

# Housing and Property Services Annual Complaint Performance and Service Improvement Report 2023 – 2024



North  
Tyneside  
Council

## Document control

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## **1. Introduction**

The Social Housing (Regulation) Act 2023 amended the Housing Act 1996 by empowering the Housing Ombudsman (HO) to issue a code of practice about procedures to members of the Scheme.

The Act also placed a duty on the HO to monitor landlord compliance, and for landlords to comply with the Ombudsman's Statutory Complaint Handling Code "the Code".

Following consultation in 2023, a revised statutory Code was published and became effective from 1 April 2024.

Section 8 of "the Code" requires landlords to produce an annual complaints performance and service improvement report that includes:

- The annual self-assessment against "the Code" to ensure their complaint handling policy remains in line with its requirements.
- A qualitative and quantitative analysis of the landlord's complaint handling performance. This must include a summary of the types of complaints the landlord has refused to accept.
- Any findings of non-compliance with the Code by the Ombudsman.
- The service improvements made as a result of learning from complaints.
- Any annual report about the landlord's performance from the Ombudsman.
- Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

This, our first annual performance report covers the period 1 April 2023 – 31 March 2024.

The report also highlights any complaint themes, learning, training, and service improvements that we have determined, proposed, and introduced as outcomes to the complaints and service enquiries.

## **2. Corporate and Housing Complaint Procedure**

The Authority's Corporate and Housing Complaint Procedure covers all services that the Authority provides to North Tyneside residents, that are

not covered by the statutory social services complaint procedures, or subject to any other exclusions.

The procedure does not cover other ways that residents can ask for services or contact relevant teams to discuss their required service provision.

The Ombudsman Complaint Handling Code states that a complaint is defined as:

**“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or a group of residents.”**

The procedure has two stages.

**Stage One** complaints are investigated by one of our dedicated Customer Relations Officers and a response issued within 10 working days. If a response cannot be provided within this timescale, then the officer will request and agree an extension with the resident. This will not exceed 10 working days, and will be confirmed, in writing with Ombudsman details being shared too.

If a complaint escalates to **Stage Two**, it is investigated by the dedicated team manager, and a response issued within 20 working days. If a response cannot be provided within this timescale, then the manager will request and agree an extension with the resident. This will not exceed 20 working days and will be confirmed in writing with Ombudsman details being shared too.

### **3. Ombudsman**

A resident always has the right to refer their complaint to the relevant Ombudsman at any point. In most cases the Ombudsman would expect the resident to have completed the Authority's complaint procedure first.

However, all customers have the right to access the relevant Ombudsman, throughout their complaint journey, not only when the Authority's complaints process has been exhausted.

The **Housing Ombudsman (HO)** is responsible for investigating complaints related to:

- Leasehold services.
- Moving to a property.
- Rent and service charges.
- Occupancy rights.
- Property condition: repairs and improvement.
- Tenant behaviour.
- Estate management.
- Complaint handling.
- Compensation.

The **Local Government and Social Care Ombudsman (LGSCO)** is responsible for investigating complaints in relation to:

- Housing Allocations under Housing Act 1996 Part 6.
- Homelessness under Housing Act 1996 Part 7.
- General housing advice.
- Housing benefit.
- Housing improvement grants.

More information is available at Annex One.

#### **4. Customer Relations Team**

Housing and Property Services is committed to receiving, investigating, and responding to complaints through a transparent approach, and as early and efficiently as possible.

To support this approach, and to ensure that complaints are recognised as a core service, we have a dedicated Customer Relations Team who receive, investigate, and respond directly to complaints and service enquiries on behalf of the directorate.

This work is carried out in partnership with their colleagues to ensure responses are fully informed and agreed by suitably qualified officers prior to the resident receiving their decision letter.

## 5. Complaint summary

### 5.1 Stage One Complaints

A resident, or someone that the Authority accepts as acting on behalf of a resident can submit a complaint if they are dissatisfied with a service that they have received.

Year	Stage One complaints received		Responded to within 10 working days	Complaint decision		
				Upheld	Not upheld	In part
2023 - 2024	329		313	99	150	80
	Housing	Property				
	64	265				
2022 - 2023	273		260	85	119	69
	Housing	Property				
	64	209				

#### Key points:

- Property Services received 265 complaints with 243 being for Responsive Repairs. The number of complaints received for this service area needs to be balanced against the volume of work undertaken each year, approximately 48,000 repairs.
- Housing Services received 64 complaints, with 14 being received for income and rent queries, and 13 for Homefinder.
- For the 16 complaints that required an extension to the response being provided within 10 working days, the resident was contacted, extension reason explained, and their agreement received, with the Ombudsman details provided, in case the resident wished to contact them direct.
- Complaints responded too within an agreed extension time are classed as being responded to within time, therefore our response is 100%.

