

# ANNUAL HOUSING COMPLAINT PERFORMANCE & SERVICE IMPROVEMENT REPORT 2025-2026



# Annual Housing Complaint Performance & Service Improvement Report 2025-26

## Author and Version information

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Approved by Cabinet

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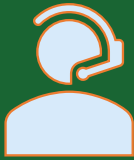
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## 1.0 Introduction

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

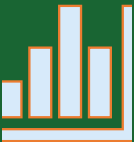
We have included in this report:



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 homeless-ness, 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 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.

### **The Customer Experience & Data Protection Officer**

Responsible for corporate Complaint Handling, performance reporting and overseeing the corporate use of the Granicus system. This role is also the Council's lead contact for the Housing Ombudsman & Local Government & Social Care Ombudsman.

### **Customer Services Advisors**

Responsible for logging complaints on the Granicus system and assigning complaints to the relevant service teams.

### **Assistant Director of Social Housing & Community Safety**

Responsible for assessing any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision and reporting to the governing body.

### **Housing Team Leaders & Managers**

Responsible for investigating and responding to complaints at Stage 1 and Stage 2.

### **Housing Assistants**

Responsible for assigning housing complaints to lead investigating officers, and monitoring progress of complaints through to response in line with complaint handling timeframes.

### **Housing & Community Safety Business Performance officer**

Responsible for analysing and reporting Housing complaint handling performance, trends and themes to Housing management.

### 3.0 Complaint handling performance

From 1<sup>st</sup> April 2025 to 31<sup>st</sup> 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 |
| <b>Stage 1</b> | 456                              | 33.4                        | 75.4     | 85.6%                                                                   | 83.8%    |
| <b>Stage 2</b> | 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.

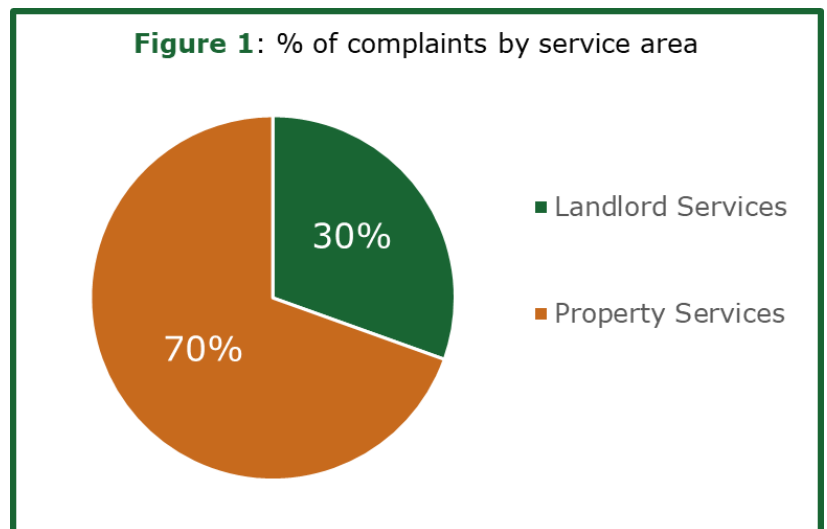
The figures in [Table 1](#) when compared with the previous year shown in [Table 2](#) opposite, indicate an increase of 11.5% in the number of Stage 1 complaints handled outside the complaint handling timescales.

|         | 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%**.



