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Date: 22nd September 2026

**INDIVIDUAL CABINET
MEMBER DECISION**

Dear Sir/Madam,

The Cabinet Member for Housing (Councillor J. Bartlett) is to consider the following report and make a decision on **Wednesday 30th September** at **4.00pm** in Committee Room C, Town Hall, Nuneaton.

Yours faithfully,

TOM SHARDLOW

Chief Executive

A G E N D A

PART 1

PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds, please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside Lloyds Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

2. PUBLIC CONSULTATION - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

3. DECLARATIONS OF INTEREST - To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members' Code of Conduct.

Declaring interests at meetings

If there is any item of business to be discussed at the meeting in which you have a disclosable pecuniary interest or non-pecuniary interest (Other Interests), you must declare the interest appropriately at the start of the meeting or as soon as you become aware that you have an interest.

Arrangements have been made so that interests that are declared regularly by members can be viewed in a schedule on the Council website ([Councillor Declarations of Interests](#)). Any interest noted in the schedule on the website will be deemed to have been declared and will be minuted as such by the Democratic Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule. There are, however, TWO EXCEPTIONS to the general rule:

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room,

the member must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.

2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Audit & Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council's Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

4. TEMPORARY ACCOMMODATION PLACEMENT POLICY– report of the Assistant Director – Housing Services attached **(Page 4)**.
5. APPROVAL AND ADOPTION OF THE HOMELESSNESS AND ROUGH SLEEPER ACTION PLAN 2026-2029 – report of the Assistant Director – Housing Services attached **(Page 20)**
6. APPROVAL AND ADOPTION OF THE HOUSING COMPLAINTS POLICY 2026 AND PUBLICATION OF HOUSING OMBUDSMAN COMPLIANCE DOCUMENTS – report of the Assistant Director – Housing Services attached **(Page 31)**

AGENDA ITEM NO. 4

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Individual Cabinet Member Decision

Report to: Councillor James Bartlett

Date of Meeting: 30th September 2026

Subject: Temporary Accommodation Placement Policy

Portfolio: Housing

Responsible Officer: Sharon Clinton – Assistant Director Housing Services

Corporate Plan – Theme: Housing, Health and Communities

Corporate Plan – Aim: Supporting Vulnerable Residents

Ward Relevance: All

Public or Private: Public

Amendment to Budget: No Council Tax Related: No

Recommendation to Council/Cabinet/Committee: No

Forward Plan: Yes

Subject to Call-in: Yes

1. Purpose of report

- 1.1 To seek approval and adoption of the Temporary Accommodation Placement Policy attached at Appendix A, which establishes a

clear, transparent and legally compliant framework for the allocation, management and review of temporary accommodation placements made under Part VII of the Housing Act 1996. The report also seeks delegated authority for the Assistant Director for Housing Services, in consultation with the Portfolio Holder for Housing, to approve minor amendments to the Policy.

2. Recommendations

2.1 That the Portfolio Holder for Housing:

- a) Approves and adopts the Temporary Accommodation Placement Policy attached at Appendix A.
- b) Delegates authority to the Assistant Director for Housing Services, in consultation with the Portfolio Holder for Housing, to approve minor amendments to the Temporary Accommodation Placement Policy, provided such amendments do not materially alter the purpose, principles or statutory obligations contained within the Policy.

3. Background

- 3.1 The Council has statutory duties under Part VII of the Housing Act 1996 to assist households who are homeless or threatened with homelessness and, where appropriate, to secure interim or temporary accommodation.
- 3.2 The demand for temporary accommodation continues to place pressure on local authorities nationally and it is important that the Council operates within a clear policy framework that supports consistent and legally compliant decision making.
- 3.3 Whilst the Housing Solutions Service already follows statutory guidance and operational procedures when making temporary accommodation placements, the Council does not currently have a standalone Temporary Accommodation Placement Policy.
- 3.4 The proposed Policy formalises existing practices and establishes clear principles for assessing accommodation suitability, managing placements and supporting households to move into settled accommodation at the earliest opportunity.

4. Body of report and reason for recommendations

- 4.1 The Temporary Accommodation Placement Policy has been developed to provide a clear framework for the assessment, allocation and management of temporary accommodation.
- 4.2 The Policy supports the Council's statutory homelessness functions and ensures that accommodation placements are made fairly, consistently and transparently, taking account of individual household circumstances.
- 4.3 The Policy sets out principles for determining accommodation suitability, including consideration of:
 - Household composition and size;
 - Health, disability and accessibility needs;
 - Safeguarding considerations;
 - Welfare and educational needs of children;
 - Employment and caring responsibilities;
 - Affordability; and
 - Location requirements.
- 4.4 The Policy also establishes arrangements for:
 - Making and recording temporary accommodation placements;
 - Managing placements;
 - Reviewing accommodation suitability;
 - Handling transfer requests; and
 - Supporting households into settled accommodation.
- 4.5 The Policy supports delivery of the Council's Homelessness and Rough Sleeper Strategy 2024-2029 and contributes towards the Council's commitment to transparency, accountability and service improvement.
- 4.6 Delegating authority for minor amendments will enable the Council to respond efficiently to future changes in legislation, statutory guidance, case law and operational requirements whilst ensuring that any substantive changes remain subject to the Council's formal approval processes.
- 4.7 The Policy has been reviewed through the Council's governance arrangements and endorsed by the Senior Leadership Team prior to submission to Cabinet for approval

5. Consultation with the public, members, officers and associated stakeholders

5.1 The draft Temporary Accommodation Placement Policy has been subject to consultation with relevant internal stakeholders, including Housing Solutions management, operational staff, Legal Services, senior management representatives and the Senior Leadership Team.

5.2 Consultation was also undertaken with the Homeless Partnership Forum, comprising partner agencies involved in homelessness prevention and support services.

5.3 Feedback received focused on strengthening policy clarity, governance arrangements and ensuring alignment with current homelessness legislation and statutory guidance. Appropriate amendments were incorporated into the final version of the Policy.

6. Financial Implications

6.1 There are no direct additional financial implications arising from adoption of the Policy as it formalises existing operational practice. The Policy supports consistent decision making and effective use of temporary accommodation resources, which may assist in reducing costs associated with unsuitable placements, complaints and prolonged use of temporary accommodation.

7. Legal Implications

7.1 The Policy supports the Council in meeting its statutory duties under Part VII of the Housing Act 1996 and the Homelessness Reduction Act 2017. It has been developed with regard to relevant legislation, statutory guidance and case law relating to homelessness and the suitability of accommodation

8. Equalities implications

8.1 No specific equality implications have been identified following the completion of an equality impact assessment.

9. Health implications

9.1 No specific health implications have been identified following the completion of an impact assessment.

10. Climate and environmental implications

10.1 No direct climate and/or environmental implications have been identified.

11. Section 17 Crime and Disorder Implications

11.1 No direct Section 17 crime and disorder implications have been identified.

12. Risk management implications

12.1 No direct risk management implications have been identified.

13. Human resources implications

13.1 No direct human resource implications have been identified.

14. Biodiversity Implications

14.1 No direct biodiversity implications have been identified.

15. Local Government Reorganisation (LGR) Implications

15.1 No direct LGR implications have been identified.

16. Options considered and reason for their rejection

16.1 In formulating this report and recommendations, the following other options were identified. Reasons for their rejection or why the option and recommendation proposed in section 2 of the report has been selected are outlined below.

Option Ref	Option Title	Reason for rejection or why the option and recommendation proposed in section 2 of the report has been selected
A	Continue operating under existing procedures without adopting a formal policy	Rejected. Whilst statutory homelessness duties would continue to be met, the absence of a formal policy would reduce transparency, consistency and governance oversight and make it more difficult to demonstrate a clear and auditable decision-making framework.
B	Do not adopt the Policy	Rejected as this would leave the Council without a formal Temporary Accommodation

		Placement Policy and reduce clarity, consistency and governance oversight.
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17. Conclusion

- 17.1 The Temporary Accommodation Placement Policy provides a robust framework to support the Council's statutory homelessness responsibilities. It establishes clear expectations for officers, applicants and accommodation providers and promotes fair, transparent and legally compliant decision making.
- 17.2 The Policy strengthens governance arrangements, supports effective use of temporary accommodation resources and assists the Council in meeting its homelessness duties whilst supporting households to move towards settled accommodation as quickly as possible. Approval of the Policy is therefore recommended

18. Appendices

- 18.1 Please note the following appendices:
- i. Appendix A – Temporary Accommodation Placement Policy and Procedure
 - ii. Appendix B – Equality Impact Assessment

19. Background papers

- 19.1 Please note the following background papers:
- i. [Nuneaton and Bedworth Borough Council Homelessness and Rough Sleeper Strategy 2024-2029](#)

20. Report Writer Details:

Officer Job Title: Assistant Director – Housing Services

Officer Name: Sharon Clinton

Appendix A



Temporary Accommodation Placement Policy

August 2026

Review Date:

1. Purpose

Nuneaton and Bedworth Borough Council is committed to preventing homelessness, reducing rough sleeping and ensuring that homeless households have access to safe, suitable and affordable accommodation.

This Temporary Accommodation Placement Policy sets out how the Council will allocate, prioritise and manage interim and temporary accommodation for households owed housing duties under Part VII of the Housing Act 1996.

The policy aims to:

- Ensure compliance with statutory homelessness legislation.
- Ensure accommodation placements are fair, transparent and consistent.
- Provide accommodation that is suitable for the household's individual circumstances.
- Promote the welfare of children and vulnerable adults.

- Make best use of available temporary accommodation resources.
- Reduce reliance on temporary accommodation wherever possible.
- Support households to secure settled accommodation at the earliest opportunity.
- Support the delivery of the Council's Homelessness and Rough Sleeper Strategy 2024–2029.
- Contribute to national homelessness prevention and rough sleeping objectives.

2. Scope

This policy applies to:

- Applicants owed duties under Part VII of the Housing Act 1996.
- Households placed in interim accommodation under Sections 188 and 199A.
- Households placed in temporary accommodation under Sections 190 and 193.
- All Council officers involved in homelessness assessments, accommodation procurement, placement decisions and accommodation management.
- Temporary accommodation providers acting on behalf of the Council.

3. Definitions

Interim Accommodation (“temporary accommodation”)

Accommodation secured under Section 188 or Section 199A of the Housing Act 1996 where the Council has reason to believe an applicant may be homeless, eligible for assistance and in priority need.

Temporary Accommodation (“temporary accommodation”)

Accommodation secured under homelessness legislation following acceptance of a housing duty and pending a settled housing solution.

Suitable Accommodation

Accommodation that is suitable for the household's needs and circumstances, taking account of legislation, statutory guidance and individual household circumstances.

Self-Contained Accommodation

Accommodation occupied solely by one household, with exclusive use of kitchen, bathroom and living facilities.

Managed Accommodation

Accommodation where management and support services are provided either on-site or remotely.

Out-of-Area Placement

Temporary accommodation situated outside the Borough of Nuneaton and Bedworth.

4. Context – Reasons for Temporary Accommodation Placement Policy

Nuneaton and Bedworth Borough Council has statutory duties under Part VII of the Housing Act 1996 to assist households who are homeless or threatened with homelessness. Where a duty applies, the Council may be required to secure interim or temporary accommodation for eligible applicants and their households.

Temporary accommodation provides an essential safety net for households who would otherwise be without accommodation. Whilst it plays a vital role in meeting the Council's homelessness duties, it is intended to be a temporary measure pending a longer-term housing solution.

Like many local authorities, the Council faces increasing demand for homelessness services alongside a shortage of affordable housing. As a result, the Council must carefully balance the needs of homeless households with the availability of accommodation and the effective use of public resources.

When determining the suitability of temporary accommodation, the Council will as part of their homelessness duty assessment consider each household's individual circumstances, including:

- Household composition and size.
- Health, disability and accessibility requirements.
- Safeguarding concerns and risks.
- The welfare and educational needs of children.
- Employment and caring responsibilities.
- Access to support networks and services.
- Affordability and financial sustainability.
- Location and travel requirements.

The Council will seek, wherever reasonably practicable, to accommodate households within the Borough. However, there may be occasions where suitable accommodation is not available locally, or where an out-of-area placement better meets the needs of the household. Decisions will be made on a case-by-case basis and in accordance with relevant legislation and statutory guidance.

This Policy supports the delivery of the Council's Homelessness and Rough Sleeper Strategy 2024–2029 and contributes to wider national ambitions to:

- Prevent homelessness wherever possible.
- Reduce rough sleeping.
- Improve access to suitable accommodation.
- Minimise the use of Bed and Breakfast accommodation.
- Reduce the length of time households spend in temporary accommodation.
- Support sustainable move-on into settled housing.

Through this Policy, the Council aims to ensure that temporary accommodation placements are fair, transparent, proportionate and legally compliant, whilst supporting households to move towards permanent housing solutions as quickly as possible.

5. Monitoring and Review

The Council will regularly monitor the operation and effectiveness of this Policy to ensure that temporary accommodation placements are fair, consistent and compliant with statutory requirements. Performance information will be used to assess key measures including the number of households accommodated, use of out-of-borough placements, length of stay in temporary accommodation, use of bed and breakfast accommodation, successful move-on outcomes, customer feedback and overall accommodation standards. Monitoring information will also support service improvement and help identify emerging trends and pressures within homelessness services.

6. References

This Policy contributes to the delivery of the Council's Homelessness and Rough Sleeper Strategy 2024–2029 and wider homelessness prevention objectives. The Council will review the effectiveness of the Policy through ongoing performance monitoring and consideration of local housing needs, homelessness trends and customer outcomes. The Policy will be formally reviewed at least annually, or sooner

where there are significant changes to legislation, statutory guidance, case law, local priorities or operational requirements.

7. Legislation

- Housing Act 1996 (Part VII), including Sections 188, 190, 193, 199A, 206, 208 and 210.
- Homelessness Act 2002.
- Homelessness Reduction Act 2017.
- Localism Act 2011.
- Equality Act 2010.
- Human Rights Act 1998.
- Children Act 1989.
- Children Act 2004.
- Care Act 2014.
- Domestic Abuse Act 2021.
- Protection from Eviction Act 1977.
- Homelessness (Suitability of Accommodation) (England) Order 2003.
- Homelessness (Suitability of Accommodation) (England) Order 2012.

