Complaints - Annual Performance Report 2026

In line with the requirements of the Complaint Handling Code, we produce an annual performance report outlining our complaints activity and performance. The 2025-2026 report was published earlier this year. Adur & Worthing Councils' members responsible for complaints are Cllr Dom Ford and Cllr Adrienne Lowe. The councillors state the following in response to this report.

Cllr Ford and Cllr Lowe said:

"We welcome the opportunity the annual review of corporate complaints and customer feedback for 2025-2026 provides to evaluate Adur & Worthing Councils' performance and complaint handling approach. Despite a rise in formal complaints to 937 - driven by broader national trends, legislative updates, and increasing complexities including the impact of AI - it is highly encouraging to see our overall on-time response rates rise significantly to 76%, alongside strong improvements across both Stage 1 (78%) and Stage 2 (69%).

"Furthermore, a 31% increase in formal compliments recognising exceptional service delivery, combined with our 100% compliance rate across all final Ombudsman determinations and recommendations, reflects the dedication of our officers and the effectiveness of our strengthened quality assurance and sub-categorisation processes.

"The report transparently highlights areas requiring ongoing focus, such as managing high-volume service areas like Housing & Communities and Sustainability & Resources. The continued evolution of our data tracking and member oversight ensures we are well-equipped to learn from complaints and drive continuous service improvements.

"We will continue to monitor our progress over the coming year, seeking sustained performance in response rates, service delivery, and robust complaint handling as we meet our statutory obligations."