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Hinckley & Bosworth
Borough Council

Bill Cullen MBA (ISM), BA(Hons) MRTPI
Chief Executive

Date: 16 June 2025

**To: Members of the Ethical Governance and
Personnel Committee**

Cllr CE Green (Chair)
Cllr A Pendlebury (Vice-Chair)
Cllr SL Bray
Cllr MB Cartwright
Cllr MA Cook

Cllr MJ Crooks
Cllr WJ Crooks
Cllr C Harris
Cllr KWP Lynch

Copy to all other Members of the Council

(other recipients for information)

Dear member,

There will be a meeting of the **ETHICAL GOVERNANCE AND PERSONNEL COMMITTEE** in the De Montfort Suite, Hinckley Hub on **TUESDAY, 24 JUNE 2025** at **6.30 pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Owen'.

Rebecca Owen
Democratic Services Manager

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- *There are two escape routes from the Council Chamber – at the side and rear. Leave via the door closest to you.*
- Proceed to **Willowbank Road car park**, accessed from Rugby Road then Willowbank Road.
- **Do not** use the lifts.
- **Do not** stop to collect belongings.

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Members of the public, members of the press and councillors are hereby informed that, in attending the meeting, you may be captured on film. If you have a particular problem with this, please contact us so we can discuss how we may accommodate you at the meeting.

Use of mobile phones

To minimise disturbance to others attending the meeting, please switch off your phone or other mobile device or turn it onto silent or vibrate mode.

Thank you

A G E N D A

1. APOLOGIES AND SUBSTITUTIONS

2. MINUTES OF PREVIOUS MEETINGS (Pages 1 - 6)

To confirm the minutes of the previous meetings.

3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES

To be advised of any additional items of business which the Chair decides by reason of special circumstances shall be taken as matters of urgency at this meeting.

4. DECLARATIONS OF INTEREST

To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**

5. QUESTIONS

To hear any questions received in accordance with Council Procedure Rule 12.

6. SEXUAL HARASSMENT PREVENTION DUTY (Pages 7 - 20)

To update members on the new sexual harassment prevention duty and the implications for the council.

7. ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25 (Pages 21 - 70)

To present the annual complaints performance and service improvement report.

8. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIR DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

As announced under item 3.

9. MATTERS FROM WHICH THE PUBLIC MAY BE EXCLUDED

To consider the passing of a resolution under Section 100A(4) of the Local Government Act 1972 excluding the public from the undermentioned item of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs of Schedule 12A of the 1972 Act marked on the reports.

10. COMPLAINTS UPDATE

To provide an update on complaints about breaches of the councillor code of conduct.

11. **STATUTORY SAFETY COMMITTEE MINUTES (Pages 71 - 86)**

Minutes of the meetings held on 17 December 2024, 6 March 2025 and 5 June 2025.

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

ETHICAL GOVERNANCE AND PERSONNEL COMMITTEE

31 JANUARY 2025 AT 10.00 AM

PRESENT: Cllr A Pendlebury - Chair
Cllr MB Cartwright, Cllr MA Cook, Cllr MJ Crooks, Cllr WJ Crooks, Cllr C Gibbens (for Cllr SL Bray), Cllr CE Green, Cllr KWP Lynch and Cllr BE Sutton (for Cllr C Harris)

Also in attendance: Dave Gill, Investigator and Richard Gough, Independent Person

Officers in attendance: Julie Kenny and Rebecca Owen

365. Apologies and substitutions

Apologies for absence were submitted on behalf of Councillors Bray and Harris with the following substitutions authorised in accordance with council procedure rule 10:

Councillor C Gibbens for Councillor Bray
Councillor Sutton for Councillor Harris.

366. Minutes of previous meeting

It was moved by Councillor J Crooks, seconded by Councillor Cartwright and

RESOLVED – the minutes of the meetings held on 8 October, 21 October and 12 November 2024 be confirmed as a correct record.

367. Declarations of interest

No interests were declared.

368. Matters from which the public may be excluded

On the motion of Councillor Cartwright seconded by Councillor J Crooks, it was

RESOLVED – in accordance with section 100A(4) of the Local Government Act 1972, the public be excluded from the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraphs 1, 2 and 10 of Part I of Schedule 12A of that Act.

369. Complaints 2024/09 and 2024/24 - investigation report

The Ethical Governance and Personnel Committee considered the report of the independent investigator into a complaint about a borough councillor.

The investigator was present and had not called any witnesses but had taken statements from all involved. Councillor Boothby, the subject member, was in attendance remotely.

Following introductions, the investigator presented the report and members asked questions of him. Councillor Boothby then put his case forward and members asked questions.

In answering questions on complaint 2024/09, Councillor Boothby denied sharing confidential information about someone who had come to him for assistance. In response to complaint 2024/24, Councillor Boothby acknowledged that he had passed on an email from a resident, containing their contact details, to the person about whom they were complaining, but stated that he hoped it would lead to them being able to resolve the matter between themselves.

Shortly before 10.57am, Councillor Boothby stated that he had to leave the meeting as he had another appointment. The chair asked whether he was happy for the meeting to continue in his absence, which he confirmed and subsequently left the meeting.

It was noted that the person who submitted complaint 2024/24 had complained to the Information Commissioner's Officer (ICO) about the breach of data protection and, whilst the ICO had not taken any action against Councillor Boothby, they had confirmed that it was likely that he had unfairly disclosed personal data and provided advice to him and stated they would keep the case on record to build up a picture about the organisation's compliance.

Members queried the comment in the report about attendance at safeguarding and data protection training and it was noted that Councillor Boothby had not attended data protection training since the General Data Protection Regulation came into effect in 2018 and had never attended the safeguarding training, both of which had been provided to members as part of the induction programme for several years.

The meeting adjourned at 11.18am and the investigator left the meeting. The committee reconvened at 11.23am in order to deliberate.

In relation to complaint 2024/09, a member suggested that despite the view of the investigator (which had been accepted by the committee) that Councillor Boothby hadn't disclosed the full detail of the case, the information he had shared could have put the complainant in a vulnerable position.

It was noted that whilst Councillor Boothby said he had apologised to the complainant in complaint 2024/24, the complainant claimed not to have received an apology. It was suggested that Councillor Boothby had mistaken the complainant's identity as he claimed to have seen them in the local shop, yet the complainant did not live locally and had never met Councillor Boothby in person for him to be able to recognise them. It was noted that person to whom Councillor Boothby had forwarded the complainant's email and personal data was a friend of his and the matter presented a conflict of interest and he should have asked his fellow ward councillor to take up the case.

