

Housing Complaints Annual Performance Report - 2025

In line with the requirements of the Complaint Handling Code, we produce an annual performance report outlining our complaints activity and performance. The 2024-2025 report was published earlier this year. Adur & Worthing Councils' members responsible for complaints are Cllr Lee Cowen and Cllr Ödül Bozkurt. The councillors state the following in response to this report.

Cllr Cowen and Cllr Bozkurt said:

"We welcome the opportunity the Housing Ombudsman's Complaint Handling Code self-assessment for 2024-2025 provides to closely review and strengthen Adur & Worthing Councils' approach to complaints. This assessment continues to help us refine the quality of our data, highlight recurring issues across our services, and focus our efforts on areas where further improvement is needed.

"Alongside this, the introduction of more detailed reporting through quarterly updates to us as members responsible has further enhanced transparency and scrutiny. These ongoing improvements in how complaints data is monitored and reported ensure we are better placed to identify trends and act promptly.

"The report identifies several areas requiring further development. The ongoing changes to the data captured by complaints demonstrates a clear commitment to learning from complaints and improving the quality and accuracy of the information we use to inform service changes. This commitment has also been evident in responses to questions we, and committee members, have raised.

"We will continue to monitor our progress over the coming year, seeking clear evidence of improvement in response rates, quality of responses, service delivery, the robustness of our complaints data, and requesting further action from officers where necessary."