



COUNCIL MEETING

25 May 2023

**HOUSING COMPLAINTS PROCEDURE – COMPLIANCE
WITH HOUSING OMBUDSMAN SERVICE COMPLAINT
HANDLING CODE**

Sheena Ramsey, Chief Executive

EXECUTIVE SUMMARY

1. The purpose of this report is to seek approval of the changes to the procedure for dealing with housing complaints to ensure the Council is acting in line with the Housing Ombudsman Service Complaint Handling Code.
2. It is proposed that the process is changed to a two-stage process, with a new timescale for answering complaints of 10 days, to be implemented with immediate effect.
3. The Cabinet has considered the facts and issues arising from the report including alternative options and took all relevant advice before formulating their recommendation.

RECOMMENDATION

4. It is recommended that Council approves the change in the housing complaints procedure from a 3-stage process in line with the corporate complaint procedure, to a 2-stage process as set out in Appendix 2 of the report.