It was moved by Councillor Cartwright and seconded by Councillor J Crooks that Councillor Boothby had been acting in an official capacity at the time of the incidents raised in complaints 2024/09 and 2024/24 and his actions had breached paragraph 2.14.1 (a) and (b) of the code of conduct by revealing information that was given to him in confidence or in circumstances which he believed or ought reasonably to have been aware was confidential in nature. Upon being put to the vote, the motion was unanimously CARRIED.

Members then considered whether the actions amounted to a breach of paragraph 2.16 of the code of conduct by bringing the role of councillor or the Council into disrepute. It was moved by Councillor Cartwright and seconded by Councillor Green that Councillor Boothby had brought the role of councillor and the Council into disrepute by his actions in both cases 2024/09 and 2024/24. Upon being put to the vote, the motion was unanimously CARRIED.

In discussion sanctions, it was noted that sanctions had been imposed previously but behaviour had not been modified, however members felt it important to give full consideration to imposing sanctions in support of the complainants.

Members agreed that Councillor Boothby should provide a written apology to both complainants, that Councillor Boothby should be required to attend both data protection and safeguarding training and that a formal letter be sent to him highlighting the failings in his conduct. Members considered whether a recommendation should be put to Council recommending his removal from the one remaining committee of which he was a member (the Appeals Panel), but noted that he had never attended an Appeals Panel so such a sanction would not serve as a penalty. Furthermore, he had not attended any statutory meetings for several months, with the exception of the Ethical Governance and Personnel Committee as a subject member.

Consideration was given to issuing a press release and members were assured it could be drafted in a way that indicated the nature of the complaints but did not release any details that would identify the complainants or the matters about which they had contacted Councillor Boothby. It was moved by Councillor J Crooks and seconded by Councillor Cartwright that a press release be issued, the details of which be delegated to the Monitoring Officer in consultation with the chair of the Ethical Governance and Personnel Committee. Upon being put to the vote, the motion was CARRIED.

Members then considered whether it would be appropriate to recommend to Council that Councillor Boothby be censured. It was felt that a report to Council in this vein would not be necessary. Consideration was also given to limiting the councillor's access to officers or services, however members felt that, as this complaint was not about behaviour towards officers or use of the Council's facilities or resources, it was not appropriate to limit Councillor Boothby's access.

It was moved by Councillor Pendlebury, seconded by Councillor W Crooks and

RESOLVED – the following sanctions be imposed:

- (i) Councillor Boothby be requested to issue a written apology to both complainants (2024/09 and 2024/24), with a copy sent to the Monitoring Officer;
- (ii) Councillor Boothby be required to attend data protection and safeguarding training;
- (iii) A letter be sent to Councillor Boothby on behalf of the Ethical Governance and Personnel Committee highlighting the failings in his conduct;
- (iv) A press release indicating the nature of the complaints be issued, the wording of which be delegated to the Monitoring Officer in consultation with the chair.

(The Meeting closed at 12.08 pm)

CHAIR

HINCKLEY AND BOSWORTH BOROUGH COUNCIL
ETHICAL GOVERNANCE AND PERSONNEL COMMITTEE

16 MAY 2025 AT 2.00 PM

PRESENT: Cllr CE Green - Chair
Cllr A Pendlebury – Vice-Chair
Cllr MA Cook

Officers in attendance: Rebecca Owen

11. Apologies and substitutions

It was noted that, since preparation of the agenda, changes had been made by Annual Council as follows:

Councillor Green appointed chair of the committee
Councillor Pendlebury appointed vice-chair.

Apologies were submitted on behalf of Councillors Bray, Cartwright, J Crooks, W Crooks, Harris and Lynch as a result of it having been agreed with the chair and group leaders that only sufficient members to achieve a quorum would attend in order to adjourn the substantive items of business on the agenda.

12. Minutes of previous meeting

It was moved by Councillor Pendlebury, seconded by Councillor Cook and

RESOLVED – consideration of the minutes of the previous meeting
be deferred to the following meeting.

13. Declarations of interest

No interests were declared.

14. Matters from which the public may be excluded

On the motion of Councillor Cook seconded by Councillor Pendlebury, it was

RESOLVED – in accordance with section 100A(4) of the Local Government Act 1972, the public be excluded from the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraphs 1, 2 and 10 of Part I of Schedule 12A of that Act.

15. **Complaint 2024/26**

The subject member having notified the Monitoring Officer that they would be unable to attend the hearing, it was moved by Councillor Green, seconded by Councillor Cook and

RESOLVED – consideration of the investigation report into complaint 2024/26 be adjourned to a date to be confirmed.

(The Meeting closed at 2.05 pm)

CHAIR



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Ethical Governance & Personnel Committee 24 June 2025

Wards affected: All wards

Sexual Harassment Prevention Duty 2024

Report of Director Corporate Services

1. Purpose of report

- 1.1 To update members of the new Sexual Harassment Prevention Duty and to consider the implications of the duty for the council.

2. Recommendation

- 2.1 It is recommended that the Ethical Governance & Personnel Committee:

- Notes the new duty and the requirements to meet it
- Notes the new sexual harassment risk assessment for the council
- Endorses the suite of initiatives proposed to roll out to staff regarding sexual harassment and how to report any issues.

3. Background to the report

- 3.1 The new duty which came into force on 26 October 2024 requires employers (of any size) to take 'reasonable steps' to prevent sexual harassment of its workers in the course of their employment.
- 3.2 The duty requires employers to take a more proactive approach to prevent sexual harassment of its workers. Having a proactive rather than reactive approach makes commercial sense given that any form of harassment has a negative impact upon turnover levels, long term sickness and the organisation's reputation and culture.
- 3.3 Whilst broader equality legislation prohibits harassment in general terms, the new duty sets out that employers must anticipate situations in which workers

may be subject to such harassment and take action to prevent that harassment from ever taking place.

Third-party harassment

- 3.4 The duty is wide enough to also include harassment by a third party. Employers need to take particular attention to the risks staff may be subjected to third-party harassment, for example by customers and contractors, and working in host organisations and to take reasonable steps that prevent sexual harassment taking place.
- 3.5 Whilst an employer cannot be liable in an employment tribunal for third party harassment, the EHRC has made it clear that it can use its statutory enforcement powers against an employer. Steps that an employers can take include:
- ✓ Training to staff on handling difficult interactions with third parties such as: setting boundaries, making bystander interventions and empowering staff to remove themselves from difficult situations
 - ✓ Giving additional training to managers so they are able to support individuals who have been subject to third party harassment and
 - ✓ Ensuring that the councils zero tolerance to sexual harassment is put on notices in the workplace and sent to third parties via email.

