

Appendix 1

Summary of complaints and compliments
1 April 2025 – 30 June 2025

Complaints received

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	LL Leisure
Number of Stage One complaints	163	109	14	40	0	0
No. of complaints concluded under Stage Two	25	24	0	1	0	0
No. of complaints determined by the Ombudsman	3	2	0	1	0	0

Breakdown of complaints and compliments by department and section**Chief Executive's department**

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Communities	0	0	1	0
Development Control	7	2	0	0
Housing and Income	11	1	0	17
Housing Repairs	47	10	1	9
Housing Operations	41	9	0	12
Housing Strategy	0	0	0	3
Environmental Health	3	2	0	0
Total	109	24	2	41

Deputy Chief Executive's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Customer Services	1	0	0	0
Capital Works	5	0	0	0
Revenues	8	0	0	0
Total	14	0	0	0

Executive Director's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Environment	3	0	0	8
Waste and Recycling	34	0	0	0
Bereavement	1	0	1	9
Information Governance	2	1	0	0
Total	40	1	1	17

Monitoring Officer's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Democratic Services	0	0	0	0
Total	0	0	0	0

Liberty Leisure Ltd

Service Area	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Kimberley Leisure Centre	0	0	0	0
Bramcote Leisure Centre	0	0	0	0
Chilwell Leisure Centre	0	0	0	0
Total	0	0	0	0

STAGE 1 - FORMAL COMPLAINTS TO THE SERVICE DEPARTMENT**Time taken to acknowledge receipt of stage one complaints:**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Time taken to acknowledge complaints – 1 to 5 days	163	109	14	40	0	0
Time taken to acknowledge complaints - more than 5 days	0	0	0	0	0	0

Time taken to respond to stage one complaints:

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 10 working days	153	99	14	40	0	0
Over 10 working days	10	10	0	0	0	0

Directorate / Section	Chief Executive	
	Number responded to outside of 10 working days	Number of complaints where an extension was sought
Housing Operations	10	10
TOTAL	10	10

Appendix 2

Stage 2 - Formal Complaints

25 formal complaints have been responded to in the first quarter; all of which were acknowledged within the 5 working day timescale, and 95% were responded to within the 20 working day timescale. The complainant was notified that the initial 20 working day deadline could not be met. An extension was required to a stage 2 complaint due to conflicting information and records on the Housing Repairs system.

Reasons for the delays include:

- Further information being required from the complainant.
- Further information being required from the department complained about.
- Complexity of the complaint including in-depth research required.
- Resource issues.

Time taken to respond to stage two complaints:

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 20 working days	25	24	0	1	0	0
Over 20 working days	0	0	0	0	0	0

Planning**1. Complaint against Planning**

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team were incorrectly calculating the number of Houses in Multiple Occupation in a certain area and incorrectly provided this information to the Planning Inspectorate.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team have provided the necessary information to the Planning Inspectorate when required. The Planning Inspectorate had ultimately made a judgement based on their interpretation of this information.

The Planning Team correctly used the Supplementary Planning Document (SPD) to calculate Houses in Multiple Occupation (HMO) density.

Assistant Director Comments

The Planning Team had correctly assessed the number of HMOs in the area based on the SPD. This was provided to the Planning Inspectorate when required.

2. Complaint against Planning

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team incorrectly approved a change in a planning application under Section 73 and 96a of the Town and Country Planning Act.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately considered the revised application in line with Section 73 and 96a of the Town and Country Planning Act.

The revised application and changes to construction materials were correctly regularised by the amended applications.

The Planning Committee further reviewed this amended application and determined that it was appropriate. This was subsequently formally approved by the Committee.

Assistant Director Comments

The Planning Team had correctly assessed the application. This was ultimately approved by the Council's Planning Committee.

Housing Repairs

1. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not correctly notify them, as a leaseholder, of the works that were required to a block of flats and that access was required to their garden. Additionally, the complainant's complaint was not escalated correctly by the Housing Repairs Team.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not inform the complainant of the necessity to access their garden to complete works for a Council Tenant.

The Housing Repairs Contractor entered the garden, without permission or notification, to install a drain on the communal land to prevent a damp issue at a Council property. The Housing Repairs Team did not comply with Clause 3 (g) of the complainant's leasehold to provide them with three days' notice before the works were undertaken.

The Council also recognises that the complainant's stage 2 complaint request was not correctly progressed by the Housing Repairs Team. Due to an administrative error, