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28th November 2024

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

The Finance and Policy Committee was pleased to review the annual Complaint Performance and Service Improvement Report and self-assessment for 2023-24 at its meeting on 25th November 2024. On behalf of the Committee, I am privileged to provide the governing body's response to the report in my position as Chair of the Committee and the Member Responsible for Complaints.

The Council is committed to providing the best housing management services possible for our residents and the report reflects the ethos and positive complaints handling culture we are keen to champion. The Committee will continue to review the Council's performance in handling complaints under the Housing Management Service Complaints Policy and looks forward to receiving the next annual performance monitoring report. We have the confidence as a Committee that the Council has demonstrated compliance with the Housing Ombudsman's new statutory Complaints Handling Code through the self-assessment. We continue to welcome feedback from our residents and are committed to ensuring we continually learn and improve services over the coming year.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Brenda Harrison". The signature is written in a cursive style.

**Councillor Brenda Harrison**  
**LEADER**  
**HARTLEPOOL BOROUGH COUNCIL**