Review the councils anti-harassment policy and procedures

- 3.6 The council's current Grievance Policy has a specific section regarding bullying and harassment and also refers to third party harassment. The policy was reviewed in 2023 and therefore complies with the duty as it includes:
- A clear definition of what constitutes sexual harassment with specific examples of sexual harassment
 - The consequences for perpetrators of sexual harassment, highlighting the potential for disciplinary action up to and including dismissal
 - What an employee should do if they are subjected to it in the course of their employment and
 - The employers approach to third-party harassment

Provide anti-harassment training for staff

- 3.7 To support the new duty the council should review how it is delivering anti-harassment and anti-bullying training. The council already provides mandatory online and face to face training for staff in this area and this has been in place for many years.
- 3.8 Raising awareness is very important as nationally, despite employers having sound procedures in place, sexual harassment is still under-reported, particularly regarding third party harassment. Of more relevance is a report of sexual harassment at another local council, where the victim (who was a lone worker operating at another building where the third party was operating from)

delayed reporting the issue as they perceived that the council could not do anything about the perpetrator, as it was a third party.

- 3.9 The council has recently sourced training specifically relating to sexual and third-party harassment and this will be delivered as a mandatory course via the online platform, Skillgate. This is scheduled to be launched in June. Manual workers will watch recorded footage of drama-based training as part of their equality training. Recents recordings has been updated to reflect sexual and third-party harassment. This will also be launched in June.

Signposting

- 3.10 HR will also be working with the Communications Team to refresh the equalities posters around the building. The posters will be more specific relating to sexual harassment and third-party harassment. The location of the posters will be broader than the council offices, and these will be determined by the risk assessment. The posters will also be located on the new SharePoint site.

Undertaking sexual harassment risk assessments

- 3.11 The Equality and Human Rights commission has recommended that employers carry out sexual harassment risk assessments as the new guidance states that employers who do not carry out the assessments are unlikely to comply with the preventative duty.
- 3.12 Employers will need to evaluate:
- The risk of workers being exposed to sexual harassment in the workplace and
 - The steps that can be taken to minimise those risks.
- 3.13 A risk assessment has been completed based upon the guidance set out at **Appendix A**. This assessment identifies the hazards and risks for staff and relevant mitigation including delivery of training and signposting to raise awareness, ensuring that we have up to date policies and procedures and assessment of job role and work location. The assessment also includes controls for third party harassment and staff based in work areas other than at home or at the main council offices.
- 3.14 The new duty will be communicated to staff over the coming months with posters, training and an email launch to managers guiding them to the Health and Safety SharePoint page.

4. Exemptions in accordance with the Access to Information procedure rules

- 4.1 Open Session

5. Financial implications (DW)

5.1 None

6. Legal implications (ST)

6.1 In the body of the report.

7. Corporate Plan implications

7.1 This directly meets the Corporate aim People: Helping people to stay safe, healthy, active, and in employment.

8. Consultation

8.1 This is a statutory update.

9. Risk implications

9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

10. Knowing your community – equality and rural implications

10.1 The duty falls under the Equality Act 2010 and protects employees against sexual harassment at work.

11. Climate implications

11.1 None.

12. Corporate implications

12.1 By submitting this report, the report author has taken the following into account:

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications

- Voluntary sector
-

Background papers: None.

Contact officer: Julie Stay

Executive member: Councillor S Bray

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Risk assessment form

Name of assessor	Sophia Hands	Date	21.10.2024
		Review date	
Name of persons who assisted.	Daniel Brookes, Sarah Booth.	Department	All council departments
Hazard	Employee exposure to unacceptable behaviour including sexual harassment, other forms of harassment and bullying.	People who may be harmed	Staff.

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			
Lack of policies and procedures	No clearly documented policy & procedures	<p>Workplace policies and complaint procedures in place that prohibit discrimination, harassment and victimisation, allow for ease of reporting and prompt follow up.</p> <ul style="list-style-type: none"> HBBC Code of Conduct Equality Policy Management of Unacceptable and Violent Customer Behaviour Grievance Policy Whistleblowing Policy <p>Any type of harassment, including sexual harassment, bullying, and victimisation is reportable under Grievance Policy reviewed in 2023.</p> <p>Policies are accessible through the intranet or, if have no access, an employee can ask anyone with access to IT for a copy.</p>	1	3	3	Equality Policy under review – insert link when completed		

Risk assessment form

Lack of training and information	Employee unaware of their right to protection, policies, procedures, etc.	<p>Induction includes information on bullying and harassment with clear message that this behaviour is unacceptable at HBBC</p> <p>Managers & supervisors can consult with HR if need to respond to complaints of discrimination, harassment (including sexual) or victimisation in the workplace</p> <p>Employees are informed during HR induction of HBBC Code of Conduct and expected behaviour.</p> <p>Further information and training is provided through:</p> <ul style="list-style-type: none"> ✓ Frontline employees receive training through use of videos and toolbox talks. ✓ Office based staff receive online training. <ul style="list-style-type: none"> ○ The Importance of Equality, Diversity and Inclusion ○ Banter, Bullying and Harassment in the Workplace eLearning on Skillgate ○ An introduction to Neurodiversity ○ Code of conduct for employees ○ Sexual harassment awareness ○ Posters to be displayed in all council buildings raising awareness of procedure staff should follow to report unacceptable behaviour (including sexual harassment and bullying) <p>All induction training is mandatory and evidenced.</p> <p>Managers must ensure department and/or task risk assessment is in place that considers all forms of bullying and harassment which has been read and understood by relevant staff. Other risk assessments that can be referred to are</p> <ul style="list-style-type: none"> • lone working 	1	3	3			
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Risk assessment form

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			
	Employee interaction Power imbalances Off-hand comments	Office layout is open plan, few secluded areas that would promote unacceptable behaviours such as sexual harassment. All teams are encouraged to hold regular team days to promote team cohesiveness, mutual respect and reduce isolation. Highlighted in hybrid policy Hot desk system allow staff to move positions or to choose desk where they feel comfortable. Reporting procedure in place.	1	3	3	.		
	Harassment from third party Interaction with clients, customers, and contractors	Covered by Policy on the Management of Unacceptable and Violent Customer Behaviour Staff are made aware of how to report unacceptable behaviour including harassment (incl. sexual) and bullying. Regular reminders sent by Community Safety Team. At Office – front reception designed to keep customers separated from staff, meet, and greet at front desk, security available during opening hours, Contractors – all contractors receive a copy of HBBC Safe Working Requirements document outlining expected behaviour expectations. Visiting Officers – have access to PVP list, visits can be altered, completed in pairs, postponed, and/or carried out by another officer, etc. to reduce the risk Frontline workers – report unacceptable behaviour either verbally or by using paper form (copies kept	2	3	6			