### 5.2 Stage Two Complaints

A Stage Two complaint is received if the resident remains dissatisfied with their Stage One response outcome.

Year	Number of Stage Two complaints		Responded to within 20 working days
2023 - 2024	90		74
	Housing	Property	
	15	75	
2022 - 2023	59		35
	Housing	Property	
	16	43	

**Key points:**

- All complaint decisions made at Stage One were upheld.
- For the 16 complaints that required an extension to the response being provided within 20 working days, the resident was contacted, extension reason explained, and their agreement received, with the Ombudsman details provided, in case the resident wished to contact them direct.
- Complaints responded too within an agreed extension time are classed as being responded to within time, therefore our response is 97.7%.

**5.3 Stage Three Complaints**

For the period covering this report the Authority still had a Stage Three complaint stage as part of their corporate complaints procedure.

15 Stage Three complaint requests were received, as the residents remained dissatisfied with their complaint responses at Stage One and Stage Two.



All requests were reviewed and responded to, with the service recommendation that the complaints should not be referred to Regulation and Review Committee.

Following a review of our recommendations and responses, financial payment awards were made to two residents.

#### **5.4 Ombudsman determinations**

The Housing Ombudsman made seven determinations on enquiries they received from residents.

Two of the determinations found there to be no maladministration by the service, however five of the determinations found maladministration on four occasions, and severe maladministration on one occasion.

Reasons for determining maladministration included:

- Service handling of repairs, including those associated with damp and mould, and mutual exchange.
- Handling of the complaints.
- Handling of personal belongings following an eviction.

Four cases were awarded a financial payment, in recognition of the service failure they had experienced and the handling of their complaint.

All Ombudsman orders and recommendations have been complied with, with evidence of this submitted to the Ombudsman. This has included a review of procedures to ensure that the risk of repeating the same or similar service failings are reduced.

#### **5.5 Ombudsman reports**

The Housing Ombudsman will publish individual landlord performance reports when there have been five or more cases determined within the last 12 months against that landlord.

There have been no reports or publications produced for North Tyneside Council for the period of this report.

## 6. Complaint themes

The primary reasons for a resident submitting a Stage One complaint were:

- Issue with policy or non-compliance with policy.
- Poor customer service, communication, and workmanship.
- Delay in a service being received or the service not being received.
- Damp and mould.

## 7. Service improvements

Over the last 12 months, a series of measures have been introduced to improve our approach to complaint handling, outcomes, and responses.

These are:

- Weekly meetings between the Customer Relations Team, Service Managers and Team Leaders from the Responsive Repairs area to discuss and investigate Stage One complaints, to ensure responses are fully informed and agreed by suitably qualified officers prior to the resident receiving their decision letter.
- Meetings for Stage Two and Stage Three complaints including attendance from Director for Housing and Property Services, Heads of Service, Service Managers and Team Leaders, as required to discuss and investigate to ensure responses are fully informed and agreed by a suitably qualified officer prior to the resident receiving their Stage Two decision letter. For Stage Three complaints this is a response to be considered for Regulation and Review committee attendance.
- Complaint and service enquiries contacts and outcomes shared at quarterly management meetings.
- Review of working practices and procedures where required, and any identified changes implemented.

In response to the volume of contacts about condensation, mould and damp, a video diagnosis tool has been introduced. This has allowed the resident to receive a link to their phone that opens up to enable their home to be viewed during that first call and any follow up visit or work that is required prioritised. The Repair Contact Centre Team are now trained to assess and diagnosis using the tool too.

Resources have been increased within the Condensation, Mould, and Damp Team to include a Works Planner to co-ordinate survey work and appointments, and the number of Property Inspection Surveyors has been

increased to three. A future role within the team will be the introduction of a Property Condition Manager.

Condensation, mould, and damp awareness training has been developed and rolled out across the directorate, with a 'See It Report It' form developed for officers to complete and submit whilst at a property.

Work is taking place with the People Team to upload the awareness training on to the Learning Pool so that it will be accessible to all Authority employees.

