



## **Governing Body Response to Annual Housing Complaints Report 2023-2024**

In my role as Portfolio-Holder for Housing at Dacorum Borough Council, I am deeply committed to ensuring that our Self-Assessment against the Complaint Handling Code and the Annual Complaints Review receive thorough scrutiny and challenge.

I understand how important it is to enhance the customer experience. We are actively working on several initiatives, including a new digital platform designed to improve our complaint management. This is a vital step in making our services better for everyone.

Listening to your concerns, responding promptly, and learning from the feedback we receive are critical to our ongoing journey of improvement. Your voice matters, and it shapes our efforts to increase customer satisfaction and meet our statutory and regulatory responsibilities. We present these performance reports, tenant feedback (including complaints), and associated improvement plans quarterly to the Housing Overview and Scrutiny Committee.

Furthermore, we are now capturing detailed data for each complaint, which we assess against our diversity information. Over the next 12 months, we are determined to see significant improvements in our complaint satisfaction data.

This area remains a top priority for me personally and for the Council as a whole. We are here to listen, learn, and act on your behalf.

Simy Dhyani

Deputy Leader and Housing Portfolio Holder