

**REPORT TITLE: COMPLAINTS HANDLING IN HOMES AND NEIGHBOURHOODS**

<b>Growth &amp; Regeneration Scrutiny Panel</b>	25 <sup>th</sup> March 2024
<b>Cabinet Member</b>	Cllr Moses Crook, Housing & Highways
<b>Key Decision Eligible for Call In</b>	No Yes
<b>Purpose of Report</b> To inform Growth & Regeneration (G&R) Scrutiny Panel on the position with regards to complaints handling within Homes & Neighbourhoods (HN). Being able to evidence effective complaints handling forms part of the new requirements for social housing landlords, as set out in the Social Housing (Regulation) Act 2023 and the Housing Ombudsman's Complaints Handling Code. The approach to complaints handling also remains an integral part of HN's journey towards service excellence and the council's ambitions to improve overall tenant satisfaction levels.	
<b>Recommendations</b> <ul style="list-style-type: none"> <li>That G&amp;R Scrutiny Panel comment on the contents of the report and provide officers with feedback on areas of concern in relation to complaints handling to enable further action to be taken and improvements made.</li> </ul>	
<b>Reasons for Recommendations</b> <ul style="list-style-type: none"> <li>Feedback from the Scrutiny Panel will support HN's journey to ensure Kirklees Council is compliant with the new statutory requirements for social housing landlords in relation to complaints handling for tenants, and that progress is being made to improve tenant satisfaction.</li> </ul>	
<b>Resource Implications</b> <ul style="list-style-type: none"> <li>There are no resource implications arising from this report.</li> </ul>	
<b>Date signed off by <u>Strategic Director</u> &amp; name:</b>	David Shepherd
<b>Is it also signed off by the Service Director for Finance?</b>	N/A
<b>Is it also signed off by the Service Director for Legal Governance and Commissioning?</b>	N/A

**Electoral wards affected:** All

**Ward councillors consulted:** None

**Public or private:** Public

**Has GDPR been considered?** Yes

## **1 Executive Summary**

- 1.1.1 To update G&R Scrutiny Panel on the position with regards to complaints handling within Homes and Neighbourhoods (H&N) on behalf of Kirklees Council, and specifically:
- 1.1.2 The new regulatory framework, as set out in the Social Housing (Regulation) Act 2023 and the Housing Ombudsman's Complaints Handling Code that the council is required to comply with to ensure effective complaints handling.
- 1.1.3 To note progress made to date by HN to self-assess against the updated Housing Ombudsman Complaints Handling Code (CHC) that was published on 8<sup>th</sup> February 2024 to ensure the council will meet all the requirements by 1<sup>st</sup> April 2024. To note that the updated Housing Ombudsman CHC will align with the Local Government and Social Care Ombudsman Complaints Handling Code that comes into effect from April 2026. This will support the Council's longer term aim to develop a corporate approach to the management of complaints throughout the authority.
- 1.1.4 Details of HN's complaints handling performance for the year 2023, compared to 2022.
- 1.1.5 Summary of cases referred to the Housing Ombudsman in 2023, including maladministration determinations made against the council, and
- 1.1.6 Summary of learning identified by HN to address the key issues highlighted in relation to complaints handling. This also provides further opportunities to improve the services to customers and increase overall tenant satisfaction.