Work is progressing with the development of a single IT system for the directorate. This will improve information that is held on both property and resident, and support information access and sharing between the directorate service areas. The system will include a customer portal so they will be able to request and access services direct.

### **8.Priorities for 2024 – 2025**

The HO advocates that landlords should embrace complaints through increased transparency, accessibility, and positive complaint handling governance.

We acknowledge that there may be occasion when a resident receives a service that does not meet service expectations, and if a complaint is received, then it provides the opportunity to review what happened and what learning can be taken from it.

Ultimately, our aim is to deliver an excellent service to our residents, that if we get it right first time, will reduce the number of complaints we receive. Focused work will continue to review themes and learning, with the introduction of service delivery improvements, that will be monitored against the number of complaints the directorate receives.

The Customer Relations Team will continue to record and monitor complaint themes. This will assist with trends and learning being identified, with any service review and improvement recommendations being proposed to the relevant service area.

Following agreement from the service area to introduce the recommendations, the Service Improvement Team will work with the areas directly to review current practice and support the introduction of an improved service delivery that benefits residents and our workforce.

## **9. Governance**

Monthly performance reports covering complaints and service enquiries will be produced and shared with key officers and our Member with Responsibility for Complaints (MRC).

As a minimum, complaint and service enquiry requests and outcomes will be reported to our residents, including resident panels, officers, Elected Members, our governing body and relevant sub-committees, and information will be published on our website to promote transparency and accountability.

## Appendix One: Ombudsman responsibilities

The Housing Ombudsman is responsible for investigating:

Main Issue	
Leasehold services	<ul style="list-style-type: none"> <li>• Shared ownership and sales processes for leasehold properties owned by registered providers/housing associations.</li> <li>• Shared ownership stair-casing properties owned by registered providers/housing associations.</li> <li>• Right to Buy and Right to Acquire</li> <li>• Repair responsibilities under the lease.</li> <li>• Mortgage rescue schemes.</li> <li>• Leasehold services provided by the landlord.</li> </ul>
Moving to a property	<ul style="list-style-type: none"> <li>• Transfer applications that are outside of Housing Act 1996 Part 6.</li> <li>• Type of tenancy offered.</li> <li>• Mutual exchange.</li> <li>• Decision to renew a fixed tenancy.</li> <li>• Decants (including those that are dealt with via the Allocations Policy).</li> <li>• Mobility Schemes.</li> <li>•</li> </ul>
Rent and service charges	<ul style="list-style-type: none"> <li>• Rent and /or service charges.</li> </ul>
Occupancy rights	<ul style="list-style-type: none"> <li>• Terms and conditions of occupancy rights.</li> <li>• Succession.</li> <li>• Assignment.</li> <li>• Ending a tenancy (notice periods).</li> <li>• Abandonment.</li> <li>• Possession proceedings.</li> </ul>
Property condition: repairs and improvement	<ul style="list-style-type: none"> <li>• Condition of property when first let.(void works)</li> <li>• Responsive repairs.</li> <li>• Planned maintenance or cyclical works.</li> </ul>

	<ul style="list-style-type: none"> <li>• Improvement works carried out by the landlord or tenant.</li> <li>• Rechargeable repairs.</li> <li>• Disabled adaptations.</li> </ul>
Tenant behaviour	<ul style="list-style-type: none"> <li>• Anti-social behaviour.</li> <li>• Noise nuisance.</li> <li>• Harassment.</li> </ul>
Estate management	<ul style="list-style-type: none"> <li>• Cleaning and/or repairs of communal areas.</li> <li>• Boundary issues.</li> <li>• Grounds maintenance.</li> <li>• Parking linked to occupancy agreement.</li> <li>• Parking.</li> <li>• Use of communal areas.</li> </ul>
Complaint handling	<ul style="list-style-type: none"> <li>• The landlord's handling of a complaint in their complaint process, including delays.</li> </ul>
Compensation	<ul style="list-style-type: none"> <li>• Home loss or disturbance payments.</li> <li>• Improvements carried out by the tenant.</li> <li>• Payment for damage to property or tenant's belongings.</li> <li>• Discretionary payments.</li> </ul>

The Local Government and Social Care Ombudsman investigates:

