

**Response of the Cabinet Member responsible for complaints which fall under the jurisdiction of the Local Government & Social Care Ombudsman (LGSCO) to the following information.**

- The Council's Annual Review of Complaints for the financial year 2024-25
- The Council's self-assessment against the LGSCO Complaint Handling Code

As Cabinet Member for Customers and Business Transformation I have considered the Council's LGSCO Complaints Performance report 2024/25, our self-assessment against the LGSCO Complaints Handling Code and the LGSCO annual letter which was presented to the Standard and Audit Committee on 8<sup>th</sup> October 2025. The documents presented represent an honest and comprehensive appraisal of our approach to complaint handling.

I am pleased that there has been a clear upward trend in complaint handling performance throughout 2024/25. Our frontline staff are empowered to identify and report complaints through regular training, and performance is now routinely scrutinised.

We have shown a commitment to continual improvement and development of our processes, particularly with regards to learning from complaints. We are able to evidence positive changes which have been made as a result of complaint investigations, further demonstrating a proactive response to complaint handling. Such changes show our desire to strengthen customer satisfaction levels relating to the complaints process and our services as a whole.

Furthermore, I note that our self-assessment indicates full compliance with the Ombudsman's Complaint Handling Code.

Finally, I am pleased to note that the volume of complaints that have been escalated to the LGSCO remain proportionate for an authority of our size, and that we have acted swiftly to comply with the Ombudsman's recommendations in the one case which they upheld.

Councillor Gavin Baldauf-Good

Member for Customers and Business Transformation, Chesterfield Borough Council