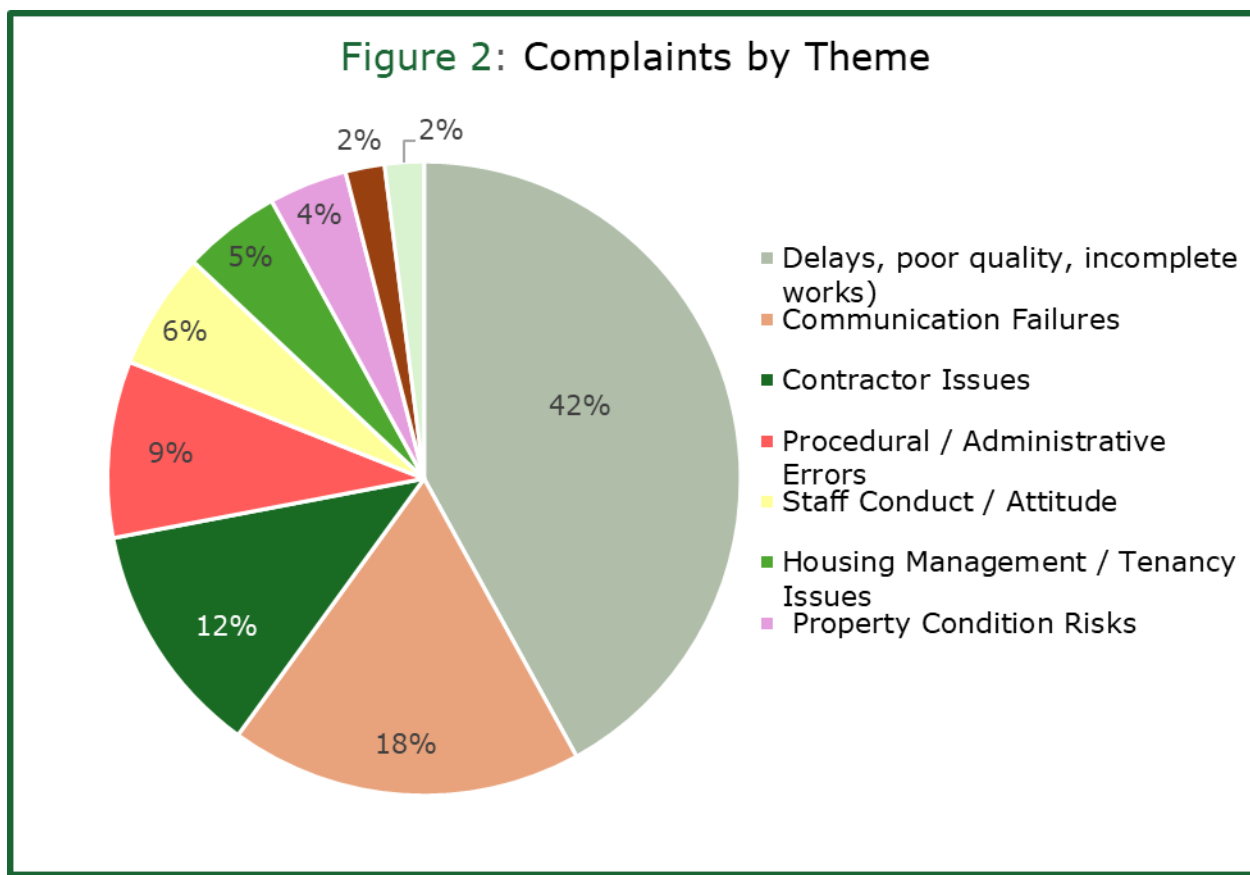


Figure 2 above shows a breakdown of complaints received by theme. Property Services has again been identified as the main service area requiring consideration and improvement. Delay to works, missed appointments, the quality of works, and the general lack of communication regarding the status of works 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 1<sup>st</sup> April 2025 to 31<sup>st</sup> 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 maintenance issues, cause the greatest dissatisfaction for tenants.

