



COTSWOLD

District Council

Cotswold District Council response to the Annual Complaints Performance and Service Improvement Plan.

Cotswold District Council is committed to providing the best service possible for our residents. We feel that Compliments, Complaints and Feedback about our services allow us to continually improve what we do and how we do it. Whilst carrying out the self-assessment against the Housing Ombudsman's Complaint Handling Code we have reviewed and scrutinised our services. We comply with the Code and are confident that our self-assessment is a true reflection of our complaint handling. We will continue to monitor this to identify any areas where we can improve and strengthen our services.