

Report to: **Portfolio Holder for Housing**

Date of Decision: 16 December 2024

Director Lead: Suzanne Shead, Director Housing, Health and Wellbeing

Lead Officer: Nicola Priest, Housing Regulatory Compliance Manager, 01636 655526

Report Summary	
Type of Report	Open report Non key decision
Report Title	Annual Review of Housing Services Complaints
Purpose of Report	To present the report on Housing Services Complaints for the period April 2023 too March 2024.
Recommendations	To note the report and Appendix 1.
Alternative Options Considered	Not applicable
Reason for Recommendations	A full annual housing complaints report is presented at Appendix 1 for the period April 2023 to March 2024 to ensure that the Council meets obligations under the Complaint Handling Code and in turn, its obligations under the Regulatory Standards, set by the Regulator of Social Housing.
Decision Taken	As per the recommendations.

1.0 Background

- 1.1 Following consultation, the new Housing Ombudsman Complaint Handling Code came into effect on 1st April 2024.
- 1.2 In anticipation of the requirements of the Code, a new customer feedback report was devised and the first report, covering a six-month period from October 2023 to March 2024, was presented to PPIC on 22nd July 2024.

1.3 The Council submitted its self-assessment against the Complaint Handling Code in June 2024, which was later assessed by the Housing Ombudsman. Their assessment deemed the Council did not meet the requirements of the Code because a full annual complaints report for the 2023/24 financial year was not reported and was therefore, non-compliant.

2.0 Proposal/Options Considered and Reasons for Recommendation

2.1 To address this, a full annual housing complaints report is presented at Appendix 1 for the period April 2023 to March 2024. Whilst the data in is not timely, the Council has a duty to meet its obligations under the Complaint Handling Code and in turn, its obligations under the Regulatory Standards, set by the Regulator of Social Housing.

2.2 Failure to comply with the Complaint Handling Code could have adverse impact when the Council is inspected under the Regulator of Social Housing inspection regime and although late in production, it provides information and transparency for tenants, who are at the heart of what we do as a landlord.

2.3 The learning from complaints is reviewed monthly by the Housing Health and Well Being Directorate leadership team and changes and improvements resulting from complaints are included in the Tenant Annual Report.

3.0 Implications

3.1 Financial Implications - FIN24-25/8153

There are no financial implications arising from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None.