Figure 3: Escalated complaints by service area

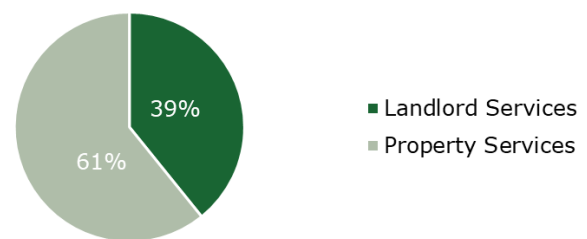
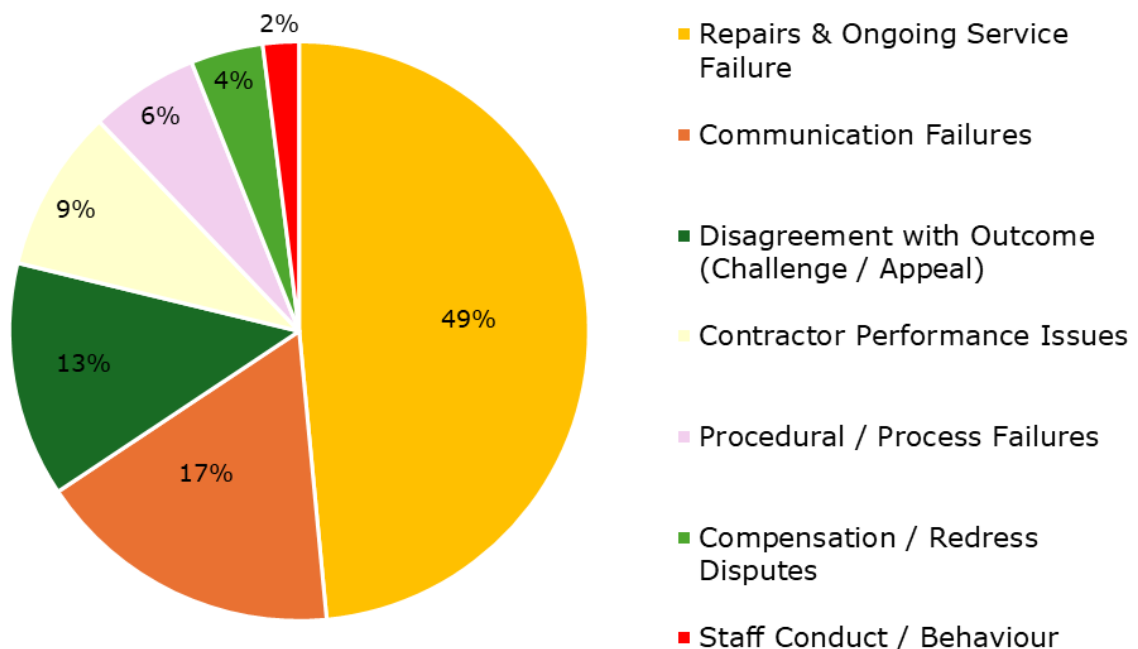


Figure 4: Stage 2 Complaints by Theme



## 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 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.

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*This document has been published by Nuneaton and Bedworth  
Borough Council*

*30 September 2026*

*Contact information:*

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## **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:<br><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              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Council housing complaints   Customer feedback   Nuneaton and Bedworth Borough Council</a><br><br><a href="#">Compliments, complaints and comments   Customer feedback   Nuneaton and Bedworth Borough Council</a> | 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 September 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              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                                                                                                                                       | 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 September 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                                             | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                                                                                                                                       | 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                |

|     |                                                                                                                                                                                                                                                                                      |     |                                                                |                                                                                                                                                                                                                                                                                                                                       |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | not complaints, but must be recorded, monitored and reviewed regularly.                                                                                                                                                                                                              |     |                                                                | <p>service they have or have not received.</p> <p>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 September 2026.</p>                                                                                              |
| 1.5 | A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.      | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 September 2026.</p> <p>The Council's Housing Management system can evidence that a service request continues to be delivered when a customer has a complaint logged.</p> |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p>                                                                                                                                                                                        |

|  |                                                                               |  |  |                                                                                                                                                          |
|--|-------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | their services, they also must provide details of how residents can complain. |  |  | 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              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Annual Housing Complaint Performance and Service Improvement Reports   Nuneaton and Bedworth Borough Council</a> | <p>This is set out on page 9 section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website .</p> <p>As reported in the Annual Housing Complaint Performance &amp; Improvement Report, all submitted complaints in 2025/26 were investigated and none rejected.</p> |
| 2.2            | <p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and</li> </ul> | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                                     | <p>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 .</p>                                                                                                                                                            |

|     |                                                                                                                                                                                                                                                                                                                                                                                           |     |                                                                |                                                                                                                                                                                                                                              |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p>Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>                                                                                                                                                                                                      |     |                                                                |                                                                                                                                                                                                                                              |
| 2.3 | <p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p>                                                     | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p> <p>Complaint investigators have discretion to consider complaints on an individual basis.</p> |
| 2.4 | <p>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.</p> | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p>                                                                                               |
| 2.5 | <p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>                                                                                                                                                                                                                                             | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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.</p>                                                                                     |