## **2 Information required to take a decision**

### **2.1 Regulation**

- 2.1.1 All social housing landlords are required to carry out an annual self-assessment against the Housing Ombudsman Complaints Handling Code and publicise this to customers. The first self-assessment was mandatory and was completed in December 2020 (however, Kirklees has continued to undertake annual non-mandatory self-assessments). The Code at this time also included both mandatory requirements along with good practice guidance. In 2022 H&N reviewed its complaints handling procedures to ensure it complied fully with the Housing Ombudsman's Complaints Handling Code. This included the publication of a new complaints handling strategy, a refreshed complaints handling policy including redress and compensation procedures in September 2022. The Policy can be found at <https://www.kirklees.gov.uk/beta/council-housing/pdf/complaints-policy-final.pdf>
- 2.1.2 A further self-assessment was undertaken in June 2023 in response to further updates to the Code (increase in mandatory requirements) and to inform ongoing progress and learning in relation to complaints handling. This was endorsed by the Portfolio Holder for Democracy and Housing in August 2023. Details of this assessment can be found at <https://www.kirklees.gov.uk/beta/council-housing/pdf/complaints-handling-code-self-assessment.pdf>
- 2.1.3 At the end of September 2023, the Housing Ombudsman Service launched a statutory consultation on the proposal to introduce a joint Code with the Local Government and Social Care Ombudsman. The aim is to bring more consistency to the approach to complaint handling across local authorities with responsibility for the management and maintenance of social housing. In anticipation of the new joint Code, a further self-assessment commenced which focused on ensuring the council will meet all the requirements of the new Code.

- 2.1.4 On Thursday 8<sup>th</sup> February 2024 it was announced that in response to the consultation, and to recognise the different legal powers the organisations hold, two closely aligned Codes for complaint handling – one for council services outside of housing and one for landlords and housing authorities will apply’. Therefore an ‘aligned’ rather a ‘joint’ code will now apply. Whilst the Housing Ombudsman’s Code will apply from April 2024 the Local Government and Social Care Ombudsman Code will have a full launch in April 2026. This means the Council will need to submit its self-assessment annually to the Housing Ombudsman at the same time as their Tenant Satisfaction Measures (TSMs) which will be 30<sup>th</sup> June 2024 (see para 2.1.8 below). Given the new Code was updated and published on 8<sup>th</sup> February 2024 work is ongoing to assess where any changes have been made since the consultation closed in November 2023.
- 2.1.5 Under the **Social Housing (Regulation) Act 2023**, the Housing Ombudsman’s Complaint Handling Code will become statutory and there will be a legal duty on the Council, as a social landlord, to full comply with the Code. The Act also increases the powers of, and places a statutory duty on, the Ombudsman to monitor compliance with the Code from 1 April 2024. As a social housing landlord, Kirklees Council can be inspected from this date onwards.
- 2.1.6 Effective complaints handling is included within the Transparency, Influence and Accountability Consumer Standard which states ‘...that as a landlord we must have a clear approach to complaints so that tenants can raise their concerns and when they do, we listen to what we are being told and have effective processes for handling the complaint and act promptly to put things right’. This is one of four **Consumer Standards** that will be effective from April 2024, forming part of the Regulator of Social Housing’s new inspection regime. The Transparency, Influence and Accountability Standard will operate alongside the work of the Housing Ombudsman Service by setting expectations for social housing landlords in relation to how organisations handle complaints and incorporating requirements around transparency to tenants.
- 2.1.7 The Regulator will test the effectiveness of landlords’ complaints handling procedures, primarily through published information that all landlords will be required to produce on annual basis about overall performance in relation to the regulatory standards. These are known as the **Tenant Satisfaction Measures (TSMs)** and are a core set of performance measures against which all providers must publish their performance. Complaints forms part of the ‘Tenant Perception’ measures which will be based on tenants’ view of how the Council is performing.
- 2.1.8 From 1 April 2023 all landlords that own relevant social housing stock were required to calculate and publish all TSMs on an annual basis. The first full year’s TSM data will cover the period April 2023 to March 2024. The Council must submit their return to the Regulator by 30<sup>th</sup> June 2024 and these will be published in Autumn 2024.

## **2.2 Performance**

- 2.2.1 A complaint is defined as *‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents’*.
- 2.2.2 Stage 1 complaints must be acknowledged and logged within five working days of receipt and a response must be issued within 10 working days of the complaint being logged. Landlords must accept a request by the resident to escalate the complaint to stage 2 unless an exclusion applies. Stage 2 responses must be issued within 20 working days of the complaint being escalated.