The Council will also have regard to the following statutory guidance and related documents:

- Homelessness Code of Guidance for Local Authorities.
- Nuneaton and Bedworth Borough Council Homelessness and Rough Sleeper Strategy 2024–2029.
- Relevant case law relating to homelessness and the suitability of temporary accommodation.

8. Review

This policy will be reviewed annually or sooner where there are changes to legislation, statutory guidance, operational requirements or service delivery arrangements. Any amendments will be approved in accordance with the Council's governance arrangements.

Temporary Accommodation Placement Procedure

1. Purpose

This procedure sets out the process for assessing, allocating, managing and reviewing temporary accommodation placements. It aims to ensure a consistent, transparent and legally compliant approach to the use of

temporary accommodation and should be read alongside the Temporary Accommodation Placement Policy.

2. Procedure

2.1 Homelessness Assessment

Where an applicant approaches the Council as homeless or threatened with homelessness, a Housing Solutions Officer will:

- Assess eligibility for assistance.
- Determine whether the applicant is homeless or threatened with homelessness.
- Assess whether a duty to accommodate arises under the Housing Act 1996.
- Complete any necessary safeguarding and risk assessments.
- Identify any support, medical or accessibility needs.

2.2 Suitability Assessment

Before a placement is made, officers will assess the suitability of available temporary accommodation, taking account of:

- Household composition and size.
- Medical conditions and disabilities.
- Child welfare and educational requirements.
- Safeguarding concerns.
- Employment and caring responsibilities.
- Location and travel considerations.
- Affordability.
- Availability of temporary accommodation.

The assessment and rationale for the placement decision must be recorded on the applicant's case file.

2.3 Identifying Suitable Temporary Accommodation

The Council will seek to secure accommodation that is:

- Suitable for the household's needs.
- Safe and compliant with required standards.
- Located within the Borough wherever reasonably practicable.
- Affordable for the applicant.
- The best use of available temporary accommodation resources.

Where temporary accommodation within the Borough is unavailable, officers may consider suitable out-of-area accommodation.

2.4 Making an Offer

The applicant will be provided with:

- The address of the accommodation.
- Details of any licence agreement.
- Information regarding occupancy arrangements.
- Details of charges, rent and service charges where applicable.
- Information about household responsibilities.

The offer and acceptance or refusal must be recorded on the housing management system.

2.5 Placement Management

Following a placement, officers will:

- Maintain regular contact with the household where required.
- Monitor any safeguarding or support requirements.
- Liaise with temporary accommodation providers.
- Address reports of property defects or tenancy management issues.
- Support the household to secure settled accommodation.

2.6 Review of Suitability

Suitability may be reviewed where:

- The applicant reports a change in circumstances.
- New evidence becomes available.
- There are safeguarding concerns.
- The temporary accommodation is reported to be unsuitable.
- The Council identifies a need to reassess the placement.

Any review outcome will be recorded on the applicant's case file.

2.7 Requests to Transfer Temporary Accommodation

Requests for a move will be considered where:

- There is a medical need.
- There are safeguarding concerns.
- The temporary accommodation is unsuitable.
- Serious disrepair has been identified.
- Household circumstances have significantly changed.

A transfer request does not guarantee that alternative temporary accommodation will be available immediately.

2.8 Ending Temporary Accommodation

Temporary accommodation may end where:

- A homelessness duty has been discharged.
- Suitable alternative accommodation has been secured.
- A suitable offer has been accepted or refused.
- The applicant ceases to occupy the temporary accommodation.
- Licence conditions have been breached.
- The Council's statutory duty has ended.

Any decision to end temporary accommodation must be recorded and communicated to the applicant in writing.

3. Performance Management

The Housing Solutions Service will monitor temporary accommodation placements to ensure compliance with legislation, Council policy and service standards.

Performance monitoring may include:

- Number of households in temporary accommodation.
- Average length of stay.
- Number of out-of-borough placements.
- Number of households placed in Bed and Breakfast accommodation.
- Number of families accommodated in Bed and Breakfast accommodation for more than six weeks.
- Successful move-on outcomes.
- Repeat homelessness rates.
- Customer feedback and complaints.
- Temporary accommodation expenditure and budget performance.

Performance information will be reviewed regularly by service managers and used to inform service improvement activities and strategic planning.

4. Review

This procedure will be reviewed annually alongside the Temporary Accommodation Placement Policy, or sooner where there are changes to legislation, statutory guidance, operational requirements or service delivery arrangements. Any amendments will be approved in accordance with the Council's governance arrangements.

Appendix B

Equality Impact Assessment - Screening



Name of Policy/Procedure/Service	Temporary Accommodation Placement Policy
Service Unit	Social Housing
Date of Implementation	TBC

Does this policy/procedure/service have any differential impact on the following groups/people? (please tick):

Group	This may have a positive impact	This may have a negative impact	No adverse impact
Age	X		
Disability	X		
Gender			X
Gender Reassignment			X
Marriage and Civil Partnership			X
Pregnancy and Maternity	X		
Race – which includes ethnic or national origins, colour, caste or nationality			X
Religion or Belief – this also includes no religion/belief			X
Sexual Orientation (Including LGBT)			X

impact on Serving and/or Ex Serving Armed Forces Personnel and their families			X
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Please tick if you believe that this document:

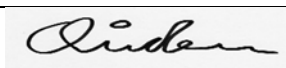
Should proceed to a Full Impact Assessment ☐
Red

Needs some minor changes, but does not need a Full Impact Assessment ☐
Amber

Needs no further action X
Green

Recommendations (If any):

No adverse impact on any of the protected characteristics identified.

Signed	
Officer completing assessment	Craig Dicken
Date	10 th August 2026

AGENDA ITEM NO. 5

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Individual Cabinet Member Decision

Report to: Councillor James Bartlett

Date of Meeting: 30th September 2026

Subject: Approval and Adoption of the Homelessness and Rough Sleeper Action Plan 2026-2029

Portfolio: Housing

Responsible Officer: Sharon Clinton – Assistant Director Housing Services

Corporate Plan – Theme: Housing, Health and Communities

Corporate Plan – Aim: Supporting Vulnerable Residents

Ward Relevance: All

Public or Private: Public

Amendment to Budget: No Council Tax Related: No

Recommendation to Council/Cabinet/Committee: No

Forward Plan: Yes

Subject to Call-in: Yes

1. Purpose of report

- 1.1 To seek approval and adoption of the Nuneaton and Bedworth Homelessness and Rough Sleeper Action Plan 2026-2029,

which provides the operational framework for delivering the objectives of the Council's approved Homelessness and Rough Sleeper Strategy 2024-2029.

2. Recommendations

2.1 That the Portfolio Holder for Housing:

- a) Approves and adopts the Homelessness and Rough Sleeper Action Plan 2026-2029 attached at Appendix 1 and authorises its publication and implementation.
- b) Delegates authority to the Assistant Director for Housing Services, in consultation with the Portfolio Holder for Housing, to approve and implement minor amendments to the Homelessness and Rough Sleeper Action Plan 2026-2029, including the updating of performance measures, delivery actions, lead officer responsibilities, supporting appendices and other non-material changes required during the lifetime of the Action Plan.

3. Background

- 3.1 The Council approved the Nuneaton and Bedworth Homelessness and Rough Sleeper Strategy 2024-2029, which sets out the Council's strategic approach to preventing homelessness, reducing rough sleeping and improving outcomes for vulnerable customer
- 3.2 The Strategy identifies a number of strategic priorities including homelessness prevention, improving the customer journey, reducing rough sleeping, preventing repeat homelessness and increasing access to suitable accommodation.
- 3.3 The Homelessness and Rough Sleeper Action Plan 2026-2029 has been developed to translate those strategic priorities into a programme of measurable actions, performance measures and governance arrangements.

4. Body of report and reason for recommendations

- 4.1 The Action Plan provides the Council's operational framework for delivering the objectives of the Homelessness and Rough Sleeper Strategy 2024-2029 over the period 2026-2029.

4.2 The Action Plan establishes six strategic priorities:

- Prevent homelessness at the earliest opportunity.
- Improve access and the customer journey.
- Relieve homelessness quickly and effectively.
- Increase access to suitable and affordable homes.
- Reduce rough sleeping.
- Prevent repeat homelessness and support recovery

4.3 The Plan includes a range of improvement activities, partnership initiatives and performance measures focused on improving customer outcomes, reducing the use of temporary accommodation, preventing repeat homelessness and reducing rough sleeping across the Borough.

4.4 The Plan also establishes governance arrangements which include operational performance monitoring, partnership oversight, Senior Leadership Team assurance and annual reporting to Members.

4.5 As homelessness trends, funding opportunities and national policy continue to evolve, the Action Plan has been intentionally designed as a live document. Delegated authority is therefore sought to enable future minor updates and amendments to be made efficiently without requiring further formal approval processes for operational changes throughout the lifetime of the action plan.

4.6 Approving and adopting the Action Plan will ensure the Council has a clear framework in place to deliver its homelessness priorities, improve partnership working and monitor progress against agreed outcomes.

5. Consultation with the public, members, officers and associated stakeholders

5.1 The Action Plan has been developed using local homelessness data, H-CLIC returns, rough sleeping intelligence, service performance information and feedback gathered through development of the Homelessness and Rough Sleeper Strategy.

5.2 Engagement has taken place with Housing Services officers and homelessness partners during development of the Action Plan.

5.3 The draft Action Plan was considered by the Senior Leadership Team on 15 September 2026.

6. Financial Implications

6.1 There are no immediate financial implications arising from approval and adoption of the Action Plan. Existing actions will be delivered through approved budgets and existing resources unless separate approval is sought for future funding proposals.

7. Legal Implications

7.1 The Action Plan supports the Council in meeting its statutory duties under Part VII of the Housing Act 1996, the Homelessness Reduction Act 2017 and associated statutory guidance

8. Equalities implications

8.1 No specific equality implications have been identified following the completion of an equality impact assessment.

9. Health implications

9.1 Homelessness and rough sleeping are closely linked to poor physical and mental health outcomes. The Action Plan supports earlier intervention, improved access to accommodation and partnership working with support services, which will contribute to improved health and wellbeing outcomes for customers.

10. Climate and environmental implications

10.1 No direct climate and/or environmental implications have been identified.

11. Section 17 Crime and Disorder Implications

11.1 No direct Section 17 crime and disorder implications have been identified.

12. Risk management implications

12.1 Failure to maintain an effective framework for homelessness prevention and rough sleeping could result in increased

homelessness presentations, increased use of temporary accommodation, higher levels of rough sleeping and reputational risk to the Council. The Action Plan provides a structured framework for monitoring performance and managing delivery risks.

13. Human resources implications

13.1 No direct human resource implications have been identified.

14. Biodiversity Implications

14.1 No direct biodiversity implications have been identified.

15. Local Government Reorganisation (LGR) Implications

15.1 No direct LGR implications have been identified.

16. Options considered and reason for their rejection

16.1 In formulating this report and recommendations, the following other options were identified. Reasons for their rejection or why the option and recommendation proposed in section 2 of the report has been selected are outlined below.

Option Ref	Option Title	Reason for rejection or why the option and recommendation proposed in section 2 of the report has been selected
A	Do not approve the Action Plan	Rejected as this would leave the Council without an agreed operational framework for delivering the objectives and priorities of the Homelessness and Rough Sleeper Strategy.

17. Conclusion

17.1 The Homelessness and Rough Sleeper Action Plan 2026-2029 provides a robust operational framework for delivering the Council's homelessness and rough sleeping priorities. Adoption of the Action Plan will support effective partnership working, strengthen performance management arrangements and help improve outcomes for customers experiencing housing need across the Borough

18. Appendices

18.1 Please note the following appendices:

Appendix 1: Homelessness and Rough Sleeper Action Plan 2026-2029

19. Background papers

19.1 Please note the following background papers:

- i. [Nuneaton and Bedworth Borough Council Homelessness and Rough Sleeper Strategy 2024-2029](#)

Appendix A

Homelessness and Rough Sleeper Action Plan 2026–2029

1. Purpose and Strategic Context

This Action Plan provides a practical framework for delivering the Council's Homelessness and Rough Sleeper Strategy from 2026 to 2029. It will translate national and local priorities into clear, measurable actions that prevent homelessness, improve responses when homelessness occurs, reduce rough sleeping and support people to secure and sustain a settled home.

2. Principles and Values

- Everyone should have a safe and suitable place to call home.
- People will be treated with dignity, respect and compassion.
- Services will be person-centred, trauma-informed and responsive to individual needs.
- Prevention and early intervention will be prioritised wherever possible.
- Partners will share responsibility for delivery and work to common outcomes.
- Evidence, lived experience and continuous learning will inform decisions.
- Delivery will be transparent, measurable and accountable.

3. Strategic Priorities

The priorities below will guide activity throughout the life of the plan. Detailed actions, responsibilities, milestones and measures will be agreed with partners and reviewed through the governance arrangements set out in section 6.

Priority 1: Prevent Homelessness at the Earliest Opportunity

Strengthen universal, targeted and crisis prevention so residents receive timely advice and support before they lose their home.

Priority 2: Improve Access and the Customer Journey

Provide accessible, coordinated services and explore a homelessness passport approach so people do not have to repeat their story unnecessarily.

Priority 3: Relieve Homelessness Quickly and Effectively

Ensure households who become homeless receive a prompt assessment, an effective personalised response and suitable accommodation while a longer-term solution is secured.

Priority 4: Increase Access to Suitable and Affordable Homes

Work with housing providers, private landlords and support services to increase access to sustainable accommodation, with support available where required.

Priority 5: Reduce Rough Sleeping

Reduce the number of people sleeping rough, with a particular focus on long-term and repeat rough sleeping, through assertive outreach, rapid accommodation pathways and coordinated support.

Priority 6: Prevent Repeat Homelessness and Support Recovery

Coordinate housing and support around people experiencing multiple disadvantage so they can sustain accommodation, build resilience and reduce the risk of returning to homelessness.

4. Delivery Approach

- Core service improvement: build on effective practice and use performance information, feedback and learning to improve delivery.
- Partnership delivery: agree shared actions, ownership and escalation routes across statutory, voluntary and community partners.
- Targeted projects: use time-limited pilots and task-and-finish groups where new approaches need to be tested.

- Lived experience: involve people with experience of homelessness in the design, review and evaluation of services.
- Evidence-led decision-making: use data, needs analysis, equality considerations and service insight to target resources and identify gaps.