Risk assessment form

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			
		<p>in each fleet vehicle cab) to their supervisor who then uses the online form to report to Community Safety Team.</p> <p>Employees based at or working from another location that is not council offices or at home:</p> <ul style="list-style-type: none"> • Employee must have a risk assessment that covers their place of work, • Have covered training as detailed above • Must be aware of reporting procedures. 						
	Reporting of employee unacceptable behaviour	<p>All reports of unacceptable behaviour is dealt with in a timely manner.</p> <p>Informal – employees can report directly to their line manager verbally. If an employee feels that they cannot discuss with line manager they may wish to seek help from trade union representative, HR or their line manager's manager. The line manager and employee about the problem to discuss the concerns and to try and reach a solution</p> <p>Formal – formal grievance procedure as per Grievance Policy. Involves thorough investigation by appropriate person. Employees may bring work colleague or trade union representative to any meeting.</p> <p>Employees can raise grievance using Grievance Procedure</p>	1	3	3			

Risk assessment form

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			
		Preventative measures can be put in place on a case-by-case basis to protect any employee from retaliation.						
	Reporting of customer or client unacceptable behaviour	<p>Reported directly to Community Safety Team using online reporting form. This is investigated and appropriate action taken.</p> <p>Perpetrator and address registered onto PVP list to warn other officers, so they may take appropriate action to protect themselves.</p> <p>PVP list reviewed annually.</p> <p>Results reported quarterly to SLT.</p>	1	3	3			
	Follow up – internal grievance	<p>All complaints are documented and followed up as per Grievance Policy. Formal grievance investigations are carried out by an appropriate person and a HR representative.</p> <p>Records of complaints and any follow up actions are kept against the perpetrator's personnel records in case of repeated occurrences.</p> <p>See Grievance Policy for further details</p>	1	3	3			
	Employee wellbeing following harassment	<p>Line manager and/or HR to monitor, if appropriate.</p> <p>EAP service available to employees</p> <p>Staff Wellbeing SharePoint available to all staff</p>	1	3	3			

Risk assessment form

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			

Risk Rating Calculator

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Likelihood that hazardous event will occur			Consequence of hazardous event	
1	very unlikely	1	insignificant – no injury	
2	unlikely	2	Insignificant or minor – minor injuries needing first aid	
3	fairly likely	3	moderate – up to three days' absence	
4	likely	4	major – more than seven days' absence	
5	very likely	5	catastrophic – death	

Consequence	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		Likelihood				

Action Level Table

Risk Rating	Action
20-25	Stop – stop activity and take immediate action
15-16	Urgent action – take immediate action and stop activity, if necessary, maintain existing controls rigorously

Risk assessment form

8-12	Action – improve within specified timescale
3-6	Monitor – look to improve at next review or if there is a significant change
1-2	No action – no further action but ensure controls are maintained and reviewed

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Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Ethical Governance & Personnel Committee 24 June 2025

Wards affected: All wards

Annual complaints performance and service improvement report 2024-25

Report of Director (Corporate and Street Scene Services)

1. Purpose of report

1.1 To present the annual complaints report.

2. Recommendation

2.1 The annual complaints report be approved.

2.2 The Local Government & Social Care Ombudsman annual letter be noted.

2.3 The Local Government and Social Care Ombudsman and the Housing Ombudsman self-assessments be endorsed for publication.

2.4 A response to the report from the committee be agreed.

3. Background to the report

3.1 The council operates a two-stage complaints procedure which deals with complaints about council services (including those carried out on behalf of the council by contractors or partners) and actions or lack of action by the authority or its officers.

3.2 At the first stage, a complaint will be acknowledged, a definition will be produced, and it will be sent to the relevant manager for a response within ten working days. The response will state whether or not the complaint is upheld, give reasons for the decision and any remedies of relevant.

- 3.3 If a complainant is not satisfied with the response received to their complaint at stage 1, they may request a review. The complaint is then reviewed by an officer more senior to or independent from the officer who responded at stage 1.
- 3.4 Should the complainant remain dissatisfied after the stage 2 response, they may refer their complaint to the Local Government & Social Care Ombudsman or the Housing Ombudsman.
- 3.5 In April 2024, the Housing Ombudsman introduced a new statutory complaint handling code for complaints about the council as landlord which contained strict requirements for complaints processes, reporting complaints and learning from them. In order to comply, the Ethical Governance & Personnel Committee approved a new complaints policy in May 2024.
- 3.6 The complaints process is managed by Democratic Services, with this team also being the link for both ombudsmen. Under the new Housing Ombudsman complaint handling code, appointment of a Member Responsible for Complaints was required, and the Ethical Governance & Personnel Committee has agreed this to be the Executive member for Corporate Services.
- 3.7 The attached report considers complaint handling performance, analysis of complaints upheld, service improvements as a result of complaints, any compensation paid, findings of the ombudsmen and compliments received. A self-assessment against the Housing Ombudsman's complaint handling code is appended to the report, along with the Local Government & Social Care Ombudsman's annual letter. The Housing Ombudsman's annual letter has not yet been received.
- 3.8 In accordance with the Housing Ombudsman's complaint handling code, the Ethical Governance & Personnel Committee as the body with responsibility for complaints must produce a response to the annual complaints report which must be published on the council's website. The committee is therefore requested to agree its response.
- 4. Exemptions in accordance with the Access to Information procedure rules**
- 4.1 To be taken in open session.
- 5. Financial implications (IB)**
- 5.1 Compensation payments were funded from existing resources.
- 6. Legal implications (ST)**
- 6.1 None.

7. Corporate Plan implications

- 7.1 This report has no direct implications on delivery of the corporate plan, however it relates to all service areas that have received complaints.

8. Consultation

- 8.1 None.

9. Risk implications

- 9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.
- 9.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) risks

Risk description	Mitigating actions	Owner
Failure to comply with the Housing Ombudsman's complaint handling code	Ensure all required information is agreed by the committee and published	R Owen

10. Knowing your community – equality and rural implications

- 10.1 The contents of this report do not impact any particular community, parish or group. The complaints policy and the way complaints are handled are inclusive and accessible to all. Complaints can be submitted in the most suitable way for the individual.