2.2.3 The following provides a summary of complaints handling performance for the calendar year 2023 (January to December) with a comparison against 2022 and where applicable a benchmark against data provided by the Housing Quality Network (HQN).

Indicator	Benchmark	2022	2023	Change
Number of formal complaints logged	n/a	484	979	+100%
Number of Stage 1 complaints logged	n/a	429	803	+87%
Number of Stage 2 complaints logged	n/a	55	176	+300%
Complaints upheld at Stage 1	n/a	62.41%	61.86%	-0.55%
Complaints upheld at Stage 2	n/a	53.19%	58.57%	+5.38%
Stage 1 responded to in 10 day timescale	83.9%	65.76%	77.23%	+11.47%
Stage 2 responded to in 20 day timescale	72.%	75%	82.86%	+7.86%
Compliments received	n/a	68	96	+28

The top 3 reasons for complaints during 2023 were:

- 49% Poor information supplied (e.g. no clarity on when works will be carried out).
- 27% Lack of communication (e.g. failure to keep in contact).
- 24% Further work required/repair not worked.

2.2.4 As outlined above, complaints handling forms part of the TSMs ('Tenant Perception' measures) which will be based on tenants' views of how the council is performing. There is also a suite of 'Management Information' measures included in the TSMs which are based on information to be provided directly by the landlord). The TSMs includes two specific questions on the topic of complaints and the following shows the results from the TSM survey undertaken in 2023 where 2636 (or 13%) of households took part:

- a) *Have you made a complaint to Kirklees Council Housing Services in the last 12 months?* – 30% of tenants said they complained
- b) *How satisfied or dissatisfied are you with Kirklees Council Housing Services approach to complaints handling* – 23% said they were satisfied.

The regulatory complaints satisfaction question is considered very broad, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues, as opposed to the much narrower formal complaints procedure. Almost a third of tenants that responded to the survey claim to have made a complaint, which is a very large proportion. Experience with this question has shown that it will include relatively few who used the formal complaints process. Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed the Council needed to solve. The results should therefore be viewed as comments on how the Council deals with issues or problems that arise, rather than a measure of how the formal complaint process performs.

- 2.2.5 Whilst, as reported earlier, there was a 100% increase in formal complaints received in 2023 (979) (the majority for Property Services who continue to receive the highest number of complaints). This increase must also be looked at in the context of the large volume of customer interactions last year, in relation to the repairs service (99,784 repairs), and the 72,000 telephone enquiries that were handled by the Customer Support and Information Team in Homes and Neighbourhoods.
- 2.2.6 However, it remains clear the high volumes of complaints are an indicator of the quality a service the tenant believe he/she has received and the key lesson for the Council is to improve the approach to customer service so that it is right first time more often. However it should be noted that more recently, the service has publicised its complaints process and made it more accessible. Low complaint volumes are potentially a sign that individuals are unable to complain and so dissatisfaction may have gone unreported and unresolved.
- 2.2.7 It is also recognised that a number of proactive national campaigns led by the Housing Ombudsman throughout 2023 which included the publishing of Spotlight and Insight Reports e.g. 'Damp and Mould – It's not lifestyle' has contributed to the rise in the number of complaints received across the social housing sector.
- 2.2.8 The vast majority of complaints are received electronically (via the council's website or by email), 50% in 2023 with around 40% by telephone. Other options to report complaints include face to face, in writing, via other social media platforms (Facebook, X (formally Twitter) or Trust Plot or, through a 3<sup>rd</sup> party e.g. Ward Member.
- 2.2.9 Whilst the reasons outlined in paragraphs 2.2.6 and 2.2.7 above may have contributed to the increase in the number of complaints received, it is accepted that the increase in numbers (and also high percentage of complaints upheld at approximately 60%) is a result of dissatisfaction with services provided. It is essential therefore that continuous learning from complaints and improvements made to services as a result, remains a priority.

