

Response from London Borough of Barking and Dagenham Council Member Responsible for Complaints, Cllr Dulwich Deputy Cabinet Member for Performance & Data Insight to: LBBB Annual Complaint and Learning Report and Self-Assessment against the Housing Ombudsman Code 2024.

London Borough of Barking and Dagenham provide a dedicated team, Customer Feedback to manage complaints regarding the services we offer to our residents and businesses in the Borough. This team is responsible for ensuring that we are compliant with the Housing Ombudsman Self-Assessment and providing reassurances of this fact whilst also most importantly providing a service who is respectful of the voices of our residents, careful consideration of individual needs, putting actions into place addressing complaints and learning from complaints to deliver services for residents which have been shaped by our residents.

The Customer Feedback Team have published both the complaints policy and self-assessment for public review. Both documents are subject to annual review to ensure that we continue to comply with requirements.

The report provides assurances that despite large number of complaints we are making strides in decreasing this number year on year. This is reflective of the work undertaken internally to learn from our mistakes and improve our services across the board.

The report is reassuring in the fact we are providing a transparent account of the matters which have been raised as complaints whilst also identifying learning to be taken. An example of such which is set out below:

- Implementation of a face to face Repairs Surgery
- Improved Processes within Enforcement including dedicated time to update residents on concerns raised.
- Implementation of Aviroa Speech Analytics allowing review of all calls taken in Customer Services showing opportunities for growth and development.
- Increased the opportunity for residents to feedback on services via surveys at key points of the customer journey.

There will be a greater level of scrutiny surrounding the complaints which are received with a monthly report shared with the Member Responsible for Complaints.

I would like to acknowledge the work undertaken by the Customer Feedback Team to ensure that the voices of our residents are heard and reflected in service improvement.

In summary, on behalf of London Borough of Barking and Dagenham Council, I fully endorse the Annual Complaint and Learning Report and the alignment with the Housing Ombudsman Complaint Handling Code.