## Section 3: Accessibility and Awareness

| Code provision | Code requirement                                                                                                                                                                                                                                                                                                | Comply: Yes / No | Evidence                                                                                                                                                                                                                                                                                                           | Commentary / explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 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              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Council housing complaints   Customer feedback   Nuneaton and Bedworth Borough Council</a><br><br><a href="#">Vulnerable Persons Policy 2024-2027</a><br><br><a href="#">Landlord Services Reasonable Adjustment Policy 2025</a> | <p>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.</p> <p>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 .</p> <p>The Council has Vulnerable Persons Policy and will ensure that communication needs are met, along with a Reasonable Adjustments Policy to support those needs.</p> |
| 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                                                                                                                                                      | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Annual Housing Complaint Performance and Service</a>                                                                                                                                                                             | <p>This is set out on pages 9 and 10 in sections 8 of the Housing Complaints Policy and Procedure which is</p>                                                                                                                                                                                                                                                                                                                                                                                                |

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|     | pass details of the complaint to the appropriate person within the landlord.                                                                                                                                                     |     | <a href="#">Improvement Reports   Nuneaton and Bedworth Borough Council</a>                             | <p>available on the Council's website .</p> <p>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.</p> <p>Our front-line teams are trained to recognise what is a request for service compared to where there has been a potential service failure.</p> |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Make Things Right</a> | <p>We welcome feedback from our customers, including complaints and compliments and carry out Tenant Satisfaction Measure (TSM) surveys and other perception/transactional surveys. We publicise the various methods of how to complain on all outgoing communications.</p>                                                                                                                                                                                                                              |

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|     |                                                                                                                                                                                                                                                                                  |     |                                                                | <p>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.</p> <p>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.</p> |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in sections 4 and 9 of the Housing Complaints Policy and Procedure which is available on the Council's website.                                                                                                                                                                                                          |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in sections 1 of the Housing Complaints Policy and Procedure which is available on the Council's website.                                                                                                                                                                                                                |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf,                                                                                                                                                                | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out on page 9 and in section 7.13 of the Housing Complaints Policy and Procedure which is                                                                                                                                                                                                                                    |

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|     | and to be represented or accompanied at any meeting with the landlord.                                                                                                       |     |                                                                                                                                                                              | available on the Council's website .                                                                                                                                                                                                                                                                                            |
| 3.7 | Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Council housing complaints   Customer feedback   Nuneaton and Bedworth Borough Council</a> | <p>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 .</p> <p>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.</p> |

## Section 4: Complaint Handling Staff

| Code provision | Code requirement                                                                                                                                                                                                                                                                                                                     | Comply: Yes / No | Evidence                                                       | Commentary / explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 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              | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p> <p>The 'complaint officer' role is fulfilled by a team of trained officers.</p> <p>The Assistant Directors for Assets &amp; Compliance and Housing Services are responsible for ensuring complaints are reported to MRC/Strategic Engagement Board, Housing &amp; Communities Overview &amp; Scrutiny Panel, Leadership Board &amp; Senior Management Team.</p> <p>The Corporate Support and Data Compliance Manager is the corporate lead contact with the Housing Ombudsman and Local</p> |

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|     |                                                                                                                                                                                                                                       |     |                                                                | Government & Social Care Ombudsman.<br><br>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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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.<br><br>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 . |
| 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 | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in sections 13 of the Housing Complaints Policy and Procedure which is available on the Council's website .                                                                                                                                                                                                                                                                                                                                                     |

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|  | core service and must be resourced to handle complaints effectively |  |  | All complaints officers are suitably trained to ensure complaints handling is a priority service. |
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## Section 5: The Complaint Handling Process

| Code provision | Code requirement                                                                                                                                                                                                                                    | Comply: Yes / No | Evidence                                                       | Commentary / explanation                                                                                                               |
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| 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              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 5.2            | The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion. | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in sections 6 and 9 of the Housing Complaints Policy and Procedure which is available on the Council's website .       |
| 5.3            | A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.                                                                                | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in sections 6 and 9 of the Housing Complaints Policy and Procedure which is available on the Council's website .       |

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| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                                |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.                                                                                                                                                                                                                   | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                                |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in section 9 of the Housing Complaints Policy and Procedure which is available on the Council's website .<br><br>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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                                |

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|      |                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |                                                                                                                                                                                              | 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: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul> | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                               | 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 .                                                         |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                               | 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 .                                                         |
| 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                                                                                                                                                                         | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a><br><a href="#">Vulnerable Persons Policy 2024-2027</a><br><a href="#">Landlord Services Reasonable Adjustment Policy 2025</a> | 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.<br><br>The Council operates a Vulnerable Persons Policy, and a Reasonable |