### **2.3 Housing Ombudsman Determinations and Case Management in 2023**

- 2.3.1 Landlords are obliged to comply with any orders made in a determination by the Housing Ombudsman where failures have been identified. The target dates for orders to be complied with are set out with the orders in both the investigation report and the determination letter.
- 2.3.2 If the Housing Ombudsman does not receive evidence of compliance with the determination, this can lead to a **Complaint Handling Failure Order (CHFO)** for non-compliance. If there is continued non-compliance with orders, the Housing Ombudsman can report this to a landlord's board or scrutiny panel, make a referral to the Regulator, publish a special report on the non-compliance on their website and order a landlord to publish details of its non-compliance. To date, no CHFO's have been made against Kirklees Council.
- 2.3.3 However, during 2023 the Housing Ombudsman made 3 **maladministration** determinations against the council where services or officers had failed to do something, did something that should not have happened or, unreasonably delayed dealing with the matter. No severe maladministration findings have been made against Kirklees Council. Any severe maladministration is published by the Housing Ombudsman. There is no mandatory requirement at this time for landlords to publish details of any maladministration cases. A summary of the basis for the maladministration cases against the council is as follows:

- Case 1  
How Kirklees responded to a tenant's reports of anti-social behaviour (ASB) and disrepair to their home. The council was ordered to pay compensation of £650, to review the resident's reports of ASB and set out our position (follow up actions following the review) in writing. This was actioned and completed.
- Case 2  
How Kirklees handled reports of leaks from the resident's shower and service failure in respect of the council's poor handling of the associated complaint. The council was ordered to pay the resident a total amount of £425 in compensation (£350 for the delays in completing repairs to the shower and £75 for poor complaint handling). This was actioned and completed.
- Case 3  
The actions of a contractor employed by Kirklees caused distress to a tenant when they carried out a property inspection. The council was ordered to pay the resident £250 in compensation in recognition of the distress caused. The resident refused the level of compensation offered.

2.3.4 During 2023, the Housing Ombudsman also requested detailed information or evidence in relation to a further 5 cases to determine whether a formal investigation was warranted. These related to complaints regarding:

- ASB/Harassment.
- Property condition at sign up, damp/mould and poor communication.
- Property condition at sign up, damp/mould, handling of repairs, poor complaints handling and the level of compensation offered.
- Damp and mould.
- Handling of reports of gas leaking from a boiler.

Following information provided by the council to the Housing Ombudsman, it was determined that 4 of the 5 cases would not be investigated further (no case to answer by the council).

2.3.5 In late 2023 the Housing Ombudsman introduced an on-line portal for case handling of complaints. As at the end of December 2023, in addition to the 5 cases referred to above, a further 18 cases were logged on the portal. These cases may still be considered by the Housing Ombudsman. Relevant managers are notified, where possible, of cases logged to enable preparatory work to take place, where appropriate, should the Ombudsman determine a formal investigation is necessary. In summary the main themes are:

- 7 cases                Leaks, Damp and Mould.
- 4 cases                Harassment, ASB.
- 1 case                 Repairs
- 1 case                 Staff Conduct
- 1 case                 Parking
- 1 case                 Costs Incurred
- 3 cases                No Description.

