

LBC Annual Complaints Report 21/22 – APPENDIX 6

Section 8.4 of the Annual Complaints Report 21/22 Housing Ombudsman

1. Determinations/Outcomes

2020/2021 data in brackets

| Service | Housing Management | Property Management |
|--|--------------------|---------------------|
| Maladministration & Injustice | 0 (1) | 0(1) |
| Service Failure | 6 (1) | 11 (4) |
| No Maladministration | 0 (1) | 2 (4) |
| Premature/ Local resolution | 21 (9) | 29 (17) |
| Outside jurisdiction | 1 (1) | 0 (2) |
| Discretion/NFA | 0 (1) | 0 (3) |
| Open | 0 (1) | 0 (5) |
| TOTAL | 28 (15) | 42 (36) |

2. Complaint Handling Failure Orders 2021/2022

2.1 The Housing Ombudsman states: *“The purpose of complaint handling failure orders is to ensure that a landlord’s complaint handling process is accessible, consistent and enables the timely progression of complaints for residents. They may be issued in relation to failings in an individual case where we have taken reasonable steps to seek engagement from a landlord, but the resident remains unable to progress a complaint. They may also be issued where there is evidence of a systemic issue within a landlord’s complaint handling”.*

2.2 The Council was issued with 3 CHFOs in 2021/2022

| Date issued | Service Area | Reason for issue | Actions required |
|---------------|---|--|--|
| July 2021 | Central Complaints | Complaints procedures and processes not being compliant with the Ombudsman’s Complaint Handling Code. (late publication of the self-assessment 20/21). | Publish self-assessment - Completed within required timescales |
| November 2021 | Housing Repairs (ref: 2911214COM) | Unreasonable delays in accepting or progressing a complaint through its process. | Provide Stage 1 response - Completed (Resident requested a Stage 2 review) |
| February 2022 | Housing Repairs (case ref: 25102113COM) | Unreasonable delays in accepting or progressing a complaint through its process | Provide Stage 1 response - Completed (Resident requested a Stage 2 review) |