

### Response from our Member Responsible for Complaints

High Peak Borough Council welcomes the Housing Ombudsman's statutory Complaint Handling Code, especially the oversight requirements, which ensure that complaint handling is given high priority in the organisation and provides a robust framework for continuous improvement using learning from complaints.

Where there are areas for improvement, we're committed to taking action to ensure residents receive higher standards of service in the future.

As Leader of the Council and Member Responsible for Complaints at High Peak Borough Council, I fully accept the contents of the Housing Customer Feedback report for 2024/25 and the self-assessment against the Code, which ensures High Peak Borough Council is fully compliant with the code.