## **2.4 Continuous Learning and Improvement**

- 2.4.1 The Housing Ombudsman encourages landlords to use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery. Effective and positive complaint handling also provides a valuable insight into the services provided by the council as a landlord and how we are perceived and received by tenants. The lessons learned from a complaint or complaints can improve the quality and focus of services provided to tenants.
- 2.4.2 The renewed Kirklees Council's Complaints Strategy, produced by the Housing Quality Network (HQN) on behalf of HN, has been in place for almost 18 months. As this report outlines HN have seen a significant increase in the number of complaints received in 2023, 60% of which have been upheld. A high number of upheld cases is a clear indication that further service and behaviour changes are to improve tenant satisfaction and drive up service standards.
- 2.4.3 As outlined in paragraphs 2.1.4 and 2.1.5 above, a revised Complaint Handling Code is to be introduced from April 2024. A self-assessment commenced in November 2023 focused on ensuring the council will meet all the requirements of the new Code. This has highlighted areas where the Council remains compliant but also where more work is needed to meet all the requirements. The following provides a summary of learning identified and progress on service improvements to date:
- 2.4.4 Standards of Service - A fundamental lesson to learn is that the level and standard of service needs to improve from the way we deal with repairs to how we respond to ASB so not as many complaints are generated in the first place.

Since the introduction of the Complaints Policy in September 2022 the focus has been on improving the structure of complaints handling, making sure residents are more aware of and have easier access to make a complaint. Progress across the service can be demonstrated by the significant increase in the level of complaints received as a result of the introduction of the policy.

There is a requirement now to realign the priority focus from tackling 'volumes' of complaints, meeting timescales to 'respond' and addressing the 'outcomes' of complaints, to concentrate further on the service's efforts to reduce repeat types of complaints that are being upheld by addressing the underlying causes. This will enable the council to better respond to complaints and channel the learning to improve services to tenants.

- 2.4.5 Communication - it is essential that investigating managers communicate directly with the complainant during the investigation.
- 2.4.6 Clear timescales - need to be provided in relation to actions and remedies to resolve complaints and prevent escalation to stage 2 or the Housing Ombudsman.
- 2.4.7 Record keeping - the importance of keeping detailed records of how and when we communicate, what we have done in terms of actions and importantly that these are stored in a place that is accessible to everyone.

In response to the three areas identified above, communications have been sent to investigating managers to re-iterate the requirements of good complaint handling. Audits of complaint responses are also now undertaken to identify any gaps or where improvements are required. In addition, the Customer Experience Team is meeting with service leads to feedback on their complaint's performance against the code and offer support, guidance and training where required.

2.4.8 Website - improvements to the information provided to customers in relation to complaints on the website are needed and these are scheduled to take place in February 2024 to provide more information on how to make a complaint and the role of the Housing Ombudsman, further improvements will be made in April to reflect the requirements of the new code when it is introduced.

2.4.9 Data and Insight - An area to improve relates to the use of data gathered as part of complaints handling to identify underlying thematic causes and trends and develop solutions at the earliest opportunity. As outlined above the main reasons for complaints remains consistent year on year and are described includes 'poor information supplied' or 'lack of communication.' Our current complaints handling dashboard does not record by theme e.g. ASB, repairs etc., requiring manual reporting to better understand the areas where most complaints are made. For the 3 month period ending December 2023 the main types of complaint were in relation to:

- General Repairs
- Roofs
- Gutters, Facias and Soffits
- Heating, Hot Water, Radiators and Gas Servicing
- ASB
- Damp, Mould and Condensation

As a result, HN's Customer Experience Team (CET) are reviewing the Complaints Handling Dashboard to better capture themes and trends arising from complaints and these changes will go live in April 2024. This will enable us to categorise, identify and respond to complaints in terms of learning and improvements in service delivery, much earlier and, until such time as the new housing management system (CX) is launched.

2.4.10 Training - Formal complaints training was provided in 2022 following the introduction of the policy in 2022. However new training will be required to focus on the new Joint Code's statutory requirements and as a result changes to the Complaints Handling Policy.

This will include the new updated definition of a complaint, Complaint Stages (Section 6 of the self-assessment) and strengthening our existing complaint handling to provide more emphasis to how we learn from complaints.

The aim is to deliver new training to all Managers and staff from Quarter 1 onwards in 2024/2025.

