



Ref No: EQ846167482

Please click this button to download copy of the 'Equality Impact Assessment Guidance' :
Download Instructions

Date of executive meeting report will be going to: 14/07/2026

Officer Name: Susan Lewis

Email Address: susan.lewis@ipswich.gov.uk

Title of report: Complaints Performance & Service Improvement Annual Report 2025/26

Report : This equality impact assessment (EQIA) assesses the potential equality impacts of:

The Annual Complaints Performance Report 25/26

The Councils self-assessment against the Housing Ombudsman Complaint Handling Code (2024)

The report sets out performance trends, learning outcomes and actions to improve complaint handling, accessibility and service quality for all residents.

The Council is required to produce an Annual Complaints Performance & Service Improvement Report, alongside the Self-Assessment against the Housing Ombudsman (HOS) Complaint code. These reports collectively form the key elements which make up the statutory submission of documents required by the HOS. A governing body (i.e Executive) response from the Council, will be included in this submission and published on the Council's website.

The Annual Complaints Performance and Service Improvement Report demonstrates that the Council has a positive complaint handling culture and is accountable and transparent. Reviewing the complaints received results in positive outcomes through wider learning and service improvements.

What evidence/data is being used to support this equality analysis? Please select all that apply.: Customers complaints/comments

Service area: Customer Services and Channel Shift

Corporate Manager: Hannah Leys

Corporate Manager email: Hannah.Leyes@ipswich.gov.uk

Links to supporting documents where available:

Please upload any supporting documents: Appendix 1 Annual Complaints Report 2025-26 V3 Updated.docx, Appendix 2 - Self-Assessment form 2026-27.docx

What is proposed?: The proposal involves issuing the Annual Complaints Report and Housing Ombudsman Self-Assessment to the Housing Ombudsman and publishing on the Councils website.

Why are the changes being introduced?: This is an annual requirement of the Housing Ombudsman to submit the Complaints Report and Self Assessment.

What evidence is being used to support this Equality Impact Assessment, and how is it being used?: Complaints Performance Data (including response times, outcomes, escalation rates)

Customer feedback and satisfaction surveys

Ombudsman determinations and recommendations

National guidance from the Housing Ombudsman

This data is used to analyse our performance against the complaints handling code

How will this change be implemented?: The Annual Report and Self Assessment will be presented to the Councils Executive on 14th July 2026. Following approval, the report will be published on the Councils website and submitted to the Housing Ombudsman which demonstrates the Councils commitment and transparency to adhering with the complaints handling code.

Age: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the age characteristic through the implementation of the Annual Complaints Report and Self Assessment

Disability: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the disability characteristic through the implementation of the Annual Complaints Report and Self Assessment

Marriage & Civil Partnership: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the marriage and civil partnership characteristic through the implementation of the Annual Complaints Report and Self Assessment

Race: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the race characteristic through the implementation of the Annual Complaints Report and Self Assessment

Pregnancy & Maternity: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the pregnancy and maternity characteristic through the implementation of the Annual Complaints Report and Self Assessment

Religion or Belief: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the religion or belief characteristic through the implementation of the Annual Complaints Report and Self Assessment

Gender Reassignment: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the gender reassignment characteristic through the implementation of the Annual Complaints Report and Self Assessment

Sex: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the sex characteristic through the implementation of the Annual Complaints Report and Self Assessment

Sexual Orientation: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no impact to the sexual orientation characteristic through the implementation of the Annual Complaints Report and Self Assessment

I can confirm the report does meet Ipswich Borough Council's equality objectives: I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s): By embedding principles of fairness, accessibility and transparency

The report helps us to 'advance equality of opportunity...' in the following way(s): By providing clear guidance to ensure everyone understands their rights and processes, which may reduce confusion that might disproportionately affect certain characteristics.

The policy helps us to 'foster good relations...' in the following way(s): By providing respect, understanding and trust in the complaints policy.

The new provisions will be reviewed in the following way(s): With an annual review of the complaints policy and in accordance with any further feedback received following the Council's annual submission to the Housing Ombudsman