11. Climate implications

- 11.1 This report does not have any direct climate implications.

12. Corporate implications

- 12.1 By submitting this report, the report author has taken the following into account:
- Community safety implications
 - Environmental implications
 - ICT implications
 - Asset management implications

- Procurement implications
 - Human resources implications
 - Planning implications
 - Data protection implications
 - Voluntary sector
-

Background papers: [Complaints policy](#)

Contact officer: Rebecca Owen – Rebecca.owen@hinckley-bosworth.gov.uk
Executive member: Councillor SL Bray



Hinckley & Bosworth Borough Council

Annual complaints performance and service improvement report 2024-25

Foreword from the Member Responsible for Complaints

I am proud to present the annual complaints performance and service improvement report for 2024/25.

Hinckley & Bosworth Borough Council has continued its excellent work in dealing with complaints, and the increase in complaints received demonstrates our desire to welcome and learn from complaints, continuously improving our services and providing support for our residents.

The new complaints policy has been embedded in the culture of the organisation during 2024/25, staff awareness sessions and training have taken place and the Ethical Governance and Personnel Committee have had sight of more information and outcomes from ombudsman investigations which has helped to raise the profile of complaints and ensure members are aware of the processes in place.

I have been pleased to be kept abreast of work being undertaken within the housing service to examine the outcomes of each complaint in detail to extract any learning. This support the vast amount of work taking place with and for tenants to ensure a positive experience and a successful relationship.

As Member Responsible for Complaints, I look forward to continuing to work with officers to ensure the complaints process retains its high profile within the authority and that appropriate information is provided to members and the relevant committees in relation to complaints.

Councillor Stuart Bray
Leader of the Council and Executive Member for Corporate Services

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9. Complaint handling codes
10. Self-assessment
11. Review of actions from 2023/24 annual report
12. Future actions

1. Introduction

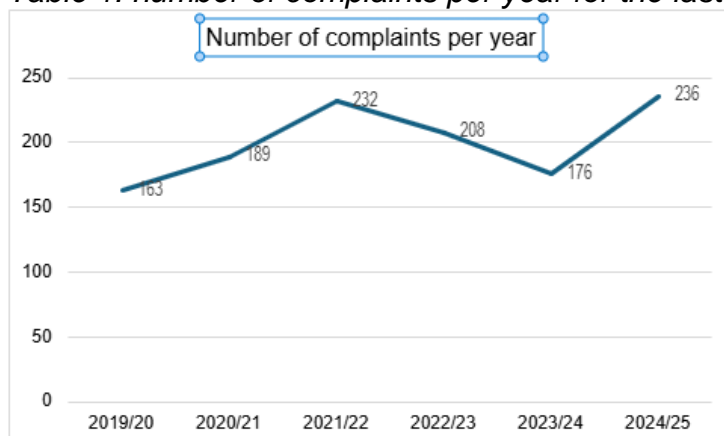
- 1.1 The council has a positive complaints culture and recognises that complaints are a valuable way of gaining feedback and driving service improvements.
- 1.2 Corporate complaints are managed by Democratic Services. References within this report to the complaints team are references to the Democratic Services team. The team manages and co-ordinates corporate complaints and complaints about the council as landlord and is the link officer for the Local Government & Social Care Ombudsman and the Housing Ombudsman.
- 1.3 The council has a two-stage complaints process. Stage 1 complaints are usually investigated by the line manager of the officer who has been handling the case or is the subject of the complaint. At stage 2, complaints are investigated by an officer senior to or independent from the officer who completed the stage 1 investigation. As part of the stage 2 response, complainants are provided with the contact details for the relevant ombudsman, should they remain dissatisfied.
- 1.4 Complaints are invited via any method to ensure the process is accessible. For those accessing the information on the council's website, the website meets accessibility requirements, being consistently rated one of the top in the country by Silktide.

2. Qualitative and quantitative analysis of our complaint handling performance

2.1 Summary of all complaints received in 2024/25

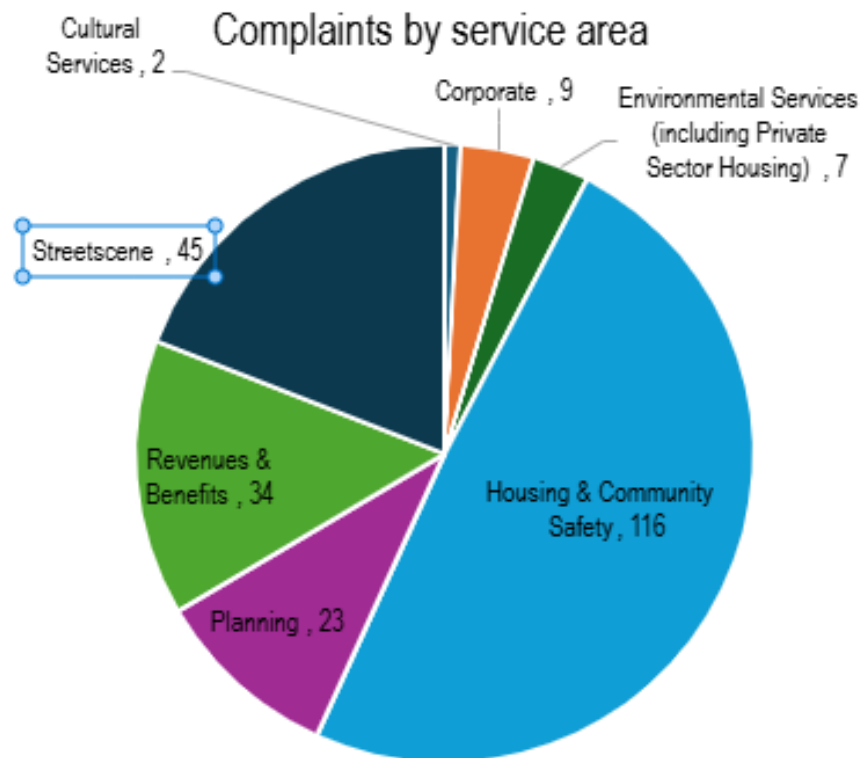
The complaints team received and processed 236 complaints in 2024/25. This is an increase on previous years which can be attributed to cultural changes to invite complaints at an earlier stage in accordance with the Housing Ombudsman's complaint handling code and the council's new complaints policy which was adopted in May 2024.

Table 1: number of complaints per year for the last six years



2.2 Complaints by service area

Table 2: complaints by service area

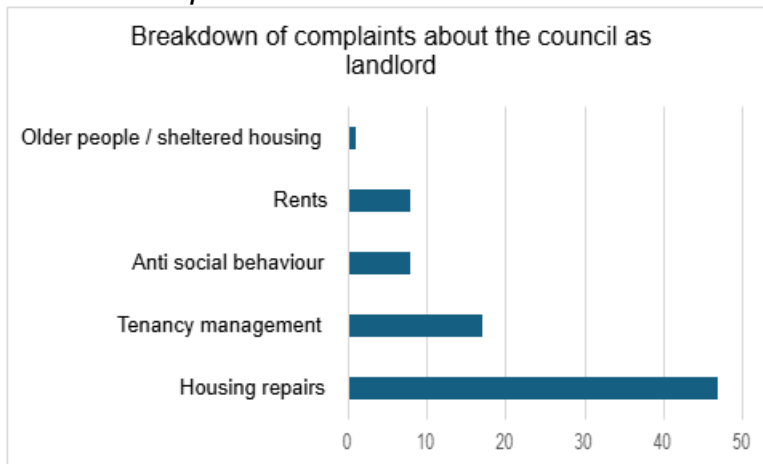


2.3 Complaints about the council as landlord

In 2024/25, the council as landlord received 81 complaints (of the 116 for Housing & Community Safety shown in table 2). This is an increase on the 34 complaints received about the council as landlord in 2023/24. The large increase can be attributed to the new complaints policy which requires any expression of dissatisfaction to be recorded as a complaint and the work that has been undertaken within the housing service to promote the complaints process and to encourage and support tenants to submit a complaint.

These complaints received about the council as landlord can be broken down as follows:

Table 3: complaints about the council as landlord



2.4 Stage 2 complaints

57 complaints (of the total 236) were escalated to stage 2. Of the 81 complaints about the council as landlord, 16 were escalated to stage 2.

2.5 Performance in relation to complaint handling

Of the 236 stage 1 complaints, two were withdrawn and one remains outstanding. 95.7% of the remaining stage 1 complaints and 70.2% of stage 2 complaints received a response within the stated 20 working days.

In relation to complaints about the council as landlord, 96.3% of stage 1 complaints and 75% of stage 2 complaints received a response within the stated ten working days.

3. Analysis of complaints upheld or upheld in part

3.1 All complaints

Of the 236 complaints, 113 were upheld or upheld in part at stage 1 and / or stage 2. This equates to 48% and is an increase on the 43% upheld/upheld in part in 2023/24. This shows that the council is keen to acknowledge where services could be improved and to use learning from complaints to drive service improvements. It should be noted that the outcome “upheld in part” covers complaints for which only one aspect has been upheld, which may not be the substantive part of the complaint.

Table 4: upheld / part upheld complaints by service area:

Upheld / partially upheld complaints by service



3.2 Of the 113 complaints upheld / upheld in part for Housing & Community Safety, 42 were complaints about the council as landlord. These are addressed separately in paragraph 3.3. Of the remaining 66 corporate complaints upheld or upheld in part, the following general themes have arisen (although this isn't necessarily the aspect for which fault was accepted):

- Unhappy with a decision (eight complaints)
- Delays in processing (four complaints)
- Errors made (28 complaints)
- Lack of communication, behaviour of officer or poor case management (31 complaints).

3.3 Complaints about the council as landlord

There were 42 complaints about the council as landlord that were upheld or upheld in part. 27 related to repairs, seven to tenancy management, five to rents and three to anti social behaviour. As the area with the most complaints, a breakdown of nature of housing repairs complaints that were upheld or upheld in part can be seen in table 5.

Table 5: housing repairs complaints upheld / upheld in part

Nature of housing repairs complaints upheld / upheld in part



4. Service improvements as a result of complaints

4.1 The following service improvements have been made as a result of corporate complaints:

- An increase in financial assistance with rental for a particular household type was agreed following a complaint about the increase in cost of private rental properties meaning that the assistance provided was insufficient to meet the six month stability criteria. This aims to reduce homelessness and reliance on temporary accommodation
- The planning service agreed improvements to the information they convey when closing an enforcement case to ensure the final position was clear
- Data protection training was provided to an officer following a letter being sent to the incorrect address
- Following a complaint about the way an applicant was made to feel by objectors at Planning Committee, the chair's script was updated to include a reminder about respecting each other's views. This will also be included in information provided when speakers register
- As a result of a complaint about parking problems in a residential area caused by a group using one of the council's community houses, the service was moved to a more suitable venue with off-road parking
- Having received a complaint about delays in the mutual exchange process, it was agreed that processing of mutual exchanges, including timescales and communication, would be reviewed

- Procedures for holding photos of events were reviewed in response to a complaint about use of a photograph that should have been deleted
- Processes were implemented for more thorough checks on eligibility of applicants for the household support fund prior to them taking the time to apply
- The process for keeping victims of anti social behaviour were reviewed to ensure victims were kept fully informed and in a position to challenge and influence decisions about their case.

4.2 The following service improvements have been made as a result of complaints about the council as landlord:

- Following a complaint from a tenant after being informed that they had missed an appointment to carry out a gas inspection, it was agreed that the process would be reviewed with the intention of contacting tenants earlier in the process
- In relation to a complaint about a housing move due to a regeneration project, it was agreed that a single officer would be involved in reviewing claims for costs to ensure consistency and that there would be improved communication with tenants in these circumstances in future
- As a result of a complaint about one of the council's contractors, operatives were reminded about standards of behaviour expected
- Actions were agreed to improve communication between housing teams and the tenant in relation to repairs and issues raised following the works
- Following a complaint about lack of action in relation to anti social behaviour caused by a tenant, it was acknowledged that improved communication with the complainant would have ensured they were reassured of actions being taken, albeit without being able to provide detail. This would be taken into account in similar situations in future. In this particular case, it was agreed that a senior officer would maintain oversight of the case
- A complaint about the harsh wording of an anti social behaviour warning letter resulted in the templates being reviewed and the team being reminded to ensure letters did not appear threatening
- Housing repairs officers were reminded to check the repair history of a property before raising an order for work following a complaint about duplicate jobs being raised
- The behaviour of a contractor was being monitored following two complaints about the same operative
- A complaint about a contractor's call handler led to the council's expectations in relation to customer service being refreshed with the contractor
- Processes have been put in place to identify repeat call-outs rather than logging them as new repair requests – in the instance of the complaint that led to this improvement, the boiler was replaced as it was identified that eight call-outs within less than six months was unacceptable and officers should have noted the pattern and resolved the issue sooner

- Tenancy management officers were reminded to be clear in correspondence when allegations have been received that these are allegations and not an outcome of the council's investigation into any allegations
- Following an injury sustained due to debris placed on a footpath during remedial works, the council's health and safety officer undertook an investigation, the learning from which has been included in training for operatives going forward.