5. Local Targets

Metric
% duties where homelessness was prevented or relieved
% duties where homelessness was prevented or relieved for households experiencing multiple disadvantage
Rate of households in temporary accommodation with children per 1,000 households
Number of families in B&B over 6 weeks
Number of people sleeping rough on a single night
Number of people sleeping rough over the month who are long-term

6. Governance, Monitoring and Reporting

Forum / Governance	Purpose	Frequency
Operational Team Meeting	Review day-to-day performance, case trends, rough sleeping intelligence and operational issues.	Monthly
Housing Services Managers Meeting	Review delivery against the Action Plan, address service risks and agree corrective action.	Every six weeks
Homelessness Partnership Forum	Wider forum bringing together statutory services, housing	Quarterly

	providers, voluntary and community organisations, experts by experience and wider civic partners. Supports collaboration, challenge and shared learning.	
Homelessness Partnership Board	Provide strategic oversight, hold leads to account and manage significant delivery risks.	Quarterly
Senior Leadership Team	Receive assurance on progress, outcomes and risks from the Assistant Director for Housing.	Twice yearly
Cabinet	Receive an annual report on progress and performance against agreed homelessness outcomes.	Annually

7. Action Plan Framework (add detailed actions as an appendices)

Action
What will be delivered
Create an “open and transparent” website area for Homelessness Partner/Stakeholder for sharing insight and information publishing regular updates on levels of homelessness, housing needs and initiatives, and to publish a log of all decisions made with partner involvements.
Personal Homelessness Passport – “Tell your story once!”.
Introduce use of Ending Rough Sleeping Risk Assessment Toolkit (ERSRAT) across all homelessness services in the Borough.

Create a protocol to work with partners Lived Experience customers – insight and consult when developing procedures
Severe Weather Emergency Protocol Review and create a policy including all severe weather conditions. To include a framework for referrals from partners.
Deep dive review of Temporary Accommodation including size, quality, facilities, usage and predicted future need.
Implementation of Temporary Accommodation Placement Policy.
Develop a framework for notifying schools, GPs and health visitors of families placed in temporary accommodation.
Review complaints around homelessness to identify trends, root causes, lessons learned and procedural changes required.
Temporary accommodation Customer satisfaction survey review and develop reporting mechanism of actions taken and “You said; we did” log.
Review Homelessness customer overall experience to identify effectiveness of service including availability of drop-ins, appointments, i.e. face to face & telephone and effectiveness of methods of communication. . Reviews to include the overall general experience of customers.
Review and develop/extend methods of communication used with customers including the need for bespoke IT models and use of modern communication methods e.g. WhatsApp.
Develop Tent and Abandoned Belongings Policy and procedure. Include input from people with lived experience.
Strengthen and extend partnership working to include wider audiences’ e.g. veteran support, schools, GPs health visitors, and probation officers.
Develop homelessness Prevention and Early Intervention promotional material and opportunities for Housing and Communities Teams
Review Rough Sleeper Initiative and Housing First outcomes to consider effectiveness of service and need for extending to include ongoing floating support to sustain tenancies and reduce risk of repeat homelessness

Create plan for best use of additional MHCLG revenue and capital Rough Sleeper funding (Announced August 2026)
Homelessness staff qualifications, training and upskilling to ensure all staff are equipped and confident to deliver services efficiently and effectively and meet the requirements of the Council's Conduct and Competency Policy where applicable.
Review introduction of NBBC Outreach Co-ordinator role and create action plan to strengthen outreach work with partners to reduce level of rough sleepers.
Develop a Homelessness Prevention and Early Intervention awareness communication plan including identification and widening of target audiences.
Develop a Long-Term Rough Sleeper Partnership Plan
Create a risk map to better understand and inform the financial and resource risks and fragility faced by Homelessness partners funding over life of strategy.

Supporting Strategies and Policies

- A National Plan to End Homelessness
- Nuneaton and Bedworth Homelessness and Rough Sleeper Strategy 2024–2029
- Nuneaton and Bedworth Housing Strategy
- Nuneaton and Bedworth Temporary Accommodation Policy
- Nuneaton and Bedworth Allocation Policy

AGENDA ITEM NO. 6

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Individual Cabinet Member Decision

Report to:	Councillor James Bartlett		
Date of Meeting:	30 th September 2026		
Subject:	Approval and Adoption of the Housing Complaints Policy 2026 and Publication of Housing Ombudsman Compliance Documents		
Portfolio:	Housing		
Responsible Officer:	Sharon Clinton – Assistant Director Housing Services		
Corporate Plan – Theme:	Housing, Health and Communities		
Corporate Plan – Aim:	Supporting Vulnerable Residents		
Ward Relevance:	All		
Public or Private:	Public		
Amendment to Budget:	No	Council Tax Related:	No
Recommendation to Council/Cabinet/Committee:	No		
Forward Plan:	Yes		
Subject to Call-in:	No		

1. Purpose of report

- 1.1 To seek approval and adoption and publication of the revised Housing Complaints Policy 2026 and approval to publish the associated Housing Ombudsman compliance documents required under the Housing Ombudsman Complaint Handling Code

2. Recommendations

2.1 That the Portfolio Holder for Housing:

- a) Approves and adopts the Housing Complaints Policy 2026 attached at Appendix A
- b) Approves the publication of the following documents and their submission to the Housing Ombudsman by 30 September 2026:
 - Housing Complaints Policy 2026;
 - Housing Ombudsman Self-Assessment 2026;
 - Annual Complaint Handling and Performance Report 2025-2026.
- c) Delegates authority to the Assistant Director for Housing Services, in consultation with the Portfolio Holder for Housing, to make minor amendments, corrections and updates to the above documents prior to publication where required

3. Background

- 3.1 The Council is required, as a social landlord, to comply with the Housing Ombudsman Complaint Handling Code and associated regulatory requirements.
- 3.2 The Complaint Handling Code requires social landlords to maintain an up-to-date complaints policy, undertake an annual self-assessment against the Code, produce an Annual Complaints Performance and Service Improvement Report and publish these documents by 30 September each year.
- 3.3 The revised Housing Complaints Policy has been reviewed following a desktop review undertaken during 2026 to ensure ongoing compliance with the Code and reflect current service arrangements and best practice.
- 3.4 The proposed documents were considered by the Senior Leadership Team on 15 September 2026 and are now presented for formal approval and publication.

4. Body of report and reason for recommendations

- 4.1 The revised Housing Complaints Policy strengthens compliance with the Housing Ombudsman Complaint Handling Code whilst retaining the Council's existing two-stage complaint process.
- 4.2 Key amendments include:
 - Enhanced alignment with the Housing Ombudsman Complaint Handling Code.

- Clarification of the distinction between complaints and service requests.
- Introduction of a 12-month timeframe for complaint consideration, with discretion to consider older complaints where appropriate.
- Recognition of anonymous complaints.
- Enhanced complaint acknowledgement requirements.
- Formal recognition of the Member Responsible for Complaints role.
- Greater emphasis on learning, continuous improvement and governance arrangements.

4.3 The Annual Complaint Handling and Performance Report provides an assessment of complaint handling performance during 2025-2026, identifies lessons learned and outlines service improvements delivered in response to customer feedback and complaints.

4.4 The Housing Ombudsman Self-Assessment demonstrates the Council's compliance with the Complaint Handling Code and identifies any areas requiring further improvement.

4.5 Publication of the documents is a mandatory annual requirement of the Housing Ombudsman Complaint Handling Code and will ensure compliance with Housing Ombudsman requirements and demonstrate the Council's commitment to transparency, accountability and continuous service improvement.

5. Consultation with the public, members, officers and associated stakeholders

5.1 The revised policy has been developed following officer review and consideration of Housing Ombudsman expectations and best practice guidance.

5.2 Relevant housing service managers and officers have been consulted during development of the revised policy and associated compliance documents.

5.3 The documents have been reviewed by the Senior Leadership Team on the 15th September 2026..

6. Financial Implications

6.1 There are no direct financial implications arising from approval of the recommendations contained within this report.

7. Legal Implications

7.1 The Council is required to comply with the Housing Ombudsman Complaint Handling Code and associated regulatory expectations. The revised policy and associated documents support ongoing compliance with these requirements.

8. Equalities implications

8.1 The revised policy promotes equality of access to the complaints process and reflects the Council's obligations under the Equality Act 2010.

9. Health implications

9.1 No direct health implications have been identified arising from the recommendations contained within this report.

10. Climate and environmental implications

10.1 No direct climate and/or environmental implications have been identified.

11. Section 17 Crime and Disorder Implications

11.1 No direct Section 17 crime and disorder implications have been identified.

12. Risk management implications

12.1 Failure to maintain an up-to-date Housing Complaints Policy and publish the required Housing Ombudsman compliance documents could result in non-compliance with the Housing Ombudsman Complaint Handling Code and increase regulatory, governance and reputational risks to the Council. Approval of the recommendations will assist in mitigating these risks.

13. Human resources implications

13.1 No direct human resource implications have been identified.

14. Biodiversity Implications

14.1 No direct biodiversity implications have been identified.

15. Local Government Reorganisation (LGR) Implications

15.1 No direct LGR implications have been identified.

16. Options considered and reason for their rejection

16.1 In formulating this report and recommendations, the following other options were identified. Reasons for their rejection or why the option and recommendation proposed in section 2 of the report has been selected are outlined below.

Option Ref	Option Title	Reason for rejection or why the option and recommendation proposed in section 2 of the report has been selected
A	Do not approve the policy and publication of documents	Rejected as this could result in non-compliance with the Housing Ombudsman

		Complaint Handling Code and associated regulatory expectations.
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17. Conclusion

17.1 The revised Housing Complaints Policy 2026 and associated compliance documents demonstrate the Council's commitment to effective complaint handling, transparency and continuous service improvement. Approval will ensure ongoing compliance with the Housing Ombudsman Complaint Handling Code and enable publication by the required deadline of 30 September 2026.

18. Appendices

18.1 Please note the following appendices:

Appendix A – Housing Complaints Policy 2026
Appendix B – Housing Ombudsman Self-Assessment 2026
Appendix C - Annual Complaint Handling and Performance Report 2025-2026

19. Background papers

19.1 Please note the following background papers:

None

APPENDIX A



Housing Complaints Policy

Issued by Communities and Place – Housing Services and Assets and Compliance

Author and Version information

Name	Lydia McLeod
Approved by	Individual Cabinet Member Decision (Housing Portfolio)
Version no	2
Date	07 September 2026

Contents

Page	Description	Description
4	Introduction	Summary of the housing complaints policy and procedure
4	Scope	To whom the housing complaints policy and procedure may apply
5	Objectives	Our objectives when managing complaints
5	Equalities	Equality Statement
5	Customer Satisfaction	Summary of the standard of service customers can expect to receive
6	Communication	How engagement with the Council housing services works
7	What is a complaint	Definition of a complaint or an expression of dissatisfaction and any exclusions
9	How to make a complaint	Methods by which complaints can be raised
10	Complaints procedure	How complaints will be dealt with
14	Housing Ombudsman	Who the Housing Ombudsman is, what

Page	Description	Description
		they do and how to contact them
15	Putting things right	Possible outcomes and remedies to complaints
16	Self-Assessment, Reporting and Compliance	Information on annual complaints performance and service improvement reports and self-assessment against the Complaints Handling Code
16	Continuous Learning and Improvements	How we use complaints to make service improvements and learn
17	Relevant Legislation	Legislation that applies to this policy
17	References	Other Council policies that apply to this policy
18	Review	When this policy will be reviewed

1.0. Introduction

- 1.1. Nuneaton and Bedworth Borough Council is committed to providing the highest standard of service to all our customers. However, we acknowledge that despite our best intentions, things do sometimes go wrong. When this happens, we want to put things right. We want our customers to be satisfied with our service. We welcome hearing your comments, compliments and complaints, to better understand how you view our services and how we can learn and improve for the future.
- 1.2. The following procedures explain what to do if you are dissatisfied with the quality of our services, what standards you can expect when you make a formal complaint, and what you can do if you remain dissatisfied.
- 1.3. We will investigate your complaint, give you an explanation and make every effort to resolve the matter as quickly as possible to your satisfaction. Complaints will be responded to in accordance with the Complaint Handling Code. If we have made a mistake, or the problem has been caused by us, we will put things right.
- 1.4. This policy and procedure is published on our website [Council Housing Complaint Policy and Procedure](#).
- 1.5. If the Council is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, we will inform the Housing Ombudsman, provide information to customer who may be affected, and publish this on our website. We will also provide and publish a timescale for returning to compliance with the Complaints Handling Code.

2.0. Scope

- 2.1. This document provides the framework for ensuring that complaints are handled consistently, fairly, effectively, confidentially, in a timely manner, and in line with the obligations set out in the [Housing Ombudsman Service Complaint Handling Code](#). The Code also acts as a guide for tenants setting out what they can and should expect from the Council when they make an expression of dissatisfaction (also referred to as a complaint).
- 2.2. This document will apply to all customers using housing services of Nuneaton and Bedworth Borough Council. Customers not using the housing service but other services provided by the Council should refer to other complaints policies in operation [Compliments, complaints and comments | Customer feedback | Nuneaton and Bedworth Borough Council](#).

3.0. Objectives

- 3.1. Nuneaton and Bedworth Borough Council has the following objectives in relation to complaint handling for all relevant employees or third parties. We will:
 - have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments

- take collective responsibility for any shortfalls identified through complaints, rather than blaming others
- act within the professional standards for engaging with complaints as set by any relevant professional body or standards organisation

4.0. Equalities

- 4.1. Nuneaton and Bedworth Borough Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of race, age, disability, gender, sexual orientation, religion, belief, class, financial status and any other difference that can lead to discrimination or unfair treatment.
- 4.2. The Council can produce this document in large print or in a different language if required.

5.0. Customer Satisfaction

- 5.1. This policy is designed to give satisfaction to our customers, either directly in the way that housing services are delivered or in the way that their complaints are handled. A customer should expect to receive:
 - a professional, polite and courteous approach;
 - open, friendly and truthful employees;
 - employees should identify themselves by name and job function and be recognised as Council employees;
 - employees should take ownership of an enquiry, not pass customers around;
 - full attention to the complaint or enquiry;
 - employees should exercise discretion and confidentiality;
 - a clear understanding of what will happen next and an indication of when it will happen including updates on a regular basis, easy to understand responses without jargon, given promptly or within published timescales;
 - employees should keep appointments and be on time;
 - customers should be aware of their rights and given correct relevant information where it is available;
 - customers should know how to make a complaint about the Council's Housing Service if necessary; and
 - most importantly all customers should be treated equally in accordance with the Council's Policies, core values and key aims and objectives.
- 5.2. In return the Council is entitled to expect its customers to deal honestly and openly with us on all matters.

