

FAREHAM

BOROUGH COUNCIL

2023/24
Decision No.
2532

Record of Decision by Executive

Monday, 18 March 2024

Portfolio	Policy & Resources
Subject:	Updated Complaints Policy
Report of:	Assistant Director (Democracy) & Deputy Monitoring Officer
Corporate Priority:	Responsive, Inclusive and Innovative Council

Purpose:

To agree an updated Council Complaints Policy that will ensure complaints are handled in line with the Housing Ombudsman's Complaint Handling Code and the latest Code from the Local Government and Social Care Ombudsman (LGSCO).

The LGSCO and Housing Ombudsman ran a consultation exercise in Autumn 2023 that proposed a Joint Complaint Handling Code. The aim of their approach was to provide a 'gold standard' in complaints handling.

Following analysis of the feedback, it was announced on 08 February 2024 that both Ombudsmen would retain separate but aligned complaint codes. Housing providers would be expected to implement the Housing Ombudsman's Code from 01 April 2024 and, whilst no confirmed timeframe, the LGSCO will consider their code in Ombudsman complaints from April 2026.

This report seeks approval for an updated Complaints Policy that reflects the requirements of the two new Codes. This ensures that we are fully compliant with our obligations in the way we manage complaints received by the Council.

Options Considered:

As recommendation.

Decision:

RESOLVED that the Executive agrees the updated Council's Complaints Policy, as attached at Appendix C to the report.

Reason:

The updated Complaints Policy ensure that we meet our responsibilities in the way we manage complaints received against the Council.

Confirmed as a true record:

Councillor SDT Woodward (Executive Leader)

Monday, 18 March 2024