5. Compensation

- 5.1 Where fault and injustice are found and this can be quantified, compensation may be offered as a result of a stage 1 or 2 complaint. This section lists where compensation has been offered – in some cases this is funded by the contractor and not by the council.
- 5.2 Following a complaint about delays in receiving pre-planning advice and lack of communication in the meantime, the pre-application fee was refunded in full.
- 5.3 A tenant complained about damage caused during works to their property. £300 compensation was offered to cover the cost of redecorating, along with the council offering to cover the cost of carpet cleaning.
- 5.4 Following a complaint that one of the council's contractors had caused damage to garden ornaments, the contractor compensated the tenant at the council's request.
- 5.5 One of the council's contractors paid compensation of £150 to a tenant to cover loss of earnings following complaints that the tenant had had to take time off work repeatedly to allow the contractor access to their property to resolve issues caused by the contractor.
- 5.6 A refund of 50% of a building control inspection was issued following a complaint about incorrect advice being provided.
- 5.7 Due to inconvenience caused to a tenant as a result of repeated call-outs to a boiler fault, it was agreed that bathroom flooring be installed at the council's expense by way of an apology.
- 5.8 Following damage caused to electronic equipment after a ceiling fell, compensation of £200 was issued to a tenant.
- 5.9 As a result of damage to a rug and bedroom carpet caused by the council's contractor, compensation was offered by the contractor.

6. Complaints refused

- 6.1 No complaints were refused for reasons set out in the complaints policy during 2024/25.

7. Findings of the Ombudsmen

7.1 Local Government & Social Care Ombudsman

During 2024/25, the Local Government & Social Care Ombudsman dealt with 15 complaints about the council. One is still outstanding and the final decision is awaited. Three were rejected as being out of jurisdiction, 11 were closed after initial assessment and one was investigated.

Complaint 23 009 862: This was a complaint about the council's consideration of planning applications, failure to take enforcement action and delayed complaint responses. The Ombudsman found fault which caused the complainant frustration, time and trouble but considered an apology (which had already been issued during the complaints process) and a symbolic payment of £250 in recognition of the complainant's avoidable frustration sufficient remedy. The remedy was completed with the Ombudsman's timescales.

- 7.2 The annual report of the Local Government & Social Care Ombudsman is attached.

7.3 Housing Ombudsman

During 2024/25, we were contacted about three complaints by the Housing Ombudsman. Two complaints were investigated and an outcome is awaited. Initial comments were submitted on the third complaint and notification about whether they are investigating is awaited.

- 7.4 The annual report of the Housing Ombudsman has not yet been received.

8. Compliments

- 8.1 Nine compliments were recorded in 2024/25:

- Street Scene Services: refuse collectors "going over and above" to clear litter from the area
- Housing: thanks to an individual officer for additional support with a housing application
- Welfare support: thanks to an officer for their support
- Unknown service area: thanks for a simple and understandable service
- Control Centre: situation dealt with efficiently

- Democratic Services: complaint about a road closure dealt with very comprehensively
- Housing: excellent work of an officer to keep people in the loop and for being proactive
- Street Scene Services: thanks to the refuse collectors for returning to collect a bin
- Private Sector Housing: thanks to an officer for advice, information and support and for going out of his way to help.

9. Complaint handling codes

- 9.1 In February 2024 the Local Government & Social Care Ombudsman and the Housing Ombudsman issued new complaint handling codes. Whilst separate, the two codes follow the same principles. The Housing Ombudsman's code applies to any complaint about the council as landlord, it is statutory and came into force on 1 April 2024, whereas the Local Government & Social Care Ombudsman's code is guidance to which we must have regard, and complaints will be considered against the code from April 2026.
- 9.2 In pursuance of the new codes, the Ethical Governance & Personnel Committee approved a new complaints policy on 20 May 2024. In order to comply with the implementation date of 1 April for the Housing Ombudsman's complaint handling code, the council implemented those changes that were possible without having approved a new policy prior to 1 April. It is our view that we were compliant with the complaint handling code from 1 April and all complaints were dealt with in accordance with the new code.
- 9.3 The council has complied with the requirement to have a policy in place and will comply with the requirement to publish an annual report and self-assessment by the end of June 2025.

10. Self-assessment

- 10.1 Self-assessment is a requirement of the complaint handling codes. Our self-assessment against the Housing Ombudsman's code is appended to this report. A self-assessment against the Local Government & Social Care Ombudsman's code will be included when this becomes a requirement and a template is available.

11. Review of actions outlined in 2023/24 annual report

- 11.1 In order to comply with the new code and the council's new policy, data on types of complaints refused has been recorded.
- 11.2 All decisions of the Ombudsmen where fault is found have been reported to the Ethical Governance & Personnel Committee.

11.3 The Member Responsible for Complaints has been kept updated on complaint handling performance and decisions of the Ombudsmen and has ensured the Ethical Governance & Personnel Committee has received any necessary information.

11.4 Refreshed complaint handling training has been provided for all staff who deal with stage 1 or 2 complaints. Training for frontline staff who may take calls from complainants is yet to be arranged, however guidance notes have been provided.

12. Future actions

12.1 Training for frontline staff who may take calls from complainants will be arranged.

12.2 A pilot satisfaction survey for complaints about the housing service has been launched and is currently being reviewed by tenants.

12.3 A compensation and remedy policy will be produced during 2025/26.

Appendices:

Local Government & Social Care Ombudsman's annual letter (appendix A)

Self-assessment against the Local Government & Social Care Ombudsman's complaint handling code (appendix B)

Self-assessment against the Housing Ombudsman's complaint handling code (appendix C)

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21 May 2025

By email

Mr Cullen
Chief Executive
Hinckley & Bosworth Borough Council

Dear Mr Cullen

Annual Review letter 2024-25

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

[Your annual statistics are available here.](#)

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

Supporting complaint and service improvement

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact training@lgo.org.uk.