6.0. Communication

- 6.1. Good communication, both internally within the Council and externally with its customers, is vital to a successful complaints service.

- 6.2. It is important that employees have a good understanding of the policies that affect their area of work or operation so that these can be clearly and accurately explained to customers when necessary.
- 6.3. It is important that our customers understand what can or cannot be done in relation to their problem or complaint. If we cannot help you, we will explain why, and direct you to where you may be able to find further help.
- 6.4. We encourage, wherever possible, a two-way communication process. Our customers are encouraged to respond:
- if the problem re-occurs;
 - if further explanation or clarification is required;
 - if a person is dissatisfied; or
 - to let us know how we are doing; including positive comments.
- 6.5. Particular care will be paid to the needs of those customers who find communication difficult due to language barriers or sensory impairment, and appropriate assistance offered.

7.0. What is a Complaint?

- 7.1. A complaint is any expression of dissatisfaction about the service the Council has delivered, any action or lack of action. The Housing Ombudsman's Complaint Handling Code defines a complaint 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 an individual customer or group of customers.

- 7.2. Complaints may be about:
- the fairness or professionalism of interaction with officers;
 - a failure to do something we should have done;
 - a refusal to provide a service or the delivery of a poor service;
 - the failure to follow the correct policy or procedure;
 - an observation about our service or people which requires action; or
 - a suggestion about how things can be improved.
- 7.3. Complaints raised about or handled by a third party, e.g. contractor or independent adjudicator will be managed through this policy and procedure to ensure there is no undue delay in providing a response or any need to follow a separate complaints process in accordance with the Housing Ombudsman's Complaints Handling Code.
- 7.4. Any customer using the housing service who expresses any form of dissatisfaction via any method has the choice to make a complaint and we will support customers to provide feedback at any opportunity.
- 7.5. Customers do not have to use the word '*complaint*' for it to be treated as such. Council staff are trained to recognise an expression of dissatisfaction and will

offer to raise a complaint for a customer upon being made aware of an expression of dissatisfaction.

7.6. The following issues are not defined as a complaint or an expression of dissatisfaction:

- [General comments or feedback.](#)
- [Requests for information.](#)
- An expression of dissatisfaction with services made through a survey (see section 7.7)
- [First requests for a service or first reports on faults.](#) (see paragraph 7.9 below).
- Occasions where the Council have not been made aware of a customer's dissatisfaction and have not been given an opportunity to resolve the matter.
- Matters that would be more appropriately considered by an insurer.
- Legal proceedings have started, i.e. details of the claim such as the Claim Form and Particulars of Claim have been filed at Court.

7.7. Although expression of dissatisfaction through a survey is excluded for consideration under this complaints policy, where the respondent is identified, we will ensure the person completing the survey is made aware of how they can pursue a complaint if they wish to by including details of how to make a complaint and contact details for the Housing Ombudsman within the survey information.

7.8. If a claim has been submitted to our insurers, customers can still raise complaints under this policy if they are dissatisfied with the handling of their claim.

7.9. Customers are asked to note that there is a difference between a [service request](#) and a complaint. Service requests are not complaints but will be recorded, monitored and reviewed regularly by the Council. The Housing Ombudsman's Complaint Handling Code states that:

A service request is a request requiring action to provide or improve a service, fix a problem or reconsider a decision.

The Council should be given the opportunity to deal with a service request before a formal complaint is made. However, a complaint will be raised if the customer raises dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. A complaint will not prevent, delay or impact on actions needed to resolve any immediate issues (i.e. the service request).

7.10. We do not take a blanket approach to excluding complaints; we consider the individual circumstances of each complaint. Whilst we have a duty to accept and deal with your complaint, there may be circumstances where there is a valid reason not to do so. For example:

- your complaint falls into one or more of the above exclusions (see paragraph 7.6);

- the complaint is raised more than 12 months after the customer became aware of the issue, or more than 12 months after the issue occurred.
- legal proceedings have commenced; or
- the matter has previously been considered under the Council's Housing Complaint policy.

- 7.11. For any complaints being raised more than 12 months after the customer being made aware of the issue or the issue occurring, we will apply discretion to accept complaints outside of the 12-month time limit where there is good reason to do so.
- 7.12. If for any reason the Council decides not to deal with your complaint under this procedure, we will provide you with a detailed explanation in writing of the reasons why the matter is not suitable for the complaints process. If you disagree with this outcome you do have the right to take that decision for consideration by the Housing Ombudsman. See Section 10 for details of how to contact the Housing Ombudsman.
- 7.13. Customers have the opportunity to give permission for a representative to deal with their complaint on their behalf. A complaint that is submitted via a third party or representative will be handled in line with this complaint policy and procedure.

8.0 How to make a complaint

- 8.1. Our priority is to resolve concerns as soon as they come to our attention. The Council encourages any customer or service user who has a concern to raise it. Expressions of dissatisfaction can be made to the Council in the following ways:

- Via the [Councils website](#)
- By emailing customer services at customer.services@nuneatonandbedworth.gov.uk
- By contacting any Officer directly.
- By telephoning 024 7637 6376.
- By letter.
- In person at the Town Hall. The Town Hall is open from 9am – 4pm, Monday to Friday.
- By Typetalk (0800 515 152).
- Through your local Councillor, Solicitor, nominated friend or relative.

Anonymous complaints may be investigated where sufficient information is available to do so.

9. What will happen when I make a complaint?

- 9.1. When the Council receives a formal complaint from a customer, the nature and type of the complaint is assessed by one of our nominated and trained Complaints Handling Officers, who will:
- clarify with the individual any aspects of the complaint they are unclear about;
 - deal with complaints on their merits;

- give the individual a fair chance to set out their position;
 - take measures to address any actual or perceived conflict of interest;
 - consider all information and evidence carefully; and
 - keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.
- 9.2. Raising a formal complaint will not prevent or delay an ongoing service request being dealt with. Anyone raising a complaint will not be treated differently.
- 9.3. Complaints will be acknowledged, defined and logged within five working days of receipt of the complaint. The acknowledgement correspondence will include the following information:
- Our understanding of the complaint (the definition)
 - The outcomes the customer is seeking
 - Which aspects of the complaint we as the landlord is and is not responsible for.
 - The service area to which the complaint has been assigned to for investigation and response
 - By when a response will be issued
 - The complaint reference

Stage 1

- 9.4. Your complaint will be logged and given a unique complaint number which will be used until your complaint is resolved. This ensures that progress of the investigation can be monitored, and will also assist you, if for some reason you need to contact the Council again about the matter.
- 9.5. You will receive a response to your complaint within 10 working days following the case being logged and acknowledged.
- 9.6. Exceptionally, for more complex cases, the response time may need to be extended for a maximum of a further 10 working days. However, for those cases, you will be given an explanation as why the extension is required and a clear timeframe for the response. Customers will be advised they can contact the Housing Ombudsman at this point if they wish to do so and will be provided with their contact details as outlined in section 10 of this policy.
- 9.7. If a further extension beyond the timescales set out in the Complaint Handling Code is required, this will only be in exceptional circumstances, with good reason, and with the agreement of the customer. The customer will be kept informed throughout and suitable update intervals will be agreed. Where agreement cannot be reached, the customer will be provided with details of how to contact the Housing Ombudsman.
- 9.8. If further information is required to assist the investigation, we will request this from you and explain why it is needed. Where obtaining this information may affect the complaint response timescale, we will discuss this with you and seek your agreement to any extension in accordance with the Complaint Handling Code. If the requested information is not provided by the agreed deadline, we will issue a response based on the information available to us at that time.

- 9.9. If you submit any related, additional complaints, these will be incorporated into the stage 1 response if it has not already been issued. If any new complaints are raised after the stage 1 response has been issued, or if any new complaints are not related to the complaint already being considered, a new stage 1 complaint will be raised for you to avoid delaying the stage 1 response.
- 9.10. A written response to the complaint will be sent to the customer when the answer to the complaint is known, addressing all the points raised in the complaint and providing clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. Any subsequent agreed actions will be tracked and regular updates will be provided to the customer until completion. Subsequent actions may be completed after the response to the complaint has been provided. The written response will contain:
- the complaint stage;
 - the complaint definition;
 - the decision on the complaint;
 - the reasons for any decisions made;
 - the details of any remedy offered to put things right;
 - details of any outstanding actions; and
 - details of how to escalate the matter to Stage 2 if the individual is not satisfied with the response.
- 9.11. If the Council has got something wrong, the complaint will be recorded as being upheld, even if there are elements of the complaint it has not upheld, as it is not appropriate for a complaint to be recorded as partially upheld. See Section 11 on putting things right.
- 9.12. If an early resolution at Stage 1 has been unsuccessful, a customer can request that the complaint be escalated to a Senior Manager for a formal response under Stage 2. Please note complaints can only be escalated to Stage 2 once Stage 1 has been completed and at the request of the Customer.

Stage 2

- 9.13. If you are not satisfied with the outcome of your complaint at Stage 1, then you can request that your complaint be escalated to Stage 2 of the complaints procedure. You are not required to explain your reasons for requesting a Stage 2 consideration. Your complaint will now be escalated to a Senior Manager for further investigation and response. The officer considering the complaint at Stage 2 will not be the same person that investigated the matter at Stage 1.
- 9.14. Requests for Stage 2 will be acknowledged, defined and logged within 5 working days of the escalation request being received. The acknowledgement will include the following information:
- Our understanding of the complaint
 - The outcomes the customer is seeking
 - Which aspects of the complaint we as the landlord is and is not responsible for.
 - The service area to where the complaint has been assigned to for investigation and response

- By when a response will be issued
- The complaint reference

9.15. A stage 2 response will be provided within 20 working days of the acknowledgement.

9.16. Exceptionally, for more complex cases and with a valid reason, the timeframe may be extended a further 20 working days, however this is only with the agreement of the customer. Where we need to extend the deadline for response to a complaint being considered under stage 2, we will contact the customer following any stage 2 complaint extension and explain the rationale for this decision and confirm the expected timescale for a response. Customers will be advised they can contact the Housing Ombudsman at this point if they wish to do so, and will be provided with their contact details as outlined in section 10 of this policy.

9.17. A written response will be provided to the customer when the answer to the complaint is known, not when all outstanding actions have been completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the customer.

9.18. In some cases, it may be appropriate to first respond verbally (via telephone or face to face), followed by a written confirmation of the conversation and outcome.

9.19. A written response to the complaint will be sent to the customer when the answer to the complaint is known, addressing all the points raised in the complaint and providing clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. Any subsequent agreed actions will be tracked and regular updates will be provided to the customer until completion. Subsequent actions may be completed after the response to the complaint has been provided. The written response will contain:

- the complaint stage;
- the complaint definition;
- the decision on the complaint;
- the reasons for any decisions made;
- the details of any remedy offered to put things right;
- details of any outstanding actions; and
- details of how to escalate the matter to the Housing Ombudsman Service if the individual remains dissatisfied.

9.20. Where a complaint is not upheld at Stage 2 the response will provide:

- background information relevant to the complaint; and
- an explanation of the decision.

9.21. The Stage 2 response will be the Council's final response and will advise the complainant of their right to escalate matters to the Housing Ombudsman, should they remain dissatisfied.

9.22. The Housing Ombudsman's Complaint Handling Code states that:

A process with more than two stages is not acceptable under any circumstances as this makes the complaint process unduly long and delays access to the relevant Ombudsman.

10. Contacting the Housing Ombudsman

- 10.1. The Housing Ombudsman investigates complaints about the housing services provided by social landlords, including local authority landlords. The Housing Ombudsman can be contacted by a customer at any stage of the complaint process.
- 10.2. If after exhausting Stage 1 and Stage 2 of the complaints process you remain dissatisfied with the way in which your complaint has been handled, you have the right to refer your complaint to the Housing Ombudsman.
- 10.3. If the Ombudsman agrees your complaint aligns with their authority, they will contact the Council and request the information needed to begin an investigation. Once the Ombudsman has completed the investigation, they will issue their findings, known as a determination. The Ombudsman cannot provide a timescale for how long the investigation will take as it varies on a case-by-case basis.
- 10.4. The Housing Ombudsman is on hand to offer support and guidance to Landlords and Customers throughout the complaints process and can be contacted by using the following details:
 - Website: [The Housing Ombudsman](#)
 - Complaint form: Fill in the [online complaint form](#)
 - Email: info@housing-ombudsman.org.uk
 - Phone: 0300 111 3000 - Calls are recorded for training and monitoring purposes.
 - Write: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

11. Putting things right

- 11.1. When a complaint is upheld, the Council will acknowledge things have gone wrong and set out the actions it has already taken or intends to take to put things right. These include:
 - Acknowledging where things have gone wrong;
 - Providing an explanation, assistance or reasons;
 - Apologising;
 - Taking action if there has been a delay;
 - Reconsidering or changing a decision;
 - Amending a record;
 - Providing a financial remedy;
 - Changing policies, procedures or practices.
- 11.2. The remedy offered will reflect the impact on the customer as a result of any fault identified and will clearly set out what will happen and by when, in

agreement with the customer and will be followed through to completion. A remedy may be offered at any stage.

- 11.3. In regards to compensation, the Council will consider if any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a customer has been put to as well as any distress and inconvenience caused. Compensation will be considered in accordance with the Council's Compensation Policy.

12. Self-Assessment, Reporting and Compliance

- 12.1. The Council will produce and publish an annual complaints performance and service improvement report, which will be reported to the Council's governing body (Cabinet) along with a response by the governing body.
- 12.2. The Annual Complaints Performance and Service Improvement Report will be published on our website by the end of September every year [Annual Housing Complaint Performance and Service Improvement Reports | Nuneaton and Bedworth Borough Council](#).
- 12.3. The Council's governing body agenda, reports and minutes are published on our website [Cabinet Meetings – Nuneaton and Bedworth Borough Council](#).
- 12.4. The response from the governing body to the annual complaints performance and service improvement report will be published on our website [Cabinet response to Housing Complaint Performance Report | Nuneaton and Bedworth Borough Council](#).
- 12.5. The Council will also carry out an annual self-assessment against the Code and will publish the results. A self-assessment will also be carried out following any significant restructure, merger and/or change in procedures.
- 12.6. The annual self-assessment will be published by the end of September every year on our website [Housing Ombudsman Self-Assessment Reports | Nuneaton and Bedworth Borough Council](#).
- 12.7. The Council will review and update our self-assessments following an investigation by the Housing Ombudsman.

