

The complaints setting

- The Regulatory background to complaints
- Resident Panel - 9 July 2024

Who looks at complaint handling?

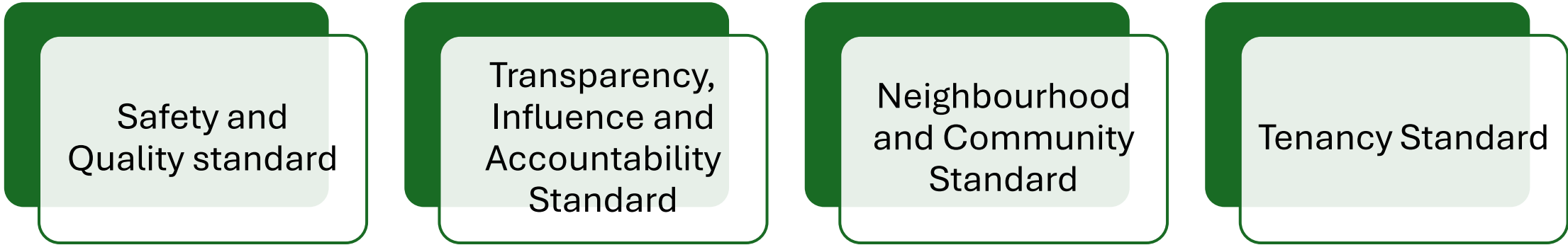
- Regulator of Social Housing – sets Economic and Consumer standards that landlord must comply with.



- Housing Ombudsman Service
- Local Government and Social Care Ombudsman
 - look at individual complaints and can make orders and recommendations to put things right and/or wider reviews.

Can also investigate potential systemic failings

Regulator of Social Housing – Consumer standards



Safety and
Quality standard

Transparency,
Influence and
Accountability
Standard

Neighbourhood
and Community
Standard

Tenancy Standard

Must ensure
complaints
are
addressed
fairly,
effectively,
and promptly



Code of Practice:

- Complaint process that is easy to access and use
- Residents are kept informed
- Compliant with relevant requirements of other bodies
- Use learning from complaints to improve services

Housing Ombudsman Service

Investigates individual complaints once they have completed the landlord's complaints procedure

Mandatory for all social landlords to be a member of the Housing Ombudsman Service

Paid for by an annual subscription by the landlord

Free for residents to access (including leaseholders)

New wider complaint handling role – setting best practice, investigating potential systemic failings.

Complaint Handling Code – what is it?

Framework to promote good quality complaint handling

Provides greater access and consistency for residents

Enables landlords to quickly resolve complaints and use learning to drive service improvements

Developed in dialogue with stakeholders

It aims to set the right culture; be relevant to boards as well as frontline staff; and be prescriptive only where it matters most

Landlords self assess against code and publish results.

Complaint handling code – key elements

Complaint definition

Enabling access and awareness of complaints process

Timeliness of complaint acknowledgement and responses

Two stage approach


Putting things right

Continuous learning and improvement

Self-assessment and compliance

Local
Government &
Social Care
Ombudsman

All non-housing related
complaints including
homelessness and temporary
accommodation



Complaint handling code - as
“advice and guidance”

**What is
important to
you?**



This Photo by Unknown Author is licensed under [CC BY-ND](#)

Camden – Good complaint handling means:

Getting it right

Resident focussed

Being open and accountable

Acting fairly and proportionately

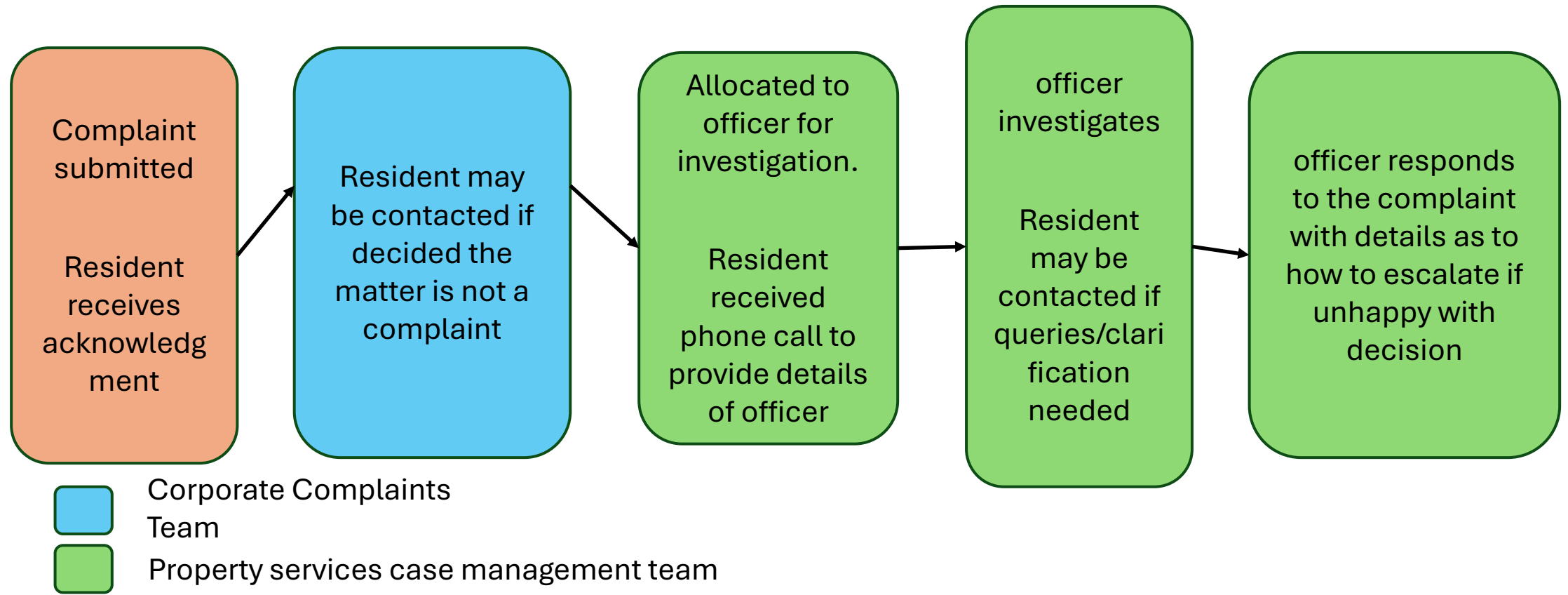
Putting things right

Doing it in a timely way

Learning from complaints

Seeking continuous improvement

Housing & Property-related Stage 1 complaints



Housing & Property-related Stage 2 complaints

