ANNUAL COMPLAINTS REPORT
BOARD RESPONSE
2025-26

The Board has considered the Annual Complaints Report 2025–26 and welcomes the insight it provides into residents' experiences, the themes emerging from complaints and the progress made over the past year.

We recognise the importance of a complaints service that is accessible, responsive and fair. Complaints and other forms of feedback offer an important opportunity to understand the experiences of those who use our services and to identify where further learning or improvement may be required.

The Board notes the actions arising from the report and supports the continued focus on learning from complaints, addressing recurring themes and ensuring that identified improvements are implemented across the organisation.

We remain committed to effective oversight, transparency and accountability, and to ensuring that the feedback of those we serve inform continuous improvement and contribute to the improvement of our services.