Main issue	
Housing Allocations under Housing Act 1996 Part 6	<ul style="list-style-type: none"> <li>• Applications for rehousing that meet the reasonable preference criteria, Includes complaints about:               <ul style="list-style-type: none"> <li>○ Assessment of such application, award of points, banding, or a decision that an application does not qualify for reasonable preference.</li> <li>○ Operation of choice based lettings schemes and about the suitability of accommodation offered under those schemes.</li> </ul> </li> </ul>
Homelessness under Housing Act 1996 Part 7	<ul style="list-style-type: none"> <li>• Applications for assistance under the homelessness legislation. Includes complaints about:               <ul style="list-style-type: none"> <li>○ Homelessness advice and homelessness prevention activities.</li> <li>○ How applications are dealt with and decisions about eligibility for and allocation of interim and temporary accommodation.</li> <li>○ The condition of suitability of temporary accommodation.</li> </ul> </li> </ul>
General housing advice	<ul style="list-style-type: none"> <li>• General advice from the local authority about housing options.</li> <li>• Handling of reports from tenants of private landlords about unlawful eviction, harassment, disrepair, and other matters.</li> </ul>
Housing benefit	<ul style="list-style-type: none"> <li>• Handling of applications for housing benefit.</li> </ul>
Housing improvement grants	<ul style="list-style-type: none"> <li>• Applications for mandatory and discretionary housing improvement grants, this includes:               <ul style="list-style-type: none"> <li>○ Provision of advice, processing of applications, preparation of schedule of work, payment of grant and other decisions on grant eligibility and</li> </ul> </li> </ul>

	<p>entitlement.</p> <ul style="list-style-type: none"><li>○ Actions of social services occupational therapy services with regard to assessment and eligibility for DFG's.</li></ul>
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## Appendix Two: Housing Ombudsman Self Assessment

### Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

North Tyneside Housing and Property Services  
Housing Ombudsman Self Assessment May 2024

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	<p>.</p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The North Tyneside Council Corporate and Housing Services Complaints Procedure includes this definition.</p> <p>Information can be found on page 3 of the procedure.</p>
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The North Tyneside Council Corporate and Housing Services Complaints Procedure includes this definition.</p> <p>Information can be found on Page 4 of</p>

	expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.			the procedure.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The North Tyneside Council Corporate and Housing Services Complaints Procedure describes the difference between a service request and complaint.</p> <p>These explanations can be found on page 3 and page 4 of the procedure.</p>

1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The North Tyneside Council Corporate and Housing Services Complaints Procedure acknowledges that a complaint can be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the request remains ongoing.</p> <p>This is referenced on page 5 of the procedure.</p>
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>If a resident completes a service level survey, i.e. a customer satisfaction survey and expresses dissatisfaction in the services they are receiving, they are not, by default directed to the Corporate Complaints Procedure.</p> <p>The resident will be asked to provide their contact details so that their dissatisfaction can be followed upon.</p> <p>In the first instance every effort will be</p>

	landlords ask for wider feedback about their services, they also must provide details of how residents can complain.			made to resolve their dissatisfaction through the provision of a service, but if this not possible, then the resident will be directed to the Corporate Complaints Procedure.  This is referenced on page 5 of the procedure.
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## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	The North Tyneside Council Corporate and Housing Services Complaint Procedure sets out the reasons and circumstances in which the Authority would not consider a complaint.  The Authority considers the individual circumstances of each complaint and does not adopt a blanket approach to refusing to accept a complaint.

				<p>If the Authority does not accept a complaint, a detailed explanation will be provided to the resident setting out the reasons why their complaint request has not been accepted.</p> <p>This is explained on pages 14 - 15 of the procedure.</p>
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> </ul>		<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The North Tyneside Council Corporate and Housing Services Complaint Procedure sets out the reasons and circumstances where the Authority would not consider a complaint.</p> <p>If the Authority does not accept a complaint, a detailed explanation will be provided to the resident setting out the reasons why their complaint request has not been accepted.</p> <p>This is explained on pages 14 - 15 of the procedure, 1.2 Exemptions.</p>

	<ul style="list-style-type: none"> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>			
2.3	<p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made</p>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The North Tyneside Council Corporate and Housing Services Complaint Procedure sets out the reasons and circumstances where the Authority would not consider a complaint.</p> <p>If the Authority does not accept a complaint, a detailed explanation will be provided to the resident setting out the reasons why their complaint request has not been accepted.</p>

	outside this time limit where there are good reasons to do so.			This is explained on pages 14 – 15 of the procedure.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The North Tyneside Council Corporate and Housing Services Complaint Procedure sets out the reasons and circumstances where the Authority would not consider a complaint.</p> <p>The Authority considers the individual circumstances of each complaint and does not adopt a blanket approach to refusing to accept a complaint.</p> <p>If the Authority does not accept a complaint, a detailed explanation will be provided to the resident setting out the reasons why their complaint request has not been accepted.</p> <p>Ombudsman details will also be provided to the resident, so they can contact direct if they choose to do so.</p>



