



Councillor Graham Harrison

Leader

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21st September 2026

Governing Body's response to the 2025/26 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 2025/26 at its meeting on 8th September 2026. As Chair of the Committee and the Member Responsible for Complaints, it is my pleasure to provide the Governing Body's response to this report after detailed consideration at the meeting of the issues raised.

A clear and effective Housing Management Service Complaints Policy, supported by regular complaints reporting, help us to improve communication with tenants and continually develop the services we provide. Complaints provide valuable feedback about a tenant's experience and can highlight areas where communication, processes or services may not be working as well as they should. As a Council we're committed to improving the Housing Management Service and learning from all complaints received; the reports and the accompanying self-assessment is one way of doing so.

We welcome the in-depth review of the Housing Management Service Complaints Policy undertaken by the Housing Ombudsman and have adopted the changes made to the policy to provide further clarity to our tenants.

The report highlights the repairs service as the main source of complaints from tenants. Whilst most repairs are completed efficiently, the report has highlighted where improvements are needed, particularly in relation to circumstances where repairs cannot be completed at the first visit. We also recognise the need for greater transparency on planned maintenance and improvements and we welcome the proposal for a revised policy and the additional dedicated resource to support the delivery of the repairs service.



Hartlepool
Borough Council

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 and welcome complaints reporting to Committee to continue on a 6 monthly basis.

Yours faithfully,

Councillor Graham Harrison
LEADER
HARTLEPOOL BOROUGH COUNCIL