

## **City of York Council – Annual Complaints Performance and Service Improvement Report (April 2024 – March 2025): Statement by the Member Responsible for Complaints**

### **Introduction**

The Council, as a social housing landlord, owns and manages housing stock and delivers landlord services. In this capacity, the Council is the governing body with direct accountability for complaint handling performance and compliance with the Housing Ombudsman Service's (HOS) statutory complaint handling code.

The code requires landlords to:

- embed a positive complaint handling culture;
- undertake annual self-assessments; and
- publish compliance reports to demonstrate transparency and learning.

To ensure these obligations are met, governance responsibilities rest with the Council's elected members and senior leadership, who are responsible for promoting openness, accountability, and continuous improvement in housing services.

As part of the Council's governance framework, the Corporate Scrutiny Committee plays a critical role in holding the Council to account. In fulfilling this function, the Corporate Scrutiny Committee received the Annual Complaints Performance and Service Improvement Report for April 2024 to March 2025. This scrutiny and approach reflects the Council's commitment to transparency, accountability, and continuous improvement in complaint handling, in line with statutory requirements and best practice.

### **Acknowledgement**

The report was presented to the Corporate Scrutiny Committee on Monday 10 November 2025, and it noted the following:

- the report provides a comprehensive overview of complaints performance, including volumes, response times, outcomes, and learning from complaints.
- service improvements identified through complaint learning have been implemented, with further actions planned to enhance customer experience.

The report also confirms that the council has undertaken a self-assessment of its complaint handling processes. This provides assurance that the council's approach is fully compliant with the HOS complaint handling code and reflects best practice in delivering fair, transparent, and effective complaint resolution. Completing the self-assessment demonstrates the council's ongoing commitment to accountability and continuous improvement, ensuring residents receive a high standard of service and that concerns are addressed promptly and appropriately.

The report will also be presented to the next Executive meeting for their consideration and noting on behalf of the Council as the governing body.

### **Commitment to continuous improvement**

The Council as the governing body recognises that complaints are a valuable source of insight and learning and supports the following commitments:

- maintaining a positive complaints culture, ensuring accessibility and fairness for all residents.
- monitoring performance regularly and using complaints data to inform service improvements.
- ensuring staff training, processes and systems remain aligned with the HOS complaint handling code, including the two-stage complaint process and published timescales.
- publishing this statement on the council's website, as required by the HOS complaint handling code.

### **Future actions**

The Council as the governing body notes areas for further improvement highlighted in the report and endorses plans to:

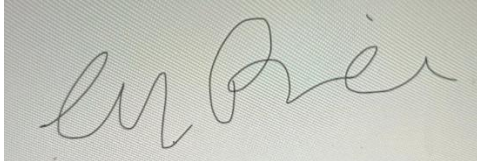
- strengthen communication with residents about complaint processes and outcomes.
- enhance root cause analysis to reduce recurring issues.
- continue to improve staff training and systems to increase complaint handling efficiency.

### **Conclusion**

Ahead of the report being considered at the next Executive decision session for noting, I confirm approval of the Annual Complaints

Performance and Service Improvement Report and reaffirm our commitment to compliance with the HOS complaint handling code and to delivering improved outcomes for residents.

**Approved by:**

A handwritten signature in dark ink, appearing to read 'M Pavlovic', is shown on a light-colored, textured background.

Councillor Michael Pavlovic  
Member of Executive  
Member Responsible for Complaints  
Date: 17 November 2025