

NEW FOREST DISTRICT COUNCIL

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/2024

GOVERNING BODY'S RESPONSE

New Forest District Council understands the importance of complaints in driving improvements to our services.

It is recognised that the new Complaints Handling Codes issued by the Local Government and Social Care Ombudsman and Housing Ombudsman have placed enhanced requirements on the Council to ensure our complaint handling meets the expected standards.

We are pleased that the annual complaints performance and service improvement report for 2023/24, together with the Council's self-assessments against the Complaint Handling Codes, show that we are compliant. However, there are important areas where improvements can be made.

Going forward, the Cabinet, Members Responsible for Complaints, and Scrutiny Panels will monitor and scrutinise the Council's complaints handling and provide constructive challenge where required.