13. Continuous Learning and Improvement

- 13.1. The Council has a positive approach to customer feedback and complaints handling, and we promote a positive complaint handling culture amongst our Officers.
- 13.2. We will use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery and consider the circumstances of the individual complaint and consider whether service improvements can be made because of any learning from the complaint.
- 13.3. We are committed to delivering an accountable and transparent complaints handling service, and we report on learning and improvements from complaints

to our Tenant Scrutiny Panels, Strategic Engagement Board, staff and other relevant committees so service improvements can be implemented.

- 13.4. The appointed Member Responsible for Complaints (MRC) has overall responsibility for complaints and to support a positive complaint handling culture. The MRC has access to suitable information on complaints and staff and receives regular updates on the volume, categories and outcomes of complaints, and complaint handling performance. The MRC carries out regular reviews of issues and trends arising from complaint handling alongside having regular updates on the outcomes of Housing Ombudsman's investigations and progress made in complying with orders related to their findings. The MRC is supported in this role by the Assistant Directors of Housing Services and Assets and Compliance within the Communities and Place Directorate.
- 13.5. The senior lead persons accountable for the Council's complaint handling in housing are the Assistant Directors of Housing Services and Assets and Compliance within the Communities and Place Directorate. The Assistant Directors assess themes or trends to identify potential systemic issues, serious risks, and policies and procedures that require revision.

14. Relevant Legislation

- Data Protection Act 2018
UK General Data Protection Regulation (UK GDPR)
- The Freedom of Information Act 2000
- The Human Rights Act 1998
- The Equality Act 2010

15. References

- [Remedy/Compensation Policy for Tenants and Leaseholders](#)
- [Vulnerable Persons Policy](#)
- [Landlord Services Reasonable Adjustments Policy](#)

16. Review Date

- 16.1. This policy will be reviewed every two years or on the introduction of new legislation, regulation or good practice guidance.

Appendix B: 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.

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	Council Housing Complaint Policy and Procedure Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council Compliments, complaints and comments Customer feedback Nuneaton and Bedworth Borough Council	This is set out on page 7, specifically section 7.1 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in August 2026.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident 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.	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 7, specifically sections 7.3, 7.4 and 7.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	The Council recognises the difference between a complaint and service request where a resident is unhappy with a situation that they wish to have rectified and complaint about a service they have or have not received. This is set out on page 8, specifically section 7.9 of the Housing Complaints Policy

				and Procedure which is available on the Council's website and last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out on page 7 in section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website. It was last updated in August 2026. The Council's Housing Management system can evidence that a service request continues to be delivered when a customer has a complaint logged.
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 landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 8 and in section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. Tenant Satisfaction Surveys and other transactional surveys, e.g. for anti-social behaviour, contain details for residents on how to pursue a complaint.

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	Council Housing Complaint Policy and Procedure Annual Complaint Performance and Service Improvement Report 2025-2026	This is set out on page 9 section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. As reported in the Annual Housing Complaint Performance & Improvement Report, all submitted complaints in 2025/26 were investigated and none rejected.
2.2	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: - The issue giving rise to the complaint occurred over twelve months ago. - 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. - Matters that have previously been considered under the complaints policy.	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 8 and in section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
2.3	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	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 9 and in section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website

	made outside this time limit where there are good reasons to do so.			and was last updated in August 2026. Complaint investigators have discretion to consider complaints on an individual basis.
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	<u>Council Housing Complaint Policy and Procedure</u>	This is set out on page 9 and in section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<u>Council Housing Complaint Policy and Procedure</u>	This is set out on page 9, specifically sections 7.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.

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 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.	Yes	Council Housing Complaint Policy and Procedure Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council Vulnerable Persons Policy 2024-2027 Landlord Services Reasonable Adjustment Policy 2025	Details of how to make a formal complaint to the council are published on the Council's website, included as standard in newsletters, in email footers and via the tenant portal. This is set out on page 9 and in section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Council has Vulnerable Persons Policy and will ensure that communication needs are met, along with a Reasonable Adjustments Policy to support those needs.
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	Council Housing Complaint Policy and Procedure Annual Complaint Performance and Service Improvement Report 2025-2026	This is set out on pages 9 and 10 in sections 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. Complaint e-learning forms part of the Customer Services staff mandatory induction training along with frontline staff communication training covering how

				to communicate professionally with our customers, including those making complaints. Evidence of this training is available upon request. Our front-line teams are trained to recognise what is a request for service compared to where there has been a potential service failure.
3.3	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.	Yes	Council Housing Complaint Policy and Procedure Make Things Right	We welcome feedback from our customers, including complaints and compliments and carry out STAR surveys, TSM Surveys and other perception surveys. We publicise the various methods of how to complain on all outgoing communications. This is set out on page 16 and in section 13 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Council is supporting the Government's 'Make Things Right' campaign by improving the layout of information available on our website so complaint information is easily found.
3.4	Landlords must make their complaint policy available in a clear and accessible 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	Yes	Council Housing Complaint Policy and Procedure	This is set out in sections 4 and 9 of the Housing Complaints Policy and Procedure which is available on the Council's website

	also be published on the landlord's website.			and was last updated in August 2026.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Council Housing Complaint Policy and Procedure	This is set out in sections 1 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out on page 9 and in section 7.13 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council	This is set out on page 14 and in section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Housing Ombudsman Service contact details are also included on the Housing page of Council's website, on surveys, letter templates and on officer email signatures.

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 may be in addition to other duties.	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 10 and in section 9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The 'complaint officer' role is fulfilled by a team of trained officers. The Assistant Directors for Assets & Compliance and Housing Services are responsible for ensuring complaints are reported to MRC/Strategic Engagement Board, Housing & Communities Overview & Scrutiny Panel, Leadership Board & Senior Management Team. The Corporate Support and Data Compliance Manager is the corporate lead contact with the Housing Ombudsman and Local Government & Social Care Ombudsman. Job Descriptions are available upon request.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Council Housing Complaint Policy and Procedure	All complaints are investigated by Team Leaders/Senior Officers at stage one and Service Managers/Assistant Directors at stage two. The Corporate Support and Data Compliance Manager act in

				supporting capacity and monitor that complaints are resolved promptly and fairly. Job Descriptions are available upon request. This is clearly set out on page 9 in section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Council Housing Complaint Policy and Procedure	This is set out in sections 13 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. All complaints officers are suitably trained to ensure complaints handling is a priority service.

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 treated differently if they complain.	Yes	Council Housing Complaint Policy and Procedure	This is set out on page 10 in section 9.2 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is	Yes	Council Housing Complaint Policy and Procedure	This is set out in sections 6 and 9 of the Housing Complaints Policy and Procedure

	not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in sections 6 and 9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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 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.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 7, specifically section 7.3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 7, specifically section 7.3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
5.6	When a 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.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. Templates are in operation to ensure the necessary information is included within communications.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically section 9.3 of the Housing Complaints Policy and Procedure which is available on the Council's website and

				was last updated in August 2026. Templates are in operation to ensure the necessary information is included within communications.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically section 9.1 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
5.9	Where a response to a complaint will 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.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.6 and 9.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure Vulnerable Persons Policy 2024-2027 Landlord Services Reasonable Adjustment Policy 2025	This is set out in sections 4 and 6.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Council operates a Vulnerable Persons Policy, and a Reasonable Adjustment Policy and evidence of its implementation is held on the Council's Housing Management System.

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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically section 9.13 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
5.12	A full record must be kept of the complaint, 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.	Yes	Evidence held on internal systems	All complaints are logged on the Granicus System. All communications are recorded on this platform throughout the complaints process, however telephone calls received etc are logged on the Housing Management System or on the Council's document management system.
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	Council Housing Complaint Policy and Procedure Remedy/Compensation Policy	This is set out in section 11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Council operates a Remedy/Compensation Policy which explains the various remedies to complaints.
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	Tenancy Agreements Nuneaton and Bedworth Borough Council Forward Anti-Social Behaviour Strategy 2024 - 2027 Nuneaton and Bedworth Borough Council Policy Statement Anti-Social Behaviour Policy 2024-2027 Nuneaton and Bedworth Borough Council	The Council's tenancy agreement details that it will deal with any anti-social behaviour displayed by their tenants or their representatives using various tools and methods. The Council operates an Anti-Social Behaviour Strategy and Policy which outlines how unacceptable behaviour

				from residents may be managed. For persistent behaviour the Equality Safeguarding Officer manages an Employee Safety Register. The Corporate Support and Data Compliance Manager will write to the complainant/tenant to explain that they will be monitor all responses going forward and will be provided with a single point of contact for all ongoing correspondence.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Equality and diversity – Nuneaton and Bedworth Borough Council	For persistent behaviour the Equality Safeguarding Officer manages an Employee Safety Register. The Council is aware of its responsibilities under the Equality Act 2010 and is committed to equality, diversity and inclusion. We will endeavour to provide a service that seeks to meet the needs of a particular individual or household and ensure no one is disadvantaged in accessing our services. We recognise that some of our customers may have permanent or transitory vulnerabilities and where customers require additional support, we will endeavour to make reasonable adjustments.

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 resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Council Housing Complaint Policy and Procedure Vulnerable Persons Policy 2024-2027 Landlord Services Reasonable Adjustment Policy 2025 Remedy/Compensation Policy	This is set out in section 9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Housing Management System is checked when assessing a complaint to determine how to approach and respond to each complaint.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9 specifically 9.3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 9 specifically 9.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9 specifically 9.6. of the Housing Complaints Policy and Procedure which is available on the Council's website

	good reason, and the reason(s) must be clearly explained to the resident.			and was last updated in August 2026.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9 specifically 9.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. Templates are in operation to ensure that the Council includes all information required under the Code in our communications.
6.8	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.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.

6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 9, specifically 9.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. Templates are in operation to ensure that the Council includes all information required under the Code in our communications.
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.12, 9.13, 9.21 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.13 of the Housing Complaints Policy

	make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.			and Procedure which is available on the Council's website and was last updated in August 2026.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 9, specifically 9.13 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.15 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.16 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.16 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.

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 provided to the resident.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.17 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.19 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.19 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Council Housing Complaint Policy and Procedure	This is set out in section 9, specifically 9.21 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 11, of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Council Housing Complaint Policy and Procedure Remedy/Compensation Policy	This is set out in Section 11, of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Council operates a Remedy/Compensation Policy which stipulates the types of remedies we can offer and this reflects the impact on residents as a result of the fault. The policy aims to provide consistency and fairness of decisions.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed	Yes	Council Housing Complaint Policy and Procedure Remedy/Compensation Policy	This is set out in Section 11, specifically 11.2 of the Housing Complaints Policy and Procedure which is available on the Council's website and

	must be followed through to completion.			was last updated in August 2026.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Remedy/Compensation Policy Council Housing Complaint Policy and Procedure	The Remedy/Compensation Policy considers the compensation guidance issued by the Housing Ombudsman. Reference to this policy is also included within the Housing Complaints Policy.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Annual Complaints Performance and Service Improvement Report 2025-2026 Council Housing Complaint Policy and Procedure	This is clearly set out in Section 12, of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The annual complaints performance and service improvement report is published on our website.
8.2	The annual complaints performance and service improvement report must be 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.	Yes	Cabinet Report - June 2026 – pages 65 to 124 Cabinet Response to Annual Complaints Performance and Service Improvement Report 2025-2026	The annual complaints performance and service improvement report is presented to Cabinet and the minutes are published on our website. Cabinet and/or the MRC provides a response to this report which is also published on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Council Housing Complaint Policy and Procedure	This will be done in the event of any significant restructure, merger and/or change in procedures. This is clearly set out in

				Section 12, specifically 12.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Council Housing Complaint Policy and Procedure	This will be done should the Housing Ombudsman request we do so following an investigation. This is set out in Section 12, specifically 12.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
8.5	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 Landlords must provide a timescale for returning to compliance with the Code.	Yes	Council Housing Complaint Policy and Procedure	This will be done in any exceptional circumstances. This is set out in Section 1, specifically 1.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.

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	Council Housing Complaint Policy and Procedure	This is set out in Section 13, specifically 13.2 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in Section 13, specifically 13.1 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in section 13, specifically 13.3, of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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	Council Housing Complaint Policy and Procedure	This is set out in Section 13, specifically section 13.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Assistant Directors of Housing Services and Assets and Compliance are the senior lead

				persons accountable for complaint handling within the Council's housing service. Complaint Performance data is analysed on a monthly basis to identify themes, trends and issues and risks.
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	Cabinet Report - June 2026 – pages 65 to 124	The Housing Portfolio Holder is appointed as Member Responsible for Complaints (MRC). Training has been carried out with the Portfolio Holder for Housing on the role of MRC.
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 have access to suitable information and staff to perform this role and report on their findings.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 13, specifically section 13.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Assistant Directors for Housing Services and Assets and Compliance meet on a monthly basis with the Portfolio Holder for Housing and MRC where complaint handling performance and trends are discussed. The Portfolio Holder for Housing and MRC provides the Housing & Communities Overview and Scrutiny Panel with

				complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet. The Housing Portfolio Holder and MRC is provided administrative support from Committee Services and also has access to Officers at all levels.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 13, specifically section 13.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026. The Assistant Directors for Housing Services and Assets and Compliance meet on a monthly basis with the Portfolio Holder for Housing and MRC where complaint handling performance and trends are discussed. The Portfolio Holder for Housing and MRC provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet.

9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Council Housing Complaint Policy and Procedure	This is set out in Section 3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in August 2026.
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Appendix C

ANNUAL HOUSING COMPLAINT PERFORMANCE & SERVICE IMPROVEMENT REPORT 2025-2026



Annual Housing Complaint Performance & Service Improvement Report 2025-26

Author and Version information

Name Dawn Dawson

Approved by Cabinet

Version no 1

Date 18/05/2026

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1.0 Introduction

This report provides an analysis of complaints received by Nuneaton and Bedworth Borough Council from housing tenants and leaseholders during the period 1st April 2025 to 31st March 2026.