				This is referenced on pages 14 – 15 of the procedure.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The North Tyneside Council Corporate and Housing Services Complaint Procedure sets out the reasons and circumstances where the Authority would not consider a complaint.</p> <p>The Authority considers the individual circumstances of each complaint and does not adopt a blanket approach to refusing to accept a complaint.</p> <p>This is referenced on page 14 of the procedure.</p>

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to	Yes	<a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a>	As a landlord and Authority we are committed to

	<p>complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.</p>		<p><a href="#"><u>Corporate and Housing Services Complaints Procedure</u></a></p>	<p>delivering services that ensure accessibility to all our residents.</p> <p>This includes complaints and the different channels available to a resident to make a complaint.</p> <p>Residents can make a complaint online, through our corporate Customer First Office by telephone, email or letter, or in person.</p>
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				<p>We consider our duties under the Equality Act 2010 and aim to anticipate the needs and reasonable adjustments of our residents that may need to use the corporate complaints procedure.</p> <p>This is referenced on pages 12 – 13 of the procedure.</p> <p>Equality and diversity e-learning training is mandatory for officers.</p>
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3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>As a landlord and Authority we are committed to delivering services that ensure accessibility to all our residents.</p> <p>This includes complaints and the different channels available to residents to make a complaint.</p> <p>Residents can make a complaint online, through our corporate Customer First Office by telephone, email</p>
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				<p>or letter, or in person.</p> <p>Residents wishing to make a complaint will be signposted to the Customer First Office who are the first point of contact for complaints, or their information will be shared with the Customer First Office for them to contact the resident and commence the complaint.</p> <p>This is explained on page 6 of the procedure.</p>
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3.3	<p>High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.</p>	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>As a landlord and Authority we are committed to delivering services that ensure they are accessible to all our residents.</p> <p>This includes complaints and the different channels available to residents to make a complaint.</p> <p>Information on how to complain is available on the Authority's website.</p>

				<p>Residents can make a complaint online, through our corporate Customer First Office by telephone, email or letter, or in person.</p> <p>This is referenced on pages 12 and 18 of the procedure.</p>
3.4	Landlords must make their complaint policy available in a clear and accessible	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The Corporate and Housing Services Complaints Procedure sets out our processes and response</p>

	<p>format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.</p>			<p>timeframes.</p> <p>This is explained on pages 6 – 9 of the procedure.</p> <p>The procedure is available on the Authority's website.</p>
3.5	<p>The policy must explain how the landlord will publicise details of the complaints policy, including</p>	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>Information is publicised on the Authority's website.</p> <p>Governance and reporting is explained on page 19 of the</p>



	information about the Ombudsman and this Code.			procedure.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	<a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a>  <a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>Residents are provided with the opportunity to be supported through the complaints process by a representative.</p> <p>Information can also be provided to the resident about local advocacy services to ensure they are supported.</p> <p>This is explained on pages 12 – 13</p>

				of the procedure: Section 7 providing advocacy and support.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a> <a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a>	<p>Ombudsman information is available on the Authority's website.</p> <p>Resident letters also include Ombudsman information and their contact details.</p>

#### Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>As a landlord, there is a dedicated team, the Customer Relations Team within the service that are responsible for receiving, investigating, and responding to complaints received about the service.</p> <p>Corporately there is a Customer First Office, who are the Authority's</p>

	<p>may be in addition to other duties.</p>			<p>first point of contact for any resident wishing to make a complaint.</p> <p>The Authority's Complaint Officer sits within the corporate team and is the point of contact for the Ombudsman.</p> <p>The Complaints Manager engages with the landlord team for them to collate information for Ombudsman</p>
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				<p>requests and respond to any Ombudsman enquiries.</p> <p>The Customer Relations Team is responsible for producing reports and information as required and for the reporting of the information to the governing body.</p>
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt	Yes		The Corporate Complaints Manager liaises directly with the team manager of the

