

## **ITEM A17**

### **JOINT COMPLAINT HANDLING CODE CONSULTATION**

Report of the Head of Quality and Consumer Regulation

#### **1. SUMMARY**

- 1.1** Landlords have been asked to respond to statutory consultation on the new Joint Complaint Handling Code between the Housing Ombudsman Service (HOS) and the Local Government and Social Care Ombudsman (LGSCO). This report provides details of the proposed Joint code and Derby Homes response to the statutory consultation in appendix 1. The closing date for the consultation is the 23 November 2023.

[Complaints-Handling-Code-Letter-to-HAs.pdf \(housing-ombudsman.org.uk\)](#)

[Joint Code for Consultation \(housing-ombudsman.org.uk\)](#)

#### **2. RECOMMENDATIONS**

- 2.1** To note the requirements of the new Joint Complaint Handling code.
- 2.2** To note the consultation response attached as Appendix 1 and give delegated approval to Head of Quality and Consumer Regulation to make minor amendments as necessary before submission.

#### **3. REASON FOR RECOMMENDATION**

- 3.1** To ensure that Derby Homes understand the proposals and implications of the new Joint Complaints Code.

## **4.0 MATTERS FOR CONSIDERATION**

- 4.1** The Social Housing (Regulation) Act 2023 (the Act) places the Complaints Handling Code (the Code) onto a statutory footing. It also puts a duty on The Housing Ombudsman Service (HOS) to monitor compliance with the Code. The Housing Ombudsman is seeking views about:

- The Code and whether any further improvements can be made to this.
- The outline proposals for monitoring compliance and whether these are transparent, proportionate and fair.
- And what else we might need to consider in fulfilling our new duty effectively and efficiently.

The HOS and Local Government and Social Care Ombudsman (LGSCO) have decided to adopt the Code jointly to extend fairness. This will lead to a more consistent experience of complaint handling across housing and key local services.

This development does not result in major changes to the Complaint Handling Code, but they have drawn out for members the main impact for them around the time residents will have to bring complaints and are seeking views about this.

- 4.2** The Customer Experience team have reviewed the consultation questions and provided a draft response as outlined in Appendix 1.

## **5.0 OTHER OPTIONS CONSIDERED**

- 5.1** None considered.

## **6.0 IMPLICATIONS**

### **6.1 CONSULTATION**

- 6.2** This report has been reviewed and drafted by the Customer Experience team, who are responsible for ensuring compliance with the code. Further consultation will be sought from the Senior Management Team at Derby Homes, before sharing draft responses with Derby City Council.

### **6.3 COUNCIL**

- 6.4** As mentioned above, this report will be circulated to colleagues in the Council to note the response to the consultation.

### **6.5 POLICY REVIEW**

- 6.6** The Complaints Policy will be reviewed once the consultation results have been finalised and the new Joint Code is released. This is anticipated to happen in early 2024.

The areas listed below have no implications directly arising from this report:

- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

For more information please contact:

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Background information:	
List of appendices:	Appendix 1 – Draft Response to Joint Consultation

This report has been approved by the following:

Finance Director & Company Secretary	Michael Kirk	13.11.2023
Company Solicitor	Taran Lalria	14/11/2023
Governance Services (checked)	Chloe Gaskell	13/11/2023