
Response from Elmbridge Borough Council Member Responsible for Complaints, Cllr Batchelor, to Elmbridge Borough Council's Annual Complaint and Service Improvement Report and Self-Assessment against the Housing Ombudsman Complaint Handling Code (2025/2026)

As the Member Responsible for Complaints and Portfolio Holder for Housing, I confirm that I have reviewed the Annual Complaints Performance and Service Improvement Report and the Self-Assessment. Both documents were considered and endorsed through the Individual Cabinet Member Decision-Making process on 30 June 2026, on behalf of the council in its role as the governing body for its landlord function.

I am satisfied that both documents provide a clear and accurate reflection of the Council's complaint handling performance, learning and approach during 2025/26, and that the self-assessment demonstrates compliance with the requirements of the Housing Ombudsman's Complaint Handling Code. This assurance is supported by the council's performance monitoring and oversight arrangements for complaint handling throughout the reporting period.

During 2025/26, the council has strengthened its approach to complaint handling, including working with the Housing Ombudsman Service to review and improve its Complaints Handling Policy. This has ensured greater clarity for residents and alignment with the requirements of the Code.

Since the transition to Pinnacle as managing agent in July 2025, the council has worked closely with its managing agent to maintain effective oversight of complaint handling, supported by regular performance monitoring and the sharing of learning to drive service improvement.

I continue to receive regular updates from the Head of Housing on complaint performance, themes and learning, providing assurance that complaints are being managed appropriately and that lessons learned are being used to improve services for residents. The council remains committed to maintaining a positive complaint handling culture and to using complaints as an opportunity to drive continuous improvement.

Councillor Alex Batchelor
Portfolio Holder for Housing – 14 July 2026