	<p>resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.</p>			<p>Customer Relations Team and all relevant roles within the Authority to discuss and resolve complaints. This is referenced on 17 of the procedure.</p>
4.3	<p>Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the</p>	Yes		<p>The importance of complaints and the handling of them is recognised through the provision of a dedicated customer relations team</p>

	<p>importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively</p>			<p>within the landlord service to prioritise, receive, investigate and respond to complaints within required timescales.</p> <p>Learning is included in reports produced by the team.</p> <p>Officers are supported to attend all relevant complaint handling training available to ensure they are</p>
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				<p>qualified and competent to undertake their duties.</p> <p>Officer training requirements is reviewed as part of our internal IPR's, 1:1's and team meetings.</p>
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### Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	The Authority has a Corporate and Housing Services Complaints Procedure.



	treated differently if they complain.			
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The Authority has a two-stage process in place to address and resolve complaints.</p> <p>Early interaction and engagement with residents is encouraged as part of these processes. This may include telephone contact and home visits/inspections to understand and resolve their</p>

				complaint.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>A two-stage process is in place.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it	N/A		<p>The Authority is responsible for receiving, investigating and replying to resident complaints.</p> <p>There is no third party</p>

	<p>must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.</p>			<p>involvement in complaint handling.</p>
5.5	<p>Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.</p>	N/A		<p>The Authority is responsible for receiving, investigating and replying to resident complaints.</p> <p>There is no third party involvement in complaint handling.</p>
5.6	When a	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	When a

	<p>complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.</p>			<p>complaint is received through the Customer First Office, an officer will contact the resident to establish the reason for their complaint and the outcome they are seeking. This information is recorded on a ‘statement of complaint’ and approved with the resident prior to it being logged on the IT system and shared with the service area.</p> <p>This approach is</p>
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				<p>adopted for Stage Two escalations too.</p> <p>If required, clarification is sought with the resident prior to the complaint being logged and investigated.</p> <p>This explanation is on pages 6 – 9 of the procedure.</p>
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	The Authority's Corporate and Housing Services Complaint Procedure confirms that it will be made

	complaint they are, and are not, responsible for and clarify any areas where this is not clear.			<p>clear to the resident which aspects of the complaint the landlord is and is not responsible for.</p> <p>This is explained on pages 6 - 9 of the procedure.</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <p>a. deal with complaints on their merits, act independently, and have an open</p>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The Authority's Corporate and Housing Services Complaint Procedure covers the approach that our officers will adopt when receiving, investigating and responding</p>

	<p>mind;</p> <p>b. give the resident a fair chance to set out their position;</p> <p>c. take measures to address any actual or perceived conflict of interest;</p> <p>and</p> <p>d. consider all relevant information and evidence carefully.</p>			<p>to complaints.</p> <p>This is explained on page 6 of the procedure.</p>
5.9	Where a response to a complaint will	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	If a complaint response will fall outside of the

	<p>fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.</p>			<p>required response times and/or it is necessary to extend the response time, this will be done in agreement with the resident.</p> <p>This will be confirmed in writing to them, setting out the reasons for the extension, with Ombudsman details provided, in case they wish to contact them direct.</p> <p>This is explained on page 6 of the procedure.</p>
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5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>As a landlord and an Authority, we will give due regard and consideration to our duties under the Equality Act 2010.</p> <p>Records will be kept of any reasonable adjustment requirements and any disabilities disclosed by a resident.</p> <p>This is explained on page 12 of the procedure.</p>
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5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	As a landlord and Authority, we will only refuse to escalate a complaint through all stages of the complaints process, if there are valid reasons to do so and these reasons comply with the provisions set out in section 2 of the Code. This is explained on page 14 of the procedure.
5.12	A full record must be kept of the complaint,	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Each complaint received is logged on our

	<p>and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.</p>			<p>corporate IT system.</p> <p>All subsequent contact with the resident and any relevant information is recorded on the system too, including the complaint outcome at each stage.</p> <p>This is explained on page 19 of the procedure.</p> <p>As a landlord information is also recorded and maintained within individual address case</p>
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				files for each resident complaint.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>As a landlord and an Authority, we acknowledge at all stages of a complaint response when something has not been right or below our service expectations and how this will be rectified.</p> <p>This is explained on page 10 of the procedure.</p>

