

Chair's statement on the Annual Complaints report and Self-Assessment 2025

As Chair of the Client Services Committee (CSC) and Member Responsible for Complaints, I have carefully reviewed both our Annual Complaints and Service Improvement Report and the Complaints Handling Self-Assessment covering the 2024-2025 period.

I welcome the 24% reduction in complaints to 495 this year, which suggests tangible improvements in our frontline services and issue resolution. However, , I am pleased to note that lower volumes will not lead to complacency. We remain committed to fostering a culture where residents feel genuinely empowered to raise concerns.

The self-assessment shows full compliance with the Housing Ombudsman's Code, and I have satisfied myself of its accuracy by examining how its evidence aligns with our daily operations. For instance, our improved 81% on-time complaint closure rate reflects the process improvements documented in the self-assessment. In contrast the 41% acknowledgement rate fell well short of expectations and I will ensure oversight of Management's action plan to address this issue.

The four findings of severe maladministration by the Ombudsman this year, particularly regarding repairs and support for vulnerable residents, highlight where we must improve. I endorse the concrete steps already taken in response, including the new Vulnerability Procedure and revised pest control protocols, which directly address these failings.

Looking ahead, I'm encouraged by the 2025-26 Improvement Plan's focus on staff training and contractor management. The Client Services Committee will maintain quarterly oversight to ensure these changes deliver meaningful progress.

We remain committed to ensuring St Mungo's treats every complaint not as a metric, but as a vital voice guiding us toward better services. These documents demonstrate our willingness to learn transparently, and I commend colleagues for their thoughtful approach to this continuous journey of improvement.

Philip Moore

Chair, Client Services Committee

Member Responsible for Complaints

September 2025