

**Member Responsible for Complaints (MRC) Response to 2024-25 Annual Complaints and supporting self-assessment against Housing Ombudsman Code. Summary:**

As a large Local Authority landlord, complaints in 2024/25 have been a challenge and numbers have increased in part because of significant publicity around housing issues. The 2024-25 Annual Complaints Report summarises the council's complaint handling performance, volume, and key lessons from the past year. The member responsible for complaints has reviewed and confirmed the report accurately reflects the council's practices and learning.

The Member Responsible for Complaints has reviewed the self-assessment against the Housing Ombudsman code, confirming compliant areas and noting documented non-compliance. These issues will be addressed in the upcoming review of the Council's Customer Complaints Policy and processes by the end of the 2025-26 financial year.

The Housing Ombudsman's annual report indicates the council has an above-average rate of maladministration, particularly regarding property condition, ASB, and complaint handling. We value the Ombudsman's feedback and are committed to using it to drive improvements. These improvements have been embedded with the council's Modernisation programme and will be tracked by the council's executive leadership team. Progress will also be reported to the Cabinet member lead on a monthly basis.

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