



**Hinckley & Bosworth  
Borough Council**

Forward timetable of consultation and decision making

Ethical Governance & Personnel Committee 17 September 2024

Wards affected: All wards

---

**Annual complaints performance and service improvement report 2023-24**

---

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 positive position be acknowledged.

2.4 The Housing Ombudsman self-assessment be endorsed for publication.

2.5 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 which covered all complaints, despite the new complaint handling code for non-landlord complaints not yet being in force.
- 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](mailto:Rebecca.owen@hinckley-bosworth.gov.uk)

Executive member: Councillor SL Bray