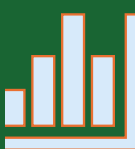
We have included in this report:



Details of the council's housing complaint handling performance and compliance.



Areas of good practice.



A summary of complaints including numbers, themes and trends, response times and outcomes.



Service improvements identified as a result of complaints.

Nuneaton and Bedworth Borough Council deliver housing services to tenants and their families living in **5625** homes across the borough. By identifying and making improvements to our services, our aim is to achieve best practice in our complaint handling process and ultimately provide a better service to our tenants and leaseholders.

We are committed to meeting our obligations to be compliant with the Housing Ombudsman Complaint Handling Code 2024.

A self-assessment of compliance with the Housing Ombudsman Complaints Handling Code has been undertaken and is attached at Appendix A.



2.0 Complaint handling governance and procedures

2.1 Governance

The Member Responsible for Complaints (MRC) is the Leader of the Council and Portfolio Holder for Housing and Communities [there was a change of Leader mid-year, however, the Portfolio Holder for Housing and Deputy Leader remained the MRC]. During this reporting period meetings were held with the MRC, the Strategic Director, and Assistant Director for Housing to:

- review the previous month's complaint data;
- discuss any emerging issues or trends;
- to consider complaint outcomes; and
- to review any actions against agreed service improvements.



Cllr Christopher
Watkins

A dedicated Housing and Communities Overview & Scrutiny Panel was established in May 2024, following local elections, to provide a more dedicated focus on Housing and Communities matters. This has resulted in a more detailed scrutiny of the Council's housing services, including complaint handling and outcomes. Quarterly complaint handling performance reports are submitted to the Housing and Communities Overview & Scrutiny Panel providing details of key housing performance indicators, including:

- Number of complaints received.
- Percentage of complaints completed outside of the service level agreement.
- % of complaints responded to in full at Stage 1.
- % of complaints responded to in full at Stage 2.
- Number of complaints upheld.
- Housing Ombudsman cases.

Corporate complaint handling performance reports are presented quarterly to the Council's Corporate Executive Team consisting of the Chief Executive and four Strategic Directors. Detailed monthly complaint analysis reports are also reported to the Strategic

Director for Housing & Communities and Assistant Directors for Housing, where complaint themes and trends are reviewed and any changes or improvements to service identified and actions monitored. The report also includes any key findings from the most recent Housing Ombudsman Spotlight report.

2.2 Policy and procedures

The Council's [Housing Complaints Policy and Procedures](#) provide the framework for ensuring that formal complaints are handled consistently, fairly, effectively, confidentially and in a timely manner by competent complaint handling staff.

The Council encourages any tenant or service user who has a concern to first approach the team or member of staff in the relevant service area or make a service request:

CUSTOMER SERVICES	HEART	STRATEGIC HOUSING	LANDLORD SERVICES	PROPERTY SERVICES
The corporate point of contact for all customer enquiries, feedback, notifications, comments, compliments and complaints.	Providing advice and assistance to deliver disabled adaptations and home improvements to keep tenants safe, secure and warm in their homes.	Providing services such as homelessness, private sector housing and Housing Allocations.	Providing services such as tenancy management, estate management, anti-social behaviour, tenant support, tenant engagement and independent living.	Providing day to day repairs to the council's housing stock, including planned works, such as door and window replacements, kitchen and bathroom upgrades, roofing works, whilst ensuring homes are safe to live in.

If after requesting a service or raising their concerns about an existing service request, the tenant is dissatisfied with the proposed resolution, tenants are then encouraged to make a formal complaint to the Council.

2.3 Complaints Handling Team

The Council's chosen system for recording comments, complaints and compliments is the Granicus System. The corporate responsibility for administering the system is carried out by the Council's Information Technology & Communications Team. Corporate responsibility for system training and also monitoring the use of the system is held by the Customer Experience & Data Protection Officer. Complaint e-learning also forms part of

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the Customer Services staff mandatory induction training along with frontline staff communication training, covering how to communicate professionally with our customers, including those making complaints.

The Council's Complaint Handling Team consists of a combination of officers, with Customer & Client Services and Housing Services teams carrying out specific aspects of the 'Complaint Officer' role. The diagram below depicts the roles and responsibilities of individual members of the team.



3.0 Complaint handling performance

From 1st April 2025 to 31st March 2026 the Council received **456** formal complaints from tenants – see [Table 1](#) below.

	Total no. of complaints received	No. per 1,000 housing stock		Responded to within the Housing Ombudsman Complaint Handling timescales	
		Mid year	Year end	Mid year	Year End
Stage 1	456	33.4	75.4	85.6%	83.8%
Stage 2	74	5.6	12.2	35.3%	41.9%

TABLE 1: HOUSING COMPLAINTS 2025/26

[Table 1](#) above indicates there was an increase of 166 (63%) in the numbers of formal Stage 1 complaints received from tenants compared to the previous year (290 in 2024/25 – see [Table 2](#) overleaf).

The response time was extended on **21** Stage 1 complaints. This was due to more information being sought from the complainant or the case being deemed to be complex due to the requirement of information from other service areas, such as legal services, grounds maintenance etc.

74 Stage 1 complaints (16.2%) were not responded to within the complaint handling timeframes (including extended cases).

The Council did not refuse any complaints during 2025/26.

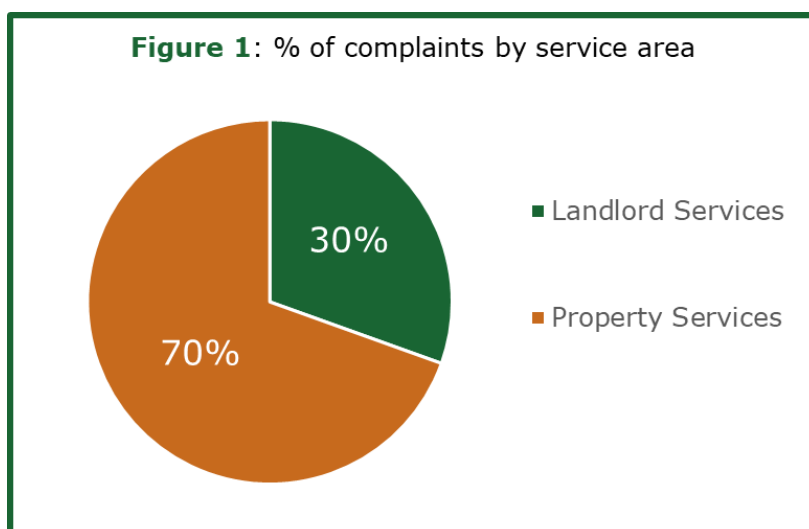
The figures in [Table 1](#) when compared with the previous year shown in [Table 2](#) opposite, indicate an increase of 11.5% in the number of Stage 1 complaints handled outside the complaint handling timescales.

	Total no. of complaints received 2024/2025	Responded to within the Housing Ombudsman Complaint Handling timescales
Stage 1	290	95.3%
Stage 2	36	64%

TABLE 2: HOUSING COMPLAINTS 2024/25

Stage 1 Complaints

[Figure 1](#) shows the breakdown of complaints received by service area. By far the largest proportion of formal complaints (**72%**) were received by Property Services, which includes responsive repairs and capital works. This is a slight reduction compared to 2023/24 performance of **76%**.



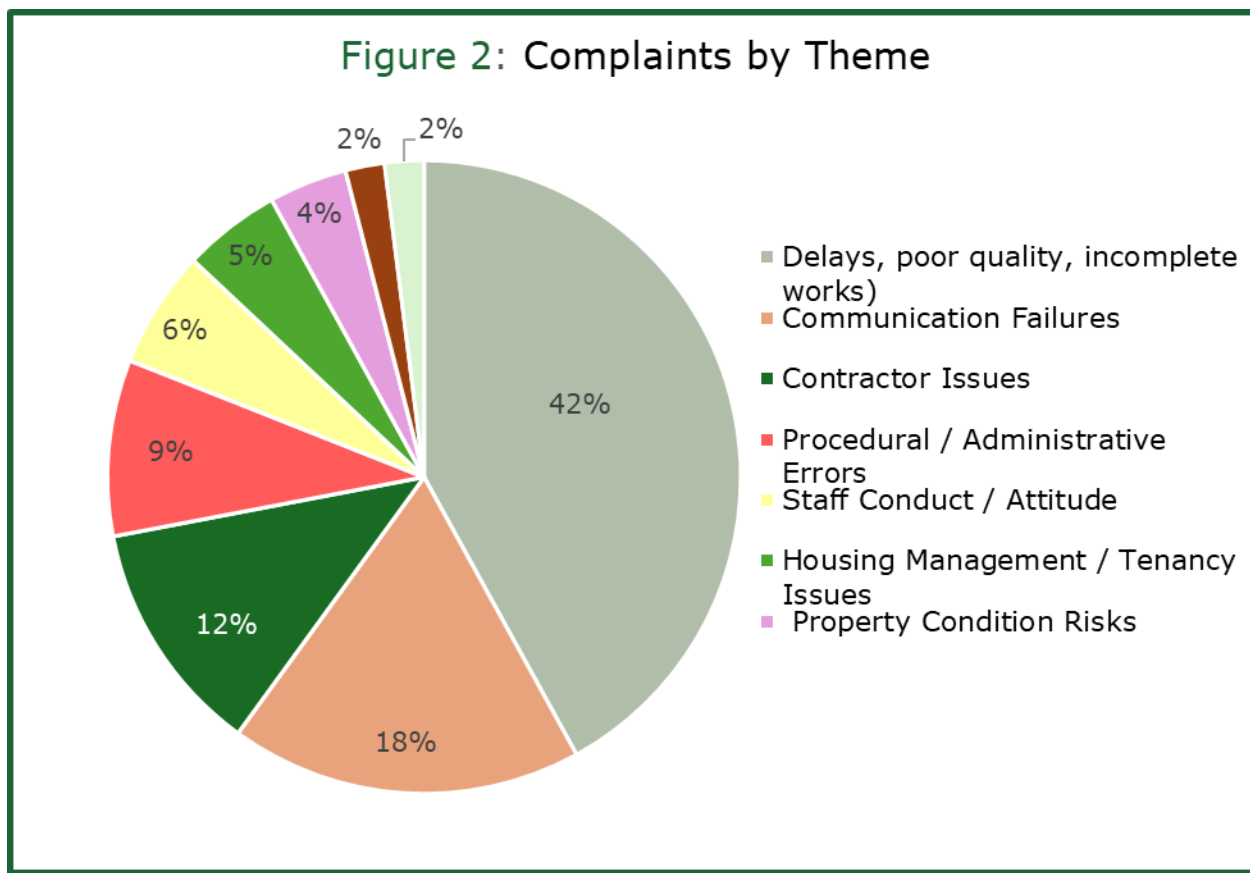


Figure 2 above shows a breakdown of complaints received by theme. Property Services has again been identified as the main service area requiring consideration and improvement. Delay to works, missed appointments, the quality of works, and the general lack of communication regarding the status of works are the main reasons for dissatisfaction.

This should be considered alongside Contractor issues as missed appointment and coordination failures have all contributed to dissatisfaction relating to the repairs and maintenance obligation of the Council.

45.6% (208) of all formal Stage 1 complaints investigated were upheld. This is a decrease of **4.4%** on the previous year. However, **44.6%** of Stage 2 complaints were upheld, which indicates there is a possibility that there is an under recognition of valid complaints at Stage 1.

Stage 2 Complaints

During the period 1st April 2025 to 31st March 2026, **74** (16.2%) of all Stage 1 complaints were escalated to Stage 2, an increase of 4.2% from 2024/25. Of those Stage 2 complaints, **33** (44.6%) were upheld.

Of the 74 Stage 2 complaints, **43** (58%) complaints were responded to outside of the complaint handling timescales.

Figure 3 shows the breakdown of Stage 2 complaints by service area. The largest number of escalated complaints were received by Property Services.

Figure 4 below shows the theme of complaints escalated to Stage 2. Again, here we see that repairs and

Figure 3: Escalated complaints by service area

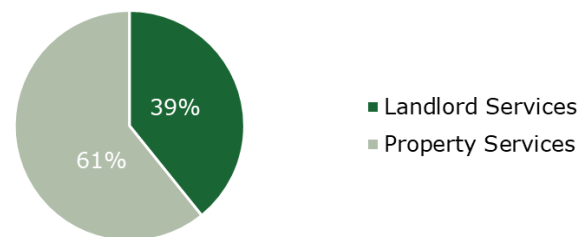
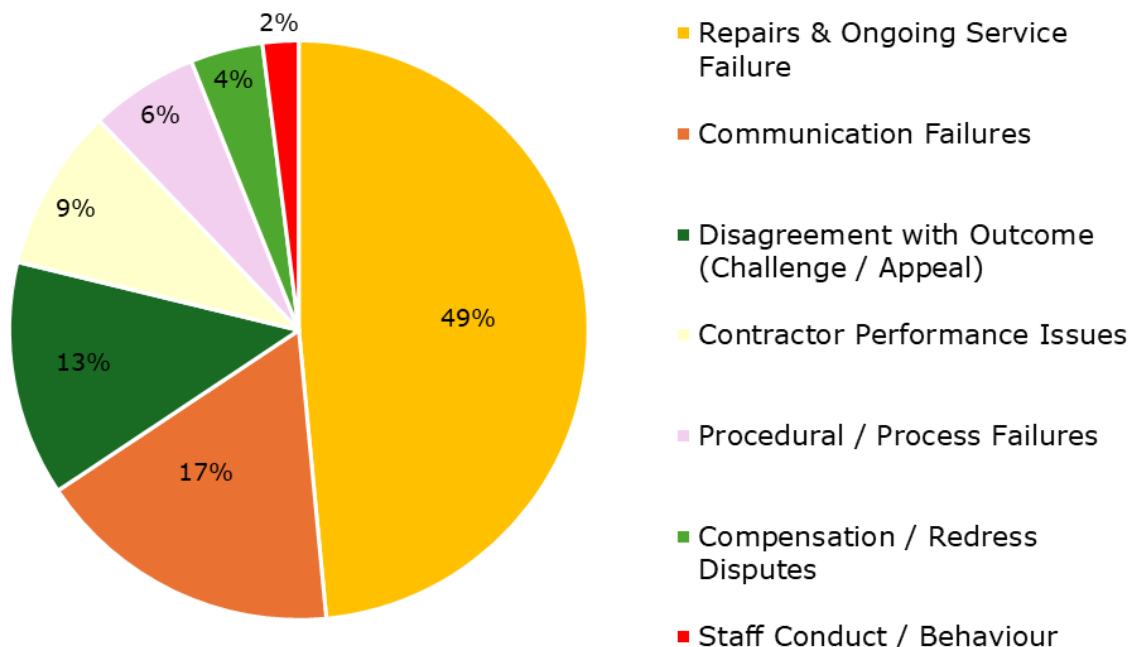


Figure 4: Stage 2 Complaints by Theme



maintenance issues, cause the greatest dissatisfaction for tenants.

