



**Bassetlaw**  
DISTRICT COUNCIL  
— North Nottinghamshire —

## **Audit & Governance Committee – Response to the Housing Ombudsman Self – Assessment of Complaint handling and the Annual Complaints Performance and Service Improvement Plan 2024-25**

Complaints have remained a key focus for Bassetlaw District Council throughout the year. The Self – Assessment of Complaint Handling and the Annual Complaints Performance and Service Improvement Plan 2024-25 is taken annually to our Audit and Governance Committee to scrutinise. This report is presented by the Member Responsible for Complaints and the Head of Housing, where members scrutinise and ask questions to be able to be provided with assurance that Complaint Handling is compliant with the housing Ombudsman’s Complaint Handling Code.

Throughout the year the Member Responsible for Complaints (MRC) is provided with a monthly report on complaints which she shares with members and provides information from our Learning and Improvement Group. The MRC also chairs the Complaint Improvement Group which includes tenant representation who randomly select cases to quality check against the code to closely monitor performance and identify areas for improvement. The full information about the performance of Complaint Handling is presented to Overview & Scrutiny as part of the Corporate Performance reports. There is also a detailed report taken to the Housing Liaison Group on a quarterly basis and tenants are kept informed with a report to the Tenant Forum .

Whilst we made significant strides in improving our complaints performance during 2024/25, we recognise that there’s still more to be done. It’s pleasing to note that despite seeing an increase in the volumes of complaints of a 69% rise we have improved the response time within the required timeframes, with performance of 99% for Stage 1 and 100% for Stage 2 in 2024/25.

We remain confident that this positive momentum will continue into 2025/26, as we plan to further improve our processes by conduct more in-depth analysis of complaints and address their root causes.

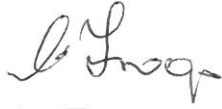
This will continue to be a priority in the year ahead. I recognise the importance of delivering an effective complaints management service—one that not only resolves issues for our customers but also fosters continuous learning and service enhancement.

We are committed to enhancing the services we provide, and communication is a key area for improvement. We will focus on ensuring that customers are kept informed, and that we follow through with what we say we will and listen to tenants so we can learn from complaints .

As a Council, we remain dedicated to ensuring that Bassetlaw District council delivers the highest quality service to our customers. When things go wrong, we’re committed to putting them right swiftly and supporting our customers every step of the way.

In addition the Cabinet Member for Housing and Estates has a regular meeting Housing Management Team to gain assurance on performance and progress against our improvement plans. THE MRC is also involved in the Self-Assessment along with Tenants which provides greater scrutiny and holding the Council to account

I hope you find the attached report both informative and encouraging.

A handwritten signature in black ink, appearing to read 'C Troop', written in a cursive style.

Cllr Carolyn Troop  
**Chair of Audit & Governance**

Date: 13 November 2025