

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

The Board is pleased that the approach to “Putting Things Right” has now been embedded within the culture of Leeds Federated. This is the first full year taking on the new approach after much consultation with and feedback from customers as to the necessary improvements to this service area.

The Board notes that every customer making a complaint in Q1 and Q2 received a phone call to discuss the service. The feedback from these calls then triggered further change to complaints service delivery as the focus shifted to action planning and ensuring all commitments made in complaint response letters were followed through. These calls continue with those who made a complaint in Q3 and Q4 and the Board will be pleased to review the learnings and actions driven by this continuing customer feedback.

It is noted that customer satisfaction has fluctuated throughout the year but finished at 51% for Q4. This shows a concentrated and continued effort to improve the customer experience.

The Board is particularly pleased that the learning from complaints is a clear focus of the Resolutions Team and is discussed as a standard agenda item at Operational Delivery Team meetings every month. It is expected that the upcoming year 2025/2026 will demonstrate clear improvements based on customer feedback and taking on these learns.

The Customer Experience Committee and the Board have had the opportunity to scrutinise the self-assessment against the statutory Complaint Handling Code and celebrate full compliance with no concerns noted by the Board.

**2025**