2.4.11 Corporate Approach to Complaints Handling - The updated Housing Ombudsman Complaints Handling Code (CHC) becomes statutory from 1<sup>st</sup> April 2024. As outlined in this report an aligned Housing Ombudsman Service and Local Government and Social Care Ombudsman Code will be introduced from April 2026 to bring more consistency to the approach to complaint handling across local authorities with responsibility for the management and maintenance of social housing. Taking this into account, options to integrate complaints handling corporately across the Council will be considered which take account of the requirements of the Social Housing Regulation Act 2023.



## **2.5 Tenant Satisfaction**

2.5.1 As outlined in paragraphs 2.1.7, 2.1.8 and 2.2.2 above Tenant Satisfaction Measures (TSMs) and are a core set of performance measures against which all providers must publish their performance. Complaints forms part of the 'Tenant Perception' measures which will be based on tenants' view of how the Council is performing.

As part of the 2023 survey, when asked 'how satisfied or dissatisfied are you with Kirklees Council Housing Services approach to complaints handling – 23% of customers said they were satisfied.

2.5.2 To complement the annual survey, a text survey is in place to gather feedback and satisfaction information from customers when a complaint is resolved. Response rates remain consistently low at only 25%. The table below provides the overall satisfaction % in relation to the 5 questions asked:

- 50.4% How easy were H&N to deal with?
- 54.1% How satisfied are you with the information and advice you received about your complaint?
- 73.7% How satisfied were you with the attitude of staff dealing with your complaint?
- 32.3% Overall how satisfied are you with the final outcome of your complaint?
- 42.1% Overall how satisfied are you with the experience of H&N complaints service?

2.5.3 Taking the above into account, work is ongoing to review HN's approach to collecting satisfaction information from customers to improve the level of and quality of feedback received from customers. This will include the use of telephone surveys to gather feedback and will be implemented from April 2024. This will help inform teams' learning and improvement around complaints handling moving forwards and improve satisfaction against this measure.

## **3 Implications for the Council**

### **3.1 Working with People**

3.1.1 The findings from the Tenant Satisfaction Measures (TSM), other customer surveys and complaints provide a reliable source of learning to identify issues and introduce positive changes in service delivery. Learning from the 'tenant's voice' is a primary route through which the council can evidence listening and acting on the views of tenants and leaseholders.

### **3.2 Working with Partners**

3.2.1 HN are responsible for meeting the regulatory requirements of the Joint Complaints Handling Code, and the Regulator's Consumer Standards, however, this cannot be achieved in isolation. Council tenants receive services from across the council, its partners and contractors e.g. grounds maintenance, community safety etc. The approach to complaints handling incorporates consultation, communication and partnership working across services and partners. Collaborative working with the council's corporate complaints team is also crucial to ensure alignment with the corporate policy and processes, whilst also meeting the regulatory requirements

### **3.3 Place Based Working**

3.3.1 HN recognise the importance of a place-based approach in relation to complaints handling, and will endeavour to consider the needs of customers, their support networks and how they access services when responding to complaints. The complaints handling policy allows for advocates to act on behalf of the customer including Ward Councillors and MPs, and flexibility to ensure the service is accessible to all customers e.g., offering home visits or meetings in suitable locations to meet the needs of our customers. In this context, HN colleagues meet regularly with corporate Councillor/MP Enquiries' teams to ensure consistency in how we deal with all enquiries including complaints received by Cllrs/MP's on behalf of tenants.

### **3.4 Climate Change and Air Quality**

3.4.1 Complaints handling promotes web, telephone and email contact with customers to reduce the need to send letters and other documents in the post, and to reduce travel where appropriate.

### **3.5 Improving outcomes for children**

3.5.1 Children are not generally involved directly in complaints. However, ensuring that the home is well maintained, safe and that tenants and their families feel supported is key to the development and implementation of service improvements.

