

Minutes – Complaints Panel May 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 7th May 2026

Subject: Complaints Panel

Staff Attendees: Lydia McLeod (Landlord Services Manager),
Emma Neale (Tenant Engagement Officer), Lynette Sparrow
(Tenant Engagement Officer)

Involved Tenants: 5 involved tenants and leaseholders including AB, WS, PR,
MR, SM

1. Introductions & House Keeping – 10:30am

Lydia McLeod role introductions and housekeeping

2. Purpose of Panel & Complaint's KPI's – 10:40am

Discussed the purpose of today's panel, Lydia gave an overview of the complaints process including data from March 2026 for Property Services and Landlord Services. She discussed the issues encountered with the IT systems that we use.

Lydia McLeod, Landlord Services Manager, went through the enclosed (attached to this document) Key Performance Indicators for Complaints and the figures of Stage 1 and Stage 2 complaints and the performance related to Complaints.

3. Upheld complaint 1 - 10:45am

The first complaint was regarding an incorrectly dated letter, pet permissions and fence erection. The panel agreed that it was difficult to understand the purpose of the complaint. It appeared that a letter had been sent with an incorrect date. And secondly permission had been granted for a small fence to be erected, when checking the size of fence with current ILO at a later date the decision was reviewed it appeared that

consent was given in error and the correct procedures had not been followed.

Following a telephone call to address the issues a letter was written to the tenant apologising for the incorrectly dated letter, the incorrect consent being given for the fence stating it did not effect the permission to have a pet. It was suggested that the tenant and officer could work together to suitably make safe the area for a dog.

The panel agreed that the complaint should be upheld.

4. Complaint 2 -11.15am

The complaint was from a tenant that had suffered a stroke and was awaiting 3 repairs to her property, her bathroom floor had been measured up for a nonslip flooring to be laid, a shower cubicle to be repaired and front door to be replaced by an automatic one. She was told these jobs would be done 3 months ago but had heard nothing.

The complaint was not upheld and instead be dealt with as a service request.

The panel did not agree with this decision and felt that it should have been dealt with as a complaint because it had been 3 months. The response did not give any information regarding a time frame for the work being carried it. They agreed that is could pose a health and safety risk for the disabled woman.

5. Complaint 3 -11:45am

The complaint was regarding work carried out at Park Road flats in Bedworth, firstly they were not informed of the work and leaseholder arrived home to find a lot of debris, they were worried for their health and safety about the state the area was left and the possibility of asbestos being present. They also reported that there has been a wider decline in standards recently regarding broken windows not being replaced, cleaning and gardening standards are slipping.

This complaint has been escalated to stage 2 and awaiting a response so this will be taken to the next panel.

6. Recommendations- 12:15pm

- Themes of Complaints
- Capability of the person investigating complaints
- Confidentiality agreement for Complaints cases
- **Complaint 1:** Correct to uphold it. More information required in the response letter confirming the points we've investigated so we can

confirm we've fully understood what their complaint is. Involved Tenants also wanted to know if a resolution had been reached.

- **Complaint 2:** Complainant had the right to complaint and did not believe it was a service request. Response was too brief. Response did not manage expectations due to limited information about what services, dates and times other departments would be responding to.
- **Complaint 3:** Stage 1 not upheld, and Stage 2 was currently open. Not the right outcome. Lack of action plan and detailed communication to resident. Lack of contractor accountability. Blaming of contractors without acknowledging our involvement as NBBC instructing the contractors.

Approved: Thomas Venus – Tenancy Services and Engagement Team Leader

Signed:



Date: 13th May 2026 *Reviewed minutes.*

See overleaf for the Complaints KPI information discussed at panel

Tenant Led Scrutiny - Complaints Panel

07 May 2026

Objective

- Scrutinising complaints performance for stage one complaints received in March 2026 for Landlord Services and Property Services (Repairs and Capital Projects)
- Scrutinising complaints performance for stage two complaints received in February 2026 for Landlord Services and Property Services (Repairs and Capital Projects). This is because of the additional timescale permitted to respond to stage two complaints
- Scrutinising complaint responses to 10% of complaints received and closed to ensure appropriate responses in line with the Housing Ombudsman Complaints Code and Housing Complaints Policy
- To obtain feedback on whether there is any additional performance information the Panel would like to scrutinise in the future

Performance

1. Stage One Complaints (March 2026)

Landlord Services:

- Total no. received – 11
- Number acknowledged within 5 working days - 11
- Number responded to within 10 working days – 10
 - One complaint responded to within 11 working days (reason delay issuing response through system)
- Number of extended response times - 0
- Number of escalated complaints – 2
- Number of upheld complaints - 1

Property Services (Repairs and Capital Projects):

- Total no. received – 47
- Number acknowledged within 5 working days - 45
- Number responded to within 10 working days – 32
- Number of extended response times - 8
- Number of escalated complaints – 5
- No. of upheld complaints – 22 (7 unknown)

2. Stage Two Complaints (February 2026)

Landlord Services:

- Total no. received – 5 (x3 February; x2 March)
- Number acknowledged within 5 working days – not recorded
- Number responded to within 20 working days – 2
 - Two complaints responded to within 21 working days (delays issuing response through system)
 - Two complaints are within response times as of 06.05.2026
- Number of extended response times - 0

Property Services (Repairs and Capital Projects):

- Total no. received – 11 (x4 February; x5 March; x2 April)
- Number acknowledged within 5 working days – not recorded
- Number responded to within 20 working days – 7
 - Four complaints responded to outside of timescale, one complaint extended but unknown what the new deadline date was (not recorded)
- Number of extended response times - 1

Points to Note on Performance

For 25/26, the system did not track themes/reasons for complaints that are easily reportable. It has been advised the current system cannot track additional information.

In recognition of this issue, for 26/27, a manual system of tracking all complaints for Housing has been done that will track the following in addition to the performance related information above:

- Category that complaint is regarding, e.g. trade, staff conduct, etc.
- Reasons for extension, if applicable
- Service improvements/learning from complaints identified

Feedback for Future Complaints Panels