



Response from the Member Responsible for Complaints

Having reviewed Chesterfield Borough Council's Housing Services Annual Complaints Performance and Service Improvement Report for 2025/26 including the self-assessment, I am pleased to provide my response as Member Responsible for Complaints.

Complaints are an important source of feedback from our tenants and leaseholders. They help us understand where services are not always meeting the expectations of our customer and where improvements are needed. We are committed to treating complaints positively and using the feedback we receive to strengthen our services.

Throughout the year, I have received regular reports on complaints performance through the Housing Advisory Board along with details of emerging themes and lessons learned. This oversight helps provide assurance that complaints are handled fairly, consistently and in line with the Housing Ombudsman's Complaint Handling Code. It also enables me to provide challenge and scrutiny, helping to drive continuous improvement across Housing Services.

Having considered the findings set out in this report, I am encouraged by the progress made in improving complaint handling arrangements during the year. While the number of complaints received increased during 2025/26, this also provides assurance that tenants are aware of how to raise concerns and can access our complaints process when things go wrong.

I am particularly pleased to see the significant improvement in complaint handling performance, with substantial increases in the number of Stage 1 and Stage 2 complaints responded to within Housing Ombudsman Complaint Handling Code timescales. The transfer of complaint handling responsibilities into Housing Services has strengthened oversight, accountability and our ability to respond more effectively to customers.



Whilst there are encouraging improvements within this report, we recognise that there is more to do. We must continue to learn from complaints, identify recurring themes and ensure that customer feedback informs service improvements across the organisation. The ongoing work to capture and embed learning from complaints will be an important part of this journey.

I welcome the progress highlighted in this report and will continue to provide oversight and scrutiny to ensure that complaints are used as a valuable source of learning and improvement. I would like to thank our tenants who have taken the time to share their experiences with us and the colleagues who work hard to resolve concerns and improve services for our customers.

**Cllr Jean Innes Cabinet Member for Housing
Member Responsible for Complaints**