

# Governing Body Response to the Annual Complaint and Service Improvement Report

The Board is pleased with the new approach of “Putting Things Right”. This brings the customer to the heart of the complaints service and highlights the renewed focus on resolutions.

- It is noted that customer satisfaction has increased, particularly in Q4, and this aligns with the new approach being introduced in January 2024. This is reassuring and we look forward to seeing continuing improvement here.
- Challenger Panel and customers have had the opportunity to scrutinise the new policy and procedure through in person meetings and webinars. The Board is reassured that customers have been involved in the transformation of this service and would suggest that customer influence here is invaluable to its success.
- The Customer Experience Committee has twice heard from the Customer Resolutions Manager as to the changes being made to complaints handling and is reassured by the commitment from Leeds Federated to learning and improving this experience for customers.
- The Customer Experience Committee and the Board have had the opportunity to scrutinise the self-assessment against the now statutory Code of Conduct and we are satisfied with the review. It is noted that there is only one area of partial compliance and there are no further comments or concern from the Board.

**June 2024**