5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	<p><a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a></p> <p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>There is a Corporate Unacceptable Behaviour Restricting Access Procedure and Guidance available on the Authority's website.</p> <p>This sets out our approach with individuals who display unacceptable behaviour and whose access needs to be restricted and subject to review. The Authority website also</p>
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				holds a Delivering Safe Customer Service Procedure for managing unacceptable behaviour. Section 3 of this procedure covers equality, diversity, and inclusion.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the		<a href="https://my.northtyneside.gov.uk/category/478/complain-about-council-services">https://my.northtyneside.gov.uk/category/478/complain-about-council-services</a>	The Delivering Safe Customer Service Procedure for managing unacceptable behaviour, Section 3 covers equality, diversity, and

	provisions of the Equality Act 2010.			inclusion.  This includes any restricted access being proportionate and demonstrating regard for the Equality Act 2010.
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## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Each complaint received is dealt with on an individual basis, this includes any complaint complexities and resident vulnerabilities that need to be taken into consideration.

	<p>resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.</p>			<p>A complaint response is issued to the resident when the outcome to the complaint is known.</p> <p>Early resolution of a complaint is advocated.</p> <p>This is explained on page 6 of the procedure.</p>
6.2	<p>Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b></p>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The Corporate Customer First Office is the first point of contact for complaints being received, defined, and logged. This is done within five working days. Once on the corporate IT system, the dedicated customer relations team within the landlord service area accept</p>



				responsibility for the complaint.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>A complaint will received, investigated and responded to within 10 working days of the complaint being acknowledged.</p> <p>The resident will receive their complaint response letter via email or post.</p>
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>If a complaint falls outside of the required response times and/or it is necessary to extend the response time, this will be done in agreement with the resident.</p> <p>The extension will not be</p>

				<p>greater than 10 working days with the details being confirmed in writing to them, with Ombudsman details provided, in case they wish to contact.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>
6.5	<p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>Any correspondence to the resident requesting and agreeing to an extension, will include Ombudsman details, in case they wish to contact them direct.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>

6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>A complaint is responded to at either stage when all the information for the response is known.</p> <p>Reference will be made in the response regarding any outstanding tasks that will be completed after the letter has been issued.</p> <p>This is explained on page 6 of the procedure.</p>
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>All points within a complaint are addressed, with clear reasoning provided for decisions that are made.</p> <p>If appropriate to do,</p>

				<p>reference will be made to relevant policy, law and good practice,</p> <p>This is explained on pages 6 - 9 of the procedure.</p>
6.8	<p>Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.</p>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>If additional information is received that is related to the current complaint and the Stage One response has not been issued, the additional information will be included in the complaint.</p> <p>If the response has been issued, or the new information is unrelated to the existing complaint then a new complaint will be accepted.</p>

				This is explained on page 8 of the procedure.
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> <li>e complaint stage;</li> <li>e complaint definition;</li> <li>e decision on the complaint;</li> <li>e reasons for any decisions made; <ul style="list-style-type: none"> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul> </li> </ul>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>Response letters to residents clearly cover all points required for inclusion at Stage One.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>A complaint will be accepted at Stage Two if the resident remains dissatisfied with the response at Stage One.</p> <p>This is explained on page 8 of the procedure.</p>
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>The Corporate Customer First Office will acknowledge, define and log the complaint at Stage Two within the required timescale.</p> <p>Once registered on the corporate IT system, the landlord will accepted responsibility for the complaint.</p> <p>This is explained on page 8 of the procedure.</p>

6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Stage Two requests will be accepted that do not include a resident's reasoning for escalation.  This is explained on page 8 of the procedure.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	The Stage Two complaint will be investigated and responded to by a person that did not consider the complaint at Stage One.  This is explained on page 8 of the procedure.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	A complaint will be responded to within 20 working days.

				The resident will receive their complaint response letter via email or post.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>If a complaint falls outside of the required response times and/or it is necessary to extend the response time, this will be done in agreement with the resident.</p> <p>The extension will not be greater than 20 working days and will be confirmed in writing to them, explaining the reason why, with Ombudsman details provided, in case they wish to contact them direct.</p>



				This is explained on pages 6 – 9 of the procedure.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Any correspondence to the resident requesting and agreeing to an extension, will include Ombudsman details, in case they wish to contact them direct.  This is explained on pages 6 – 9 of the procedure.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	A complaint is responded to at either stage when all the information for the response is known.  Reference will be made in the response

	provided to the resident.			<p>regarding any outstanding tasks that will be completed after the letter has been issued.</p> <p>This is explained on page 6 of the procedure.</p>
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>All points within a complaint are addressed, with clear reasoning provided for decisions that are made.</p> <p>If appropriate to do, reference will be made to relevant policy, law and good practice,</p> <p>This is explained in pages 6 -9 of the procedure.</p>