4.0 Complaints referred to the Housing Ombudsman

For the year 2025/26, there were no Housing Ombudsman determinations for Nuneaton and Bedworth Borough Council.

It is anticipated that the introduction of a Compensation and Remedy Policy, along with the marked increase in complaints, has reduced the approaches made by tenants and leaseholders to the Ombudsman.

However, the Council is keenly aware that the number of disrepair complaints received via claims management companies has also significantly increased. This would imply that there is a possible connection in the reduction of approaches to the Housing Ombudsman and the increase in the activity of claims management companies.



5.0 Learning and Improvement

The 2025/26 period presented significant challenges for the Social Housing Service, and the decline in performance reflects the difficulties encountered during the year. There remains considerable work to be undertaken to improve the quality of complaint investigations, responses, and outcomes. Further progress is also required to enhance both performance and tenants' perceptions of the Council's approach to complaint handling.

Tenant Satisfaction Perception Measures for 2025/26 indicate that **41.48%** of respondents who reported making a complaint within the previous 12 months were satisfied with the Council's handling of complaints. This represents a decrease of **1.68%**, continuing the downward trend observed in 2024/25, which saw a reduction of **6.8%**.

Following a review conducted by Campbell Tickell (CT) in October 2024, an improvement plan was developed to assess compliance with the Consumer Standards. The review acknowledged that the Council was on a journey of improvement and identified several opportunities to strengthen service delivery, including enhancements to the complaints handling process.

However, progress against the improvement plan has been slower and less effective than anticipated. Notwithstanding this, there is clear recognition at a corporate level of the need for change, and support has been provided for a range of actions, as set out in the accompanying improvement plan.

This section details the service changes/improvements that have been made over the period as a result of complaints.

5.1 Improvements carried out during the period

An action plan was reported in the previous 2024/25 report, and the following service improvements were carried out during this reporting period:



- Resources - Undertaken a restructure of service provision to provide more resource for investigation, responses and monitoring of complaints. A corporate approach has now been adopted aiming to ensure consistency, obtain assurance and improve compliance with the Complaint Handling Code.
- Engagement – Significant progress has been made to implement the Tenant Participation Advisory Service Accreditation Delivery Plan. Tenant Scrutiny Panels have been established, one of which focuses upon complaints, scrutinising responses and co-designing required service improvements.
- Process – Established a revised recording mechanism by which to track the improvements made as a result of complaints. This covers all improvement actions across the Service and gives clear detail relating to the nature of the improvement to be made.
- Assurance – Improvements made as a result of learning from complaints are now monitored by the independent corporate team to ensure that improvements are carried through to service delivery, ensuring that tenants benefit from amended processes.
- Process – Service Improvement Plan actions have been undertaken as derived from a Campbell Tickell audit to improve services to tenants and the tenant experience. This includes the establishment of a dedicated page on the Council's website, to ensure that tenants and leaseholders have access to information and support in relation to making a complaint to the Council or the Housing Ombudsman – [Council Housing Complaints](#).
- Process- Investigations continue in relation to continuing to improve the Granicus system, with a view to improving the data both collected and

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reported upon, removing the need for additional recording and monitoring systems.

- Process – Action Learning has begun, commencing with the feedback from the Tenant Scrutiny Panel (Complaints), to support a positive complaints and learning culture across the Housing Service.
- Training - Extensive training has been undertaken by members of the housing team during 2025/26. Examples of training undertaken includes:

Training Course	Training Provider	Description
Resident engagement – creating a culture of transparency, influence, and accountability	Housing Quality Network	To learn skills on how to be a transparent, influential and accountable housing provider through structured and meaningful engagement opportunities.
Getting governance right – practical lessons for accountability and oversight	Housing Quality Network	To understand what scrutiny is, how to lead and facilitate a tenant led scrutiny, how to recruit to meaningfully involved tenants and what a strong governance structure should be.
Implementing Awaab's Law: Tackling Damp and Mould in Housing	Hays	To understand the requirements of Awaab's Law and how to manage emergency and significant hazard with evidence.
Awaab's Law Webinar	Housing Ombudsman	To understand the requirements of Awaab's Law and how to manage/report emergency and significant hazard with evidence.
Complaint Handling Code	Housing Ombudsman	To understand the complaints handling code.
Learning from the TSMs: What the results really tell us	Housing Quality Network	To understand how to review TSM approaches, results and how to improve satisfaction scores.

Alongside the improvements above, individual service teams delivered service improvements/changes as a result of complaints and learning from others. Below are some examples of changes and improvements implemented:

- Engagement – A Strategic Engagement Board has been established to ensure that tenant views and scrutiny meaningfully influence housing decision making, and that complaints analysis is regularly reviewed to understand root causes, types of complaints and recommended service improvements.
- Engagement – Significant progress has been made to implement the Tenant and Leaseholder Engagement Strategy. Tenant Scrutiny Panels have been established, one of which focuses upon complaints, scrutinising responses and co-designing required service improvements.
- Procedure Change – following complaints missed repairs appointments, the repairs scheduling procedure has been amended to prioritise the need for timely communication with tenants where a repair cannot be completed on the agreed date, for example, where the required materials have been delayed.
- Capacity – following a significant number of complaints relating to the delays tenants experienced regarding re-glazing windows and doors, service capacity was reviewed. This has resulted in the appointment of a dedicated glazing resource, to reflect the level of demand for this type of repair, and to respond to tenants' needs.
- Procedure Change – a number of complaints relating to outstanding repairs on newly let properties have led to a procedural change, whereby a separate sheet containing outstanding repairs, such as internal door replacement, is discussed with the tenant at the point of viewing. This gives the tenant the opportunity to wait until all repairs are completed before taking the tenancy, or, to accommodate the repairs once in occupation. We know from our tenants that some prefer to take up occupancy as early as is appropriate, and this mechanism clarifies outstanding issues and confirms the tenants wishes.
- Procedure Change - Following the receipt of a number of complaints that were not upheld, but were made on the basis of misunderstanding by tenants, a full review of Service Level Agreements has commenced. These will be designed with the Tenant Scrutiny Panels and publicised to our tenants to assist them in their expectations.

5.2 2025/26 Improvement Action Plan

Ref	Improvement Action	Officer Responsible	Deadline
1.	Implement a Repairs Service Improvement Plan to improve service provision and tenant experience.	Assistant Director for Assets and Compliance	August 2027
2.	Review / Implement Service Level Agreements for Housing Services, to ensure that tenants and leaseholders have clarity in relation to our service provision.	Assistant Directors for Assets and Compliance and Housing Services	March 2027
3.	Review and build upon the Corporate Complaints approach, to continue to improve tenant and leaseholder experience and drive service improvement.	Assistant Directors for Assets and Compliance and Housing Services and Corporate Support & Data Compliance Manager	March 2027
4.	Complete the delivery of the action plan to achieve TPAS accreditation to improve the tenant experience.	Service Manager – Landlord Services	March 2027
5.	Review with the Tenant Scrutiny Panel (Communications) the amended information contained within the Service Annual Report to better identify the changes and improvements made to services following tenant and leaseholder feedback.	Service Manager – Tenancy Services	October 2026
6.	Deliver the Housing Service Improvement Plan actions derived from the CT review, complaints and Regulator learning to improve services to tenants and the tenant experience.	All Assistant Directors and Service Managers	March 2027
7.	Identify other mechanisms by which to publicise service improvements made as a result of complaints driving service improvement.	Service Manager – Tenancy Services	March 2027
8.	Embed learning sets to support a positive staff culture in relation to complaints.	Assistant Directors for Assets and Compliance and Housing Services	March 2027
9.	Explore the use of external complaints consultants to improve our approach to recording, responding to, learning from and monitoring complaints and associated actions / improvements.	Assistant Directors for Assets and Compliance and Housing Services and Corporate Support & Data Compliance Manager	August 2026
10.	Include Operational Delivery Plan oversight within the Council's Annual Governance Statement	Strategic Director – Communities and Place	September 2026

6.0 Conclusion

Our Annual Housing Complaint Performance and Service Improvement Report for 2025/26 highlights a range of positive steps taken to strengthen the Council's approach to complaint handling. These actions demonstrate our commitment to delivering a more responsive and effective service for our residents.

At the same time, the report recognises that there is more to do. We will continue to focus on improving performance and, crucially, addressing the underlying causes of complaints to prevent issues from arising in the first place.

Learning from complaints will remain central to our approach. We are strengthening the way we capture, share and act on feedback so that we can evidence meaningful change driven by the experiences of our tenants and leaseholders.

Our customers remain at the heart of our service delivery. We are committed to ensuring their voices are not only heard but actively shape the design and improvement of our services in a way that is both genuine and impactful.

This document has been published by Nuneaton and Bedworth Borough Council

Date here

Contact information: tenant.engagement@nuneatonandbedworth.gov.uk

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.

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	NBBC Complaint Policy & Procedure – Section 4.1 NBBC Website – Council Housing Complaint Page	The Council recognises the difference between a complaint and service request, ie where a resident is unhappy with a situation that they wish to have rectified or complaint about a service they have or have not received. This is clearly set out in Section 4.1 of the Housing Complaints Policy and Procedure which is available on the Council’s website and last updated in March 2024. Definitions are published on the Council’s Housing Complaint web page.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident 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.	Yes	NBBC Complaint Policy & Procedure – Section 4.7	This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council’s website and last updated in March 2024.
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,	Yes	NBBC Complaint Policy & Procedure – Sections 4.1 and 4.4 NBBC Website – Council Housing Complaint Page	The Council recognises the difference between a complaint and service request where a resident is unhappy with a situation that they wish to have rectified and

	but must be recorded, monitored and reviewed regularly.			complaint about a service they have or have not received. This is clearly set out in Sections 4.1 and 4.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024. Definitions are published on the Council's Housing Complaint web page.
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	NBBC Complaint Policy & Procedure – Section 4.4 A sample of cases on the housing management system can be accessed as evidence if necessary.	This is clearly set out in Section 4.4 of the Housing Complaints Policy and Procedure which is available on the Council's website. It was last updated in March 2024 The Council's Housing Management system can evidence that a service request continues to be delivered when a customer has a complaint logged.
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 landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	NBBC Complaint Policy & Procedure – Section 5 ASB Surveys TSM Surveys	This is clearly set out in Section 5.0 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. TSM surveys contain details for residents on how to pursue a complaint. Anti-social behaviour surveys also carry

				the same information.
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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	NBBC Complaint Policy & Procedure – Section 4.5 and 4.6 Annual Housing Complaint Performance & Improvement Report 2024/25.	This is clearly set out in Sections 4.5 and 4.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. As reported in the Annual Housing Complaint Performance & Improvement Report, all submitted complaints in 2024/25 were investigated and none rejected.
2.2	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: - The issue giving rise to the complaint occurred over twelve months ago. - 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. - Matters that have previously been considered under the complaints policy.	Yes	NBBC Complaint Policy & Procedure – Section 4.5	This is clearly set out in Sections 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

2.3	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 outside this time limit where there are good reasons to do so.	Yes	NBBC Complaint Policy & Procedure – Section 4.5	This is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024. Complaint investigators are given discretion to consider complaints on an individual basis.
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	NBBC Complaint Policy & Procedure – Section 4.5 Annual Housing Complaint Performance and Service Improvement Report 2024-25 Nuneaton and Bedworth Borough Council	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	NBBC Complaint Policy & Procedure – Section 4.5 Annual Housing Complaint Performance and Service Improvement Report 2024-25 Nuneaton and Bedworth Borough Council	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last

				updated in March 2024.
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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 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.	Yes	NBBC Complaint Policy & Procedure – Section 5 Annual Housing Complaint Performance and Service Improvement Report 2024-25 Nuneaton and Bedworth Borough Council NBBC Website – Council Housing Complaints Page Vulnerable Persons Policy Reasonable Adjustments Policy	Details of how to make a formal complaint to the council are published on the Council's website, included as standard in newsletters, in email footers and via the tenant portal. This is clearly set out in Section 5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Council has a process for identifying vulnerable persons and will ensure that communication needs are met, along with a Reasonable Adjustments Policy to support those needs.
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	NBBC Complaint Policy & Procedure – Section Staff training records	Complaint e-learning forms part of the Customer Services staff mandatory induction training along with frontline staff communication training covering how to communicate professionally with our customers, including those making complaints. Our front-line teams are trained to recognise what is a

				request for service compared to where there has been a potential service failure. If in any doubt, this can be checked with our Customer Experience Officer, who will confirm this.
3.3	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.	Yes	Annual Housing Complaint Performance & Improvement Report 2024/25 NBBC Website – Make Things Right	We welcome feedback from our customers, including complaints and compliments and carry out STAR surveys, TSM Surveys and other perception surveys The Council is supporting the Governments ‘Make Things Right’ campaign by improving the layout of information available on our website so complaint information is easily found.
3.4	Landlords must make their complaint policy available in a clear and accessible 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.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	NBBC Complaint Policy & Procedure – Sections 1.2 & 7 NBBC Website – Council Housing Complaints Page	This is clearly set out in Sections 1.2 and 7 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
3.6	Landlords must give residents the opportunity to have a representative deal with their	Yes	NBBC Complaint Policy & Procedure – Section 4	This is clearly set out in Section 4 of the Housing Complaints

	complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.			Policy and Procedure which is available on the Council's website and was last updated in March 2024.
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	NBBC Complaint Policy & Procedure – Section 7 NBBC website – Customer Feedback Page Surveys Response letter templates Email banner	This is clearly set out in Section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Housing Ombudsman Service contact details are also included on the Housing page of Council's website, on surveys, letter templates and on officer email signatures.