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|      | adjustments must be kept under active review.                                                                                                                                                                                                                                               |     |                                                                                                              | 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 | <a href="#">Council Housing Complaint Policy and Procedure</a>                                               | 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 .                                                                                                                   |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a><br><a href="#">Remedy/Compensation Policy</a> | This is set out in section 11 of the Housing Complaints Policy and Procedure which is available on the Council's website .<br><br>The Council operates a Remedy/Compensation Policy which explains the                                                                 |

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|      |                                                                                                                                                                                                                                                                         |     |                                                                                                                                                                                                                                                                                                                         | 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 | <a href="#">Tenancy Agreements   Nuneaton and Bedworth Borough Council</a><br><br><a href="#">Forward   Anti-Social Behaviour Strategy 2024 - 2027   Nuneaton and Bedworth Borough Council</a><br><br><a href="#">Policy Statement   Anti-Social Behaviour Policy 2024-2027   Nuneaton and Bedworth Borough Council</a> | <p>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.</p> <p>The Council operates an Anti-Social Behaviour Strategy and Policy which outlines how unacceptable behaviour from residents may be managed.</p> <p>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.</p> |

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| 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 | <a href="#">Equality and diversity – Nuneaton and Bedworth Borough Council</a> | <p>For persistent behaviour the Equality Safeguarding Officer manages an Employee Safety Register.</p> <p>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.</p> |
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## Section 6: Complaints Stages

### Stage 1

| Code provision | Code requirement                                                                                                                                                                                                                                                                                                                                                                                        | Comply: Yes / No | Evidence                                                                                                                                                                                                                                   | Commentary / explanation                                                                                                                                                                                                                                                |
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| 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              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><a href="#">Vulnerable Persons Policy 2024-2027</a><br><a href="#">Landlord Services Reasonable Adjustment Policy 2025</a><br><a href="#">Remedy/Compensation Policy</a> | <p>This is set out in section 9 of the Housing Complaints Policy and Procedure which is available on the Council's website .</p> <p>The Housing Management System is checked when assessing a complaint to determine how to approach and respond to each complaint.</p> |
| 6.2            | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>                                                                                                                                                                                                                                      | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                                                                             | <p>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 .</p>                                                                                                                       |
| 6.3            | Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.                                                                                                                                                                                                                                                                    | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                                                                                                                                             | <p>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 .</p>                                                                                                                       |

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| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .  |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .   |
| 6.6 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.                                 | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.7 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.                                                                                                                                       | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |

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|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |                                                                | 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                                                                                              |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul> | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p> <p>Templates are in operation to ensure that the Council includes all information required under the Code in our communications.</p> |

## Stage 2

| Code provision | Code requirement                                                                                                                                                                                                                | Comply: Yes / No | Evidence                                                       | Commentary / explanation                                                                                                                                 |
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| 6.10           | If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.                              | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.11           | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.                                                         | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .             |
| 6.12           | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .             |
| 6.13           | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.                                                                                                           | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .             |

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| 6.14 | Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.                                                                                                                                                                                                    | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.15 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.16 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.                                                                                                                                                                                  | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.18 | Landlords must address all points raised in the complaint definition and provide                                                                                                                                                                                                                                                  | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | This is set out in section 9, specifically 9.19 of the                                                                                       |

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|      | clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |                                                                | Housing Complaints Policy and Procedure which is available on the Council's website.                                                         |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul> | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 . |

## Section 7: Putting things right

| Code provision | Code requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Comply: Yes / No | Evidence                                                                                                         | Commentary / explanation                                                                                                                                                                                         |
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| 7.1            | <p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul> | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a>                                                   | This is set out in Section 11, of the Housing Complaints Policy and Procedure which is available on the Council's website .                                                                                      |
| 7.2            | Any remedy offered must reflect the impact on the resident as a result of any fault identified.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a><br><br><a href="#">Remedy/Compensation Policy</a> | <p>This is set out in Section 11, of the Housing Complaints Policy and Procedure which is available on the Council's website .</p> <p>The Council operates a Remedy/Compensation Policy which stipulates the</p> |

