

Appendix F Annual Complaints and Service Improvement Report Board Response

As a Board, we are committed to providing a high standard of service to all customers. We recognise that at times, our services have fallen short of the standards we aim to provide. Having a complaints service that is fair, simple and accessible which puts things right for customers is therefore vital to ensuring that customers can confidently raise an issue with us and trust that we can resolve it.

This report provides assurance that we take complaints seriously by responding to them swiftly and by taking action to improve services through the learning we identify. We recognise that there has been an increased demand for the complaints service, and we have responded to this by increasing resource capacity within the team and by delivering more training across the organisation. We are also committed to acting upon feedback from customers about the complaints service and we have taken further steps to promote the service to customers and to make our service more accessible and easier to use.

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