

Member Responsible for Complaints response statement to Cambridge City Council's Housing Complaints Report and Self-Assessment 2024-2025

As Portfolio Holder for Housing and the Member Responsible for Complaints (MRC) at Cambridge City Council, I am pleased to present our self-assessment against the Housing Ombudsman's Complaint Handling Code and Annual Housing Complaints report for 2024–2025.

This report has been scrutinised and approved by the Council's Cabinet at its meeting on 15th July 2025, and later reported to the Council's Housing Advisory Board at its meeting on 6th October 2025 to ensure that all relevant Members are aware of the contents, and that the information contained within accurately represents the Council's handling of complaints.

The Complaints Handling Code sets out clear expectations for the Council on complaints handling. Promoting fairness, transparency, and a culture of continuous improvement. I am pleased to confirm that the Council achieved full compliance with the Code during 2024- 2025.

This reflects the work of staff following feedback from the 2023-24 self-assessment which highlighted several areas in which our complaints policy did not meet the code. The changes highlighted by the Housing Ombudsman Service were processes which are carried out in practice by Officers handling complaints, but were not explicitly stated within the complaints policy. With these now added, the Council is fully compliant with the code of practice. Completing the self-assessment is part of our ongoing commitment to accountability, fairness, and continuous improvement and a valuable exercise in ensuring we remain compliant.

The Housing Complaints report shows a performance on par with previous years in terms of both performance when handling complaints, and volumes received. Service Managers have provided a commentary to put their volume of complaints received into context with the amount of service requests completed, and also to outline improvements being made to their service as a result of complaints being made.

I would like to thank our residents for their feedback and patience, and our staff for their dedication to delivering better outcomes.

Cllr Gerri Bird
Cabinet Member for Housing