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 may be in addition to other duties.	Yes	Annual Housing Complaint Performance & Improvement Report 2024/25 Cabinet agenda and minutes Job descriptions	The 'complaint officer' role is fulfilled by a team of officers. The Assistant Directors for Assets & Compliance and Housing Services are responsible for ensuring complaints are reported to MRC/Strategic Engagement Board, Housing & Communities Overview & Scrutiny Panel, Leadership Board & Senior Management Team. The Corporate Customer Experience Officer acts as the corporate lead contact with the Housing Ombudsman and Local Government & Social Care Ombudsman.
4.2	The complaints officer/team must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Annual Housing Complaint Performance & Improvement Report 2024/25 Service Manager/Team Leaders have the authority.	All complaints are investigated by Team Leaders at stage one and Managers/Head of Services/ Directors at stage two. The Customer Experience Officer and Housing & Community Safety Business Performance Officer act in supporting capacity and monitor that complaints are resolved promptly and fairly.

4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	NBBC Complaint Policy & Procedure – Sections 2, 3 & 8.	This is clearly set out in Sections 2, 3 and 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. All housing managers and team leaders have attended dispute resolution training via the Housing Ombudsman Service. Complaint Handling training for all staff will be completed by the end of Q2 2024/2025.
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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 treated differently if they complain.	Yes	NBBC Complaint Policy & Procedure NBBC Website - Customer Feedback	The Council's Housing Complaints Policy and Procedure is available on the Council's website and was last updated in March 2024.
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	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
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	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
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 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.	Yes	NBBC Complaint Policy & Procedure – Section 4.7	This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	NBBC Complaint Policy & Procedure – Section 4.7	This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.6	When a complaint is logged at Stage 1 or escalated to Stage	Yes	Response letter templates	Letter templates have been updated

	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.		NBBC Complaint Policy & Procedure – Section 6.6 & 6.12	to ensure that the Council understands the nature of the complaint and the outcome the tenant is seeking. This is clearly set out in Sections 6.6 and 6.12 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaint response templates NBBC Complaint Policy & Procedure – Section 6.5	Letter templates have been updated to ensure that the Council clarifies their understanding of the nature of the complaint. Clarification can also be sought from the tenant by the complaint investigator. This is clearly set out in Section 6.5 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
5.8	At each stage of the complaints process, complaint handlers must: b. deal with complaints on their merits, act independently, and have an open mind; c. give the resident a fair chance to set out their position; d. take measures to address any actual or perceived conflict of interest; and e. consider all relevant information and evidence carefully.	Yes	NBBC Complaint Policy & Procedure – Section 2 NBBC Values Declarations of Interest Form NBBC Privacy Notice	This is clearly set out in Section 2 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024. The Council’s Values are included in mandatory training for all staff and are: • Service for our customers

				• Integrity in our actions • Accountability for performance • Cooperation with Councillors, colleagues & partners • Objectivity in our decisions • Efficiency to keep costs down • Confidence to try new things out All colleagues will receive customer service training by the end of Q2 2024/2025 and will be empowered to put things right through taking responsibility and ownership. The Housing & Community Safety Business Performance Officer reviews all complaint responses. All investigations and responses have independent oversight and quality assurance. All colleagues make an annual declaration of any potential conflicts of interest.
5.9	Where a response to a complaint will 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.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last

				updated in March 2024.
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	NBBC Complaint Policy & Procedure – Sections 1 & 3 NBBC Website - Customer Feedback Vulnerable Persons Policy Reasonable Adjustment Policy	This is clearly set out in Sections 1 and 3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024 The Council has also implemented a Vulnerable Persons Policy to ensure that the voices of vulnerable customers are heard and that vulnerabilities and special communication needs are managed efficiently on the Housing Management System. A reasonable adjustment policy was adopted in 2025. A working group has been set up to ensure that the record of vulnerable customers is reviewed and updated on a regular basis.
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	NBBC Complaint Policy & Procedure – Section 4	This is clearly set out in Section 4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This	Yes	Evidence available from systems.	All complaints are logged on the Granicus System. All

	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.			exchange of contacts are recorded on this platform throughout the complaints process, however telephone calls received etc are logged on the Housing Management System or on the Council's content management system.
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	NBBC Complaint Policy & Procedure – Section 8	This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Council is in the process of drafting a remedy policy, which should receive a Cabinet decision by end of July 2024.
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	NBBC website – Report Anti-social behaviour Anti-social Behaviour Policy Anti-social Behaviour Strategy Tenancy Agreements NBBC Website – Equality & Diversity	The Council's tenancy agreement highlights that it will deal with any anti-social behaviour displayed by their tenants or their representatives. The new ASB Policy and Strategy are currently being reviewed and will be operational by the end of August 2024. For persistent behaviour the Equality Safeguarding Officer will write to the complainant/tenant to explain that they will be monitor all responses going

				forward and will be provided with a single point of contact for all ongoing correspondence.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	NBBC Website – Equality & Diversity	For persistent behaviour the Equality Safeguarding Officer will write to the complainant/tenant to explain that they will be monitor all responses going forward and will be provided with a single point of contact for all ongoing correspondence. The Council is aware of it's responsibilities under the Equality Act 2010 and is committed to equality, diversity and inclusion. We will endeavour to provide a service that seeks to meet the needs of a particular individual or household and ensure no one is disadvantaged in accessing our services. We recognise that some of our customers may have permanent or transitory vulnerabilities and where customers require additional support, we will endeavour to make reasonable adjustments.

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 resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Housing Management System will be checked when responding to a complaint to determine if a tenant has any recorded vulnerabilities before a response is sent.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	NBBC Complaint Policy & Procedure – Section 6.2 Response letter templates Performance Reports	This is clearly set out in Section 6.2 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. Reports from the system can demonstrate this is being achieved.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	NBBC Complaint Policy & Procedure – Section 6.4 Annual Housing Complaint Performance & Improvement Report 2024/25.	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

			Performance Reports	Reports from the system can demonstrate this is being achieved.
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	Extension letter template Annual Housing Complaint Performance & Improvement Report 2024/25. NBBC Complaint Policy & Procedure – Section 6.4	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Extension letter template NBBC Complaint Policy & Procedure – Section 6.4	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
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	 NBBC Complaint Policy & Procedure – Section 6.4 Annual Housing Complaint Performance & Improvement Report 2024/25.	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2024/25.
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	NBBC Complaint Policy & Procedure – Section 6.6 Response letter templates	This is clearly set out in Section 6.6 of the Housing Complaints Policy and Procedure which is available on the Council's website

				and was last updated in March 2024. The revised complaint letter response templates ensure that all elements of the complaint are investigated and provide a clear reasons for decisions made.
6.8	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.	Yes	Can be evidenced through a sample of cases	The complaint handling team will check the Granicus system to see if there are any open Stage 1 complaints and if new information is related then this will be passed on to the investigating officer. If any new issues are raised after a Stage 1 has been issued, then a new Stage 1 complaint will be opened.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: e. the complaint stage; f. the complaint definition; g. the decision on the complaint; h. the reasons for any decisions made; f. the details of any remedy offered to put things right; g. details of any outstanding actions; and h. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	NBBC Complaint Policy & Procedure – Section 6.6 Response letter templates	This is clearly set out in Section 6.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer. Each response includes a. the complaint stage;

				b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. Templates provide a framework to ensure key information is included. Complaint responses are all individual.
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	NBBC Complaint Policy & Procedure – Section 6.9 & 6.14 Response letter templates	This is clearly set out in Section 6.9 and 6.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The response letter states that it is the final response at Stage 2.
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	NBBC Complaint Policy & Procedure – Section 6.10 Response letter templates	This is clearly set out in Section 6.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

				Reports from the system can demonstrate this is being achieved.
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	NBBC Complaint Policy & Procedure – Section 6.9 Response letter templates	This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	NBBC Complaint Policy & Procedure – Section 6.9	This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. This can be evidenced through a sample of cases on request.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	NBBC Complaint Policy & Procedure – Section 6.11 Annual Housing Complaint Performance & Improvement Report 2024/25.	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024 Reports from the system can demonstrate this is being achieved.
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	NBBC Complaint Policy & Procedure – Section 6.11 Extension letter templates Annual Housing Complaint Performance & Improvement Report 2024/25.	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

				Reports from the system can demonstrate this is being achieved.
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	NBBC Complaint Policy & Procedure – Section 6.14 Extension letter templates	This is clearly set out in Section 6.14 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024 Reports from the system can demonstrate this is being achieved.
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 provided to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6.11 Annual Housing Complaint Performance & Improvement Report 2024/25. Evidence available from systems.	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024. This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2024/25.
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	NBBC Complaint Policy & Procedure – Section 6.12 Response letter templates Can be evidenced through a sample of cases	This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:	Yes		This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is

	b. the complaint stage; c. the complaint definition; d. the decision on the complaint; e. the reasons for any decisions made; f. the details of any remedy offered to put things right; g. details of any outstanding actions; and h. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		NBBC Complaint Policy & Procedure – Section 6.12 Response letter templates	available on the Council’s website and was last updated in March 2024. The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer. Each response includes a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; - and g. details of how to escalate the matter if the individual is not satisfied with the response. Templates provide a framework to ensure key information is included. Complaint responses are all individual
6.20	Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.	Yes	NBBC Complaint Policy & Procedure – Section 6.14 Can be evidenced through a sample of cases	This is clearly set out in Section 6.14 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	NBBC Complaint Policy & Procedure – Section 8 Response letter templates Dispute resolution online training. Compensation & Remedy Policy	This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024. In August 2024, the Council adopted a Compensation & Remedy Policy.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	NBBC Complaint Policy & Procedure – Section 8 Compensation & Remedy Policy	This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council’s website and was last updated in March 2024 In order to ensure consistency of outcomes, in August 2024, the Council adopted a Compensation and Remedy policy.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Response letter templates	In order to ensure consistency of outcomes, the Council is in the process of drafting a remedy policy, which should receive a Cabinet

				decision by end of August 2024.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation & Remedy Policy	In order to ensure consistency of outcomes, in August 2024, the Council adopted a Compensation and Remedy policy.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: b. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. c. a qualitative and 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; d. any findings of non-compliance with this Code by the Ombudsman; e. the service improvements made as a result of the learning from complaints; f. any annual report about the landlord's performance from the Ombudsman; and g. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	NBBC Complaint Policy & Procedure – Section 10 Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Housing & Communities Overview & Scrutiny agenda & minutes – 5th June 2025 P.49. Cabinet agenda & minutes – 18th June 2025 P.28.	This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024. The Council's Annual Complaint Handling Performance & Improvement report is available from the Council's website. The report has been scrutinised by the Portfolio Holder for Housing (MRC), considered by the Housing & Communities Overview & Scrutiny Panel and the Council's Executive at a Cabinet meeting held on 18th June 2025.
8.2	The annual complaints performance and service improvement report must be 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.	Yes	NBBC Complaint Policy & Procedure – Section 10 Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Cabinet agenda & minutes – 18th June 2025 P.28.	This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024. The Council's Annual Complaint Handling Performance & Improvement report is available from the Council's website.

				The Annual Report was presented for consideration to the Executive at its Cabinet meeting held on 18th June 2025. The response from the Executive is also published on the Council's website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	NBBC Complaint Policy & Procedure – Section 10 Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report	This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024. A self-assessment has been carried out on three previous occasions in 2022/2023, 2023/2024 and 2024/25. Further self-assessments will be carried out as and when required.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Noted	Should this be requested by the Housing Ombudsman, the Council will carry out the required review and update of the self-assessment.
8.5	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 Landlords must provide a timescale for returning to compliance with the Code.	Yes	Latest news – Nuneaton and Bedworth Borough Council Nuneaton & Bedworth Borough Council Nuneaton Facebook	Should the situation arise, tenants will be informed via the Council's website and social media, and also via the Tenant Portal once live.

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	Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report	Service improvement results from complaints are included in the Annual Housing Complaint Performance & Improvement Report. An improvement action plan for 2024/25 is also included in the Annual Report. The action plan will be monitored on a monthly basis to ensure actions are completed.
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	Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Monthly Complaint Analysis Reports Departmental Management Team Minutes	Service improvements resulting from complaints are included in the Annual Housing Complaint Performance & Improvement Report. An improvement action plan for 2024/25 is also included in the Annual Report. The action plan will be monitored to ensure actions are completed on a monthly basis. Monthly analysis of housing complaint performance and trends are considered by the

				Housing Senior Management Team and any improvement suggestions are shared at Team Meetings.
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	Cabinet Report – 18th June 2025 Quarterly Complaint Handling Analysis Overview & Scrutiny Reports – 25th June 2025	Complaint Handling Performance and trends are presented for quarterly scrutiny to the MRC and Housing & Communities Overview & Scrutiny Panel. Complaint performance statistics are also reported in tenant newsletters and to resident panels.
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	Departmental MT Minutes Monthly Analysis Report	The Assistant Director of Social Housing & Community Safety is the senior lead person accountable for complaint handling within the Council's housing service. Complaint Performance data is analysed on a monthly basis to identify themes, trends and issues and risks.
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	Cabinet Agenda and Minutes - 18th June 2025 MRC Induction Pack Portfolio Holder Training	The delegated Housing Portfolio Holder (who is also the Leader of the Council) is appointed as Member Responsible for Complaints. Training has been carried out with the member on the role of MRC.

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 have access to suitable information and staff to perform this role and report on their findings.	Yes	Monthly Complaint Analysis Report Housing & Communities Overview & Scrutiny Agenda and Minutes – 25 June 2025 Cabinet Agenda and Minutes - 18th June 2025 MT Integrated Performance Report	The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed. The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet. The Housing Portfolio Holder is provided administrative support from Committee Services and also has access to Housing Officers at all levels.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: b. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; c. regular reviews of issues and trends arising from complaint handling; d. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with	Yes	Monthly Complaint Analysis Report Housing & Communities Overview & Scrutiny Agenda and Minutes – 5th June 2025. Cabinet Agenda and Minutes – 18th June 2025	The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed. The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data

	orders related to severe maladministration findings; and e. annual complaints performance and service improvement report.			on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: b. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; c. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and d. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	NBBC Complaint Policy & Procedure Cabinet report – 18th June 2025	The Housing Complaints Policy and Procedure has been adopted by staff in all housing service areas and compliance is monitored.