

Tenant and Leaseholder Led Scrutiny Panel Minutes

Complaints Panel

30 June 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing Engagement Board

Date of Meeting: 30 June 2026

Subject: Complaints – Tenant Led Scrutiny Panel

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

Involved Tenants/Leaseholders Attendees:
DG, SM, PR, MR,WS

1. Introductions and House Keeping – 10.30am

Staff introductions and housekeeping information.

2. Purpose of Panel & Last Meetings Minutes – 10.35am

Discuss the purpose of the Complaints Panel and review the minutes from the last meeting.

Purpose of Panel

- Scrutinise our complaints performance
- Assess the quality and standard of complaint handling
- Scrutinise how we have learnt from complaints to improve our services
- Determine the level of compliance against the Housing Ombudsman Complaints Handling Code [Complaint Handling Code | Compliance | Housing Ombudsman](#) and the Council's Housing Complaints Policy [council-housing-complaint-policy-and-procedure](#)

- Review how we publicise our performance

Objectives for the Meeting

- Scrutinising complaints performance for stage one complaints received in April and May 2026 for Landlord Services and Property Services (Repairs and Capital Projects)
- Scrutinising complaints performance for stage two complaints received in April 2026 for Landlord Services and Property Services (Repairs and Capital Projects).
- 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

3. Matters arising from the Previous Panel – 10.40am

Item One

Review of the escalated complaint from the last panel meeting to get the final outcome.

Recommendation – included any telephone conversations in brief so all information is captured and agreed within the complaint.

Update –

Item Two

Feedback from the last panel – use of a Christmas fund to give back to tenants most in need.

Recommendation –

Update –

4. New Matters Under Consideration

Stage One Complaints

- Complaint One (rat infestation)

Recommendation – gesture for food compensation Tesco / Asda vouchers

- Complaint Two (Antisocial Behaviour)

Recommendation – Ensure all residents within this block / flats know how to correctly report ASB.

- Complaint Three (Roof repair) rep

Recommendation – No Recommendations

Stage Two Complaints

- Complaint One (neighbour's dogs)

Recommendation – No recommendations

- Complaint Two (Front Fence)

Recommendation – inform via stage 1 complaint, tenant vs Council fence responsibilities.

Inspectors to use initiative and to also look around other area of the garden i.e. front gate whilst there minimises the need for 3 staff members to return.

Lack of communication on the first visit.

Summary of Recommendations

- **Communication issues with tenants and lease holders especially around repairs and Capital Projects.**

5. Any Other Business

End of Meeting

Minutes Authorised – T.Venus

Tenancy Services and Engagement Team Leader (Reviewed 31/07/2026)

Minutes Taken By: Engagement Officers

Date – 30 June 2026

Signed - 