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|     |                                                                                                                                                                                   |     |                                                                                                              | 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 must be followed through to completion. | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a><br><a href="#">Remedy/Compensation Policy</a> | 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.                                               |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.                                                                        | Yes | <a href="#">Remedy/Compensation Policy</a><br><a href="#">Council Housing Complaint Policy and Procedure</a> | The Remedy/Compensation Policy considers the compensation guidance issued by the Housing Ombudsman.<br><br>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                                                                                                                                                                                                                        |
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| 8.1            | Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:<br>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.<br>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;<br>c. any findings of non-compliance with this Code by the Ombudsman;<br>d. the service improvements made as a result of the learning from complaints;<br>e. any annual report about the landlord's performance from the Ombudsman; and<br>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. | Yes              | <a href="#">Annual Housing Complaint Performance and Service Improvement Reports   Nuneaton and Bedworth Borough Council</a><br><a href="#">Council Housing Complaint Policy and Procedure</a> | <p>This is clearly set out in Section 12, of the Housing Complaints Policy and Procedure which is available on the Council's website .</p> <p>The annual complaints performance and service improvement report is published on our website.</p> |
| 8.2            | The annual complaints performance and service improvement report must be                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Yes              | <a href="#">Cabinet Report - June 2026</a> – pages 65 to 124                                                                                                                                   | The annual complaints performance and service                                                                                                                                                                                                   |

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|     | 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. |     | <a href="#"><u>Cabinet response to Housing Complaint Performance Report   Nuneaton and Bedworth Borough Council</u></a> | improvement report is presented to Cabinet and the minutes are published on our website.<br><br>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 | <a href="#"><u>Council Housing Complaint Policy and Procedure</u></a>                                                   | 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 . |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.                                                                                                              | Yes | <a href="#"><u>Council Housing Complaint Policy and Procedure</u></a>                                                   | 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 .                |
| 8.5 | If a landlord is unable to comply with the Code due to exceptional circumstances,                                                                                                                                  | Yes | <a href="#"><u>Council Housing Complaint Policy and Procedure</u></a>                                                   | This will be done in any exceptional circumstances.                                                                                                                                                                                                      |

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

| Code provision | Code requirement                                                                                                                                                                                                                                       | Comply: Yes / No | Evidence                                                       | Commentary / explanation                                                                                                                                                                                     |
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| 9.1            | Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.                                                                         | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                |
| 9.2            | A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.         | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                                |
| 9.3            | Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.   | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .                                                               |
| 9.4            | Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. | Yes              | <a href="#">Council Housing Complaint Policy and Procedure</a> | 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 .<br><br>The Assistant Directors of Housing Services and |

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|     |                                                                                                                                                                                                                                                                                                  |     |                                                                | <p>Assets and Compliance are the senior lead persons accountable for complaint handling within the Council's housing service.</p> <p>Complaint Performance data is analysed on a monthly basis to identify themes, trends and issues and risks.</p>                                                                                       |
| 9.5 | In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').                               | Yes | <a href="#">Cabinet Report - June 2026</a> – pages 65 to 124   | <p>The Housing Portfolio Holder is appointed as Member Responsible for Complaints (MRC).</p> <p>Training has been carried out with the Portfolio Holder for Housing on the role of MRC.</p>                                                                                                                                               |
| 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 | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>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 .</p> <p>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</p> |

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|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |                                                                       | <p>performance and trends are discussed.</p> <p>The Portfolio Holder for Housing and MRC provides the Housing &amp; 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.</p> <p>The Housing Portfolio Holder and MRC is provided administrative support from Committee Services and also has access to Officers at all levels.</p> |
| 9.7 | <p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders</li> </ul> | Yes | <p><a href="#">Council Housing Complaint Policy and Procedure</a></p> | <p>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.</p> <p>The Assistant Directors for Housing Services and Assets and Compliance meet on a monthly basis with the Portfolio Holder for Housing and MRC where</p>                                                                                                                              |

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|     | <p>related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>                                                                                                                                                                                                                                                                                                                                                                                                                        |     |                                                                | <p>complaint handling performance and trends are discussed.</p> <p>The Portfolio Holder for Housing and MRC provides the Housing &amp; 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.</p> |
| 9.8 | <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p> | Yes | <a href="#">Council Housing Complaint Policy and Procedure</a> | <p>This is set out in Section 3 of the Housing Complaints Policy and Procedure which is available on the Council's website.</p>                                                                                                                                                                                 |