

## **Summary of Housing Comments, Compliments, complaints and Compensation Policy Updates – May 2026**

This document outlines the key updates made to the Housing Comments, Compliments, Complaints and Compensation Policy to ensure it reflects current structures, responsibilities, and legislative requirements. The following high-level changes have been implemented:

### **Introduction**

- Addition of a note to highlight that all complaints are handled taking into account of the Reasonable Adjustments Process
- Charter for Social Housing updated to reflect new Consumer Standards Code of Practice. Brief sentence added regarding the complaints section within the Code of Practice.
- Recognition of the Renters Rights Act and the Local Government Act 1974 have been added to reflect the Local Government and Social Care Ombudsman ability to help redress and non-tenants concerns.

### **Definitions**

- Housing Ombudsman recommendations that we make it clear that our policy is a 2 stage complaints process and to clarify what a Service Request is, and that this isn't another stage to the process.
- Housing Ombudsman recommendations that a raised complaint will not prevent / stall or have an impact on the actions needed to resolve a service request

### **Complaints**

- A short paragraph on how tenants can raise complaints has been moved from further down in the policy to be more prominent in this section – tenants felt that this was important.
- A paragraph has been added to confirm that complaints from third parties who are supporting tenants will be accepted.
- Items not considered to be a complaint – Housing Ombudsman recommendations that it should be made clear that the 12 month limit is from the date the issue occurred OR the date the resident became aware of the issue.

### **Making a Compliment or complaint**

- This section has been moved from after the process on complaints to before the process. Tenants felt that this made the policy read better and helped them see quite quickly how to complain.
- Confirming non-tenants can complain about how we manage our tenancies if it is affecting their daily lives

## Appendix 2

- Contact details updated and LGCSO details added

### **Complaints process**

- It has been made clear that our process is a 2-stage process following the Housing Ombudsman recommendation and all references to Service Requests forming part of an informal process has been removed, even though we aim for early resolutions of complaints.
- A paragraph has been added to highlight that all complaints are conducted by Senior Officers / Team Leaders at S1 and Managers at S2 who are trained in complaints and the service area to give tenants the confidence that complaints will be handled fairly by the appropriate person.
- A sentence has been added to 'How tenants can find out about complaints' explaining that all staff are required to know about the complaints process and encouraged to work with tenants to log complaints.
- A clear timeline for complaints handling has been added including who is responsible for what element, following PDP and Housing Ombudsman recommendations.
- Wording has been added to confirm that complaint acknowledgements will detail which elements of the complaint Housing are responsible for as per Housing Ombudsman recommendations.
- Confirmation of dealing with internal investigations into staff and how to respond to these has been added.
- Wording has been added to confirm what action will be taken if a tenant does not agree to an extension to the complaint as per the Housing Ombudsman recommendation.

### **Process flow chart**

- Stage 1 complaint – the investigating officer has been changed to a Senior Service Officer or Team Leader. This is at the request of tenants and is consistent with the approach adopted by other authorities.
- The reasons for any extensions to the timeframe for a complaint has been added – tenants wanted to highlight in the policy that all extension reasons must be recorded to aid in transparency of the complaint process
- Stage 2 complaint – the investigating officer has been changed to the Service Manager or Service Director - Housing. This is at the request of tenants and is consistent with the approach adopted by other authorities.
- Housing Ombudsman contact details have been updated using the information from their website and LGSCO details have been added

## Appendix 2

- Extension timeframes and how we deal with complaints that exceed this timeframe have been added at both S1 and S2 following Housing Ombudsman recommendations.

### **Definitions of complaint Outcomes**

- Definitions of 'upheld' and 'not upheld' added to give tenants a better understanding of the terms used in the response letters.

### **Compensation**

- How to appeal a Home Loss and Disturbance Payment has been updated using contact information from Governments website.

### **Learning from complaints**

- Tenants wanted the tenant voice to be strong in this element of the policy and have added the wording "ensuring our tenant voice is heard".
- A paragraph has been added to detail where all learnings from complaints are reported and also how tenants are kept informed.

### **Scrutiny and Oversight**

- A new section on how the performance on complaints is to be monitored and scrutinised on an on-going basis has been added. This includes the new Complaints and Performance Focus Group which is tenant led. Tenants felt that this needed to be in the policy for greater transparency, but also to capture the other scrutiny from Managers and Senior Officers.

### **Governance**

- The parts that duplicated with Scrutiny and oversight have been removed.
- Role changes and responsibilities have been updated to reflect the new policy and process.

### **Complaint Handling Staff**

- The person responsible for complaint handling job title has been changed following a change in staffing structures within Housing. This role is now held by the Tenant Engagement and Influence Lead.  
A follow-on review date has been added at the end of the policy as per requested by the Tenants.