6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>Complaint response letters to residents clearly cover all points required for inclusion at Stage Two.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>
6.20	<p>Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>Stage Two is the landlord and Authority final complaint response.</p> <p>Suitable officers are involved in the collation</p>

				<p>and agreement of the response.</p> <p>This is explained on pages 6 – 9 of the procedure.</p>
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### Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a</li> </ul>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>If something has gone wrong this will be acknowledged in the complaint response at either stage, and will include how we aim to put things right.</p> <p>This is explained on pages 10 -11 of the procedure, Solutions and remedies.</p>

	<p>decision;</p> <ul style="list-style-type: none"> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>			
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>When determining any remedy to be offered consideration is given to:</p> <ul style="list-style-type: none"> <li>• The impact on the resident as the result of any identified fault.</li> <li>• Remedy guidance issued by the Ombudsman.</li> </ul> <p>This is explained on pages 10 -11 of the procedure.</p>
7.3	<p>The remedy offer must clearly set out what will happen and by when, in agreement with the resident</p>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>The remedy offer will set out what will happen, and by when if the</p>

	where appropriate. Any remedy proposed must be followed through to completion.			<p>resident is in agreement with the offer.</p> <p>The remedy offer will be followed through to conclusion.</p> <p>This is referred to on pages 10 -11 of the procedure.</p>
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	<p>Remedy guidance issued by the Ombudsman is considered when a remedy offer is being considered.</p> <p>This is referred to on page 10 of the procedure.</p>

## Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>b. a qualitative and</p>	Yes	<p><a href="https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Annual%20Complaints%20Report%202023.pdf">https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Annual%20Complaints%20Report%202023.pdf</a></p>	<p>An annual report is produced and published, as is the self assessment.</p> <p>The report includes complaint outcomes, including Ombudsman decisions, and our learning and improvement from complaints.</p>

	<p>quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from</p>			
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	<p>complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	The annual complaints performance and service improvement report must be	Yes	<a href="#">Complaint Governance Framework 2024-25</a>	A corporate complaint governance framework has been developed

	<p>reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>			<p>which sets out frequency of information being shared and with whom.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes		<p>Any change to procedure or service redesign that may impact on the self-assessment will result in it being reviewed and revised, with</p>

				the updated form being submitted to the Ombudsman and published online.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Any request to review and update the self-assessment following any Ombudsman investigation and decision will be adhered to, with the revised self-assessment being submitted to the

				Ombudsman and published online.
8.5	<p>If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website</p> <p>Landlords must provide a timescale for returning to compliance with</p>	Yes		<p>Any incident that occurs that may result in the landlord and the authority being unable to comply with the Code will be reported on and published online.</p>

	the Code.			
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### Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	All complaints received and responded too will be reviewed to identify if any service improvement is required because of a complaint outcome.  This is explained on page 10 of the procedure.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	All complaints received and responded too will be used a source of intelligence to recommend and introduce any change to service delivery.

				This is referenced on page 18 of the procedure.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Pages 17 – 22 of the procedure cover our governance arrangements.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	There is a dedicated team within the landlord service that receives, investigates and responds to complaints.  The manager of this team is responsible for the collation and analysing of resident complaint reasons and produce reports and

				recommendations that include learning to be taken forward within service improvement plans and service delivery that improve the resident experience.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	The Elected Member with lead responsibility for Housing is the appointed MRC for the landlord.  Governance arrangements are covered in pages 17 -22 of the procedure.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Governance arrangements are covered in pages 17 -22 of the procedure.

	have access to suitable information and staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement</li> </ul>	Yes	<a href="#">Corporate and Housing Services Complaints Procedure</a>	Governance arrangements are covered in pages 17 -22 of the procedure.



	report.			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	<p><a href="#">Corporate and Housing Services Complaints Procedure</a></p>	<p>As a landlord and Authority all officers involved in complaint handling adopt a collaborative approach to resolve complaints through effective and robust working relationships with colleagues within the service areas.</p> <p>Any identification of where things have gone wrong or service expectations have not been met will be co-owned, with service improvements and recommendations agreed in partnership.</p> <p>All officers carry out their</p>

				duties in accordance with corporate and professional standards.
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