### **3.6 Financial Implications**

3.6.1 Dissatisfied tenants are more likely to want to complain which has a direct impact on capacity and resources at a time of extreme budget constraints. Complaints Handling is administered by the Customer Experience Team, comprising 5 FTE staff budgeted at £195,995 in 2023/24. Based upon the 979 formal complaints received in 2023, it costs on average £200 to administer each complaint received. If it takes on average of 3 hours for a manager to investigate and respond, the average cost will be in the region of at least £300 to deal with each complaint received, or almost £300,000 per year.

The cost to respond to a Housing Ombudsman 'call for evidence' is estimated to be at least £2,222 per case, dependent upon the complexity. Given the 8 cases referred to in paragraphs 2.3.3 and 2.3.4 above, the cost to respond was in the region of £17,800 which does not include any compensation paid.

3.6.2 The Complaints Handling Policy includes a compensation policy which provides a robust, consistent and transparent framework when considering redress. This ensures that any compensation is fair, appropriate to the situation and protects council resources. In 2023/24 the budget is £18,700 and is forecast to be spent in full by the end of March.

### **3.7 Legal Implications**

3.7.1 Poor complaint handling and low levels of tenant satisfaction is potentially a key indicator that as a social landlord may not be compliant with the Regulator's Consumer Standards and/or the Joint Complaints Handling Code.

### **3.8 Other (e.g. Risk, Integrated Impact Assessment or Human Resources)**

3.8.1 An updated Integrated Impact Assessment (IIA) is to be underway to reflect the requirements contained within the revised joint handling code. Any recommendations arising from the assessment will be incorporated into the revised Policy.

## **4 Consultation**

4.1 No formal consultation has taken place in the development of this report or, changes to the Complaints Handling Policy as a result of the new statutory requirements set out in the Joint Complaints Handling Code. See Item 5 below regarding engagement with Tenants and Leaseholders.

4.2 The self-assessment undertaken to reflect the requirements of the new Joint Handling Code and a revised Complaints Handling Policy will be shared with the relevant governance structures prior to endorsement by the Portfolio Holder for Housing and Highways.

## **5 Engagement**

5.1 Customer Surveys are the primary engagement method used to gather satisfaction data from council tenants and leaseholders to inform satisfaction with complaints handling.

5.2 Tenants and Leaseholders are engaged with on an annual basis, in relation to the council's performance in relation to complaints handling (Annual Report).

5.3 The Tenant Voice Panel receives a quarterly performance report on complaints and, will be updated on the changes proposed to the Complaints Handling Policy, in accordance with the requirements set out in the new Joint Handling Code.

## **6 Options**

6.1 No other options have been considered in the development of this report.

### **Options considered**

6.2 Not applicable

### **Reasons for recommended option**

6.3 Not applicable

## **7 Next steps and timelines**

7.1 The timetable for the consideration of this report is as follows:

H&N SMT	7 <sup>th</sup> February 2024
G&R SLT	14 <sup>th</sup> February 2024
ELT	20 <sup>th</sup> February 2024
Housing PHB	5 <sup>th</sup> March 2024
Executive Board	11 <sup>th</sup> March 2024
G&R Scrutiny	25 <sup>th</sup> March 2024

7.2 The above flightpath for reporting will be followed unless otherwise directed.

## **8 Contact officers**

Michelle Anderson-Dore, Head of Housing Management and Partnerships

Tel: 01484 221000 ext 78969

Email: [michelle.anderson-dore@kirklees.gov.uk](mailto:michelle.anderson-dore@kirklees.gov.uk)

Robert Scott, Partnerships Strategic Manager

Tel: 01484 221000 ext 73543

Email: [robert.scott@kirklees.gov.uk](mailto:robert.scott@kirklees.gov.uk)

## **9 Background Papers and History of Decisions**

9.1 None.

## **10 Appendices**

10.1 None.

## **11 Service Director responsible**

Naz Parkar for Homes & Neighbourhoods

Tel: 01484 221000 ext 75312

Email: [naz.parkar@kirklees.gov.uk](mailto:naz.parkar@kirklees.gov.uk)