centre
Hartlepool
TS24 8AY

Tel: 01429 523704
www.hartlepool.gov.uk



Contact Email: brenda.harrison@hartlepool.gov.uk

15th September 2025

Governing body's response to the 2024/25 annual Complaint Performance and Service Improvement Report and self-assessment

The Finance and Corporate Affairs Committee was pleased to review the annual Complaint Performance and Service Improvement Report and self-assessment for 2024/25 at its meeting on 8th September 2025. On behalf of the Committee, I am privileged to provide this years' governing body's response to the report in my position as Chair of the Committee and the Member Responsible for Complaints.

The Committee has acknowledged that the service has seen an increase in the volume of complaints that have been received throughout 2024/25 from residents compared to the previous year.

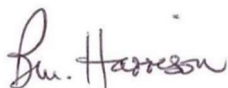
The Committee has noted that the service has provided improved opportunities for residents to voice their dissatisfaction over the past year, particularly around seeking views on the repairs service and, feels that residents can confidently report issues. In doing so, this provides the organisation with valuable feedback on the services it delivers and provides focus on the areas where improvements are required.

As a direct result of the complaints we have received, there have already been improvements to the way we do things and planned service improvements in the pipeline. Details of these are covered in the published annual Complaint Performance and Service Improvement Report.

In addition, the Committee will, in future, receive complaints data for the housing management service at 6 monthly intervals, to allow us to monitor trends more frequently and we have asked for some changes to the way the figures in future reports to Committee are presented.

As a Committee we feel that the Council continues to demonstrate compliance with the Housing Ombudsman's statutory Complaints Handling Code through the self-assessment.

Yours faithfully,



Councillor Brenda Harrison
LEADER
HARTLEPOOL BOROUGH COUNCIL