Yours sincerely,



Amerdeep Somal
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Reference	Authority	Category	Subcategory	Received
24002849	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/06/2024
24003337	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	09/06/2024
24005041	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	20/06/2024
24005117	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	07/07/2024
24005137	Hinckley & Bosworth Borough Council	Benefits & Tax	Business rates	07/07/2024
24008092	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	08/08/2024
24008295	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	22/08/2024
24008392	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	22/08/2024
24011409	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	30/09/2024
24014696	Hinckley & Bosworth Borough Council	Corporate & Other Services	Corp & Other Servs-other	19/11/2024
24014836	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	20/11/2024
24015649	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	04/12/2024
24018949	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	18/02/2025

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23009862	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	04/10/2024	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble
23020481	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/05/2024	Closed after initial enquiries	Not warranted by alleged fault	
24002849	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/06/2024	Referred back for local resolution	Premature Decision - advice given	
24003337	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	16/07/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005041	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	02/08/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005117	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	21/08/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005137	Hinckley & Bosworth Borough Council	Benefits & Tax	Business rates	21/08/2024	Closed after initial enquiries	Other Agency better placed	
24008092	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	08/08/2024	Referred back for local resolution	Premature Decision - advice given	
24008295	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	24/09/2024	Closed after initial enquiries	26(6)(b) appeal to Minister	
24008392	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	22/08/2024	Advice given	Signpost - go to complaint handling	
24011409	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	12/11/2024	Closed after initial enquiries	26B(2) not made in 12 months	
24014696	Hinckley & Bosworth Borough Council	Corporate & Other Services	Corp & Other Servs-other	30/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24014836	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	29/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24015649	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	30/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24018949	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	28/03/2025	Closed after initial enquiries	Not warranted by alleged injustice	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23009862	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	03/10/2024	Apology Financial redress: Avoidable distress/time and trouble	04/11/2024	20/11/2024	Remedy completed late

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <https://www.lgo.org.uk/your-councils-performance>

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.

Not upheld: We completed an investigation but did not find evidence of fault.

The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:

Upheld - Injustice remedied during organisations complaint processes

Upheld - fault & inj - no further action organisation already remedied

These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.

This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.

These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.

These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.

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Example: Self-assessment against the requirements of the Code

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
1: Definition of a service request and complaint	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	Defined in section 1 of the complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council
2: Exclusions	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	Set out in section 2 of the policy
3: Accessibility and awareness	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	Set out in section 3 of the policy
4: Complaint handling resources	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	Democratic Services Manager is designated Complaints Manager. Complaints are within job description of the Democratic Services Manager and Democratic Services Officer

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
5: The complaint handling process	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	Outlined in the policy
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	Acknowledged within five working days of receipt. Stage 1 response within 10 working days of acknowledgement
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	Stage 2 response within 20 working days
7: Putting things right	When something has gone wrong we take action to put things right.	Yes	All officers responding at stage 1 and 2 have the autonomy to take necessary actions
8: Performance reporting and self-assessment	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	Annual report produced for approval by the Ethical Governance & Personnel Committee and published on our website. This self-assessment is an appendix to the annual report
9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	Annual report produced for SLT and the Ethical Governance & Personnel Committee. Findings of fault by the LGSCO presented to Ethical Governance & Personnel Committee. Executive member for Corporate Services (with responsibility for complaints) is regularly updated on complaint handling performance.

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: <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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 1, point 3 contains the definition
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 1, point 4
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 not complaints, but must be	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 1, point 5

	recorded, monitored and reviewed regularly.			
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 1, point 6
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 their services, they also must provide details of how residents can complain.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 1, point 7

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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 2: Exclusions
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"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 2: Exclusions

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	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.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 2, point 1: Exclusions
2.4	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.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 2, point 2
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 2, point 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 3, point 1 (making a complaint via the most appropriate channel) Section 4, point 6 (reasonable adjustments)
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 pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 3, point 1. A briefing note has been provided for all frontline staff who may need to take a complaint
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	Increase in number of complaints (insert link to annual complaints report once published)	History of encouraging and welcoming complaints. Numbers of complaints will be published in the annual report
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	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	

	must also be published on the landlord'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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 3, point 2 (details of policy) Section 5, point 22 (information about the Ombudsman) Section 6, point 1 (reference to code)
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 3, point 3
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 22. This information is also provided as part of the stage 2 response, on request throughout the process, and when informing a resident of being unable to respond within the timescale

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 2
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	Structure chart: Senior management structure Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	As per the policy, the Democratic Services Manager is the officer responsible for complaints and works closely with the Leader of the Council who is also the MRC. The structure chart shows the position in the authority of the officer as evidence of seniority and autonomy
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 core service and must be resourced to handle complaints effectively	Yes		Internal and external training on the new codes and the new policy has been provided to officers who are likely to respond to complaints.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Clear that there are two stages. All officers are aware they must not deal with complaints informally as part of the internal training on the new codes / policy
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Policy outlines a two-stage process
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 1

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 1
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 2
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 3
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and 	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 4

	d. consider all relevant information and evidence carefully.			
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 5
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 adjustments must be kept under active review.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 6
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 7
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,	Yes		This is our practice although not publicly evidenced, our files act as evidence

	correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 4, point 8
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk) Persistent & unreasonable complainant behaviour policy is linked from the complaints policy	Section 4, point 10
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	Persistent & unreasonable complainant behaviour policy is linked from the complaints policy	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		This is our standard practice
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 1
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 3
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.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 4

	Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 5
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 6
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 7
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	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 8

	delay the response, the new issues must be logged as a new complaint.			
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"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 9

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 10
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley &	Section 5, point 11

	within five working days of the escalation request being received.		Bosworth Borough Council (hinckley-bosworth.gov.uk)	
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 12
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 13
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 14
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 15
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley &	Section 5, point 16

			Bosworth Borough Council (hinckley-bosworth.gov.uk)	
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 17
6.18	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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 18
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"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 19

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 5, point 20
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Annual report demonstrates service improvements as a result of complaints (link will be included when published)	Normal practice

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes		Normal practice
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		Normal practice
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		Normal practice

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)</p>	<p>Section 6, point 1 2023/24 report delayed due to cancellation of meetings because of elections</p>

8.2	The annual complaints performance and service improvement report must be 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.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 6, point 2 2023/24 report delayed due to cancellation of meetings because of elections
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		Not evidenced in policy, but officers are aware of the requirement
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Not evidenced in policy, but officers are aware of the requirement
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, 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.	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 6, point 3

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Annual report (link will be included when published)	Evidence of service improvements resulting from complaints
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 1
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 3 & 4
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 2

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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 3 (the Executive member for Corporate Services has been appointed MRC by the Ethical Governance & Personnel Committee)
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	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 3
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	Complaints policy: Complaints policy How to make a complaint or compliment Hinckley & Bosworth Borough Council (hinckley-bosworth.gov.uk)	Section 7, point 4

	d. annual complaints performance and service improvement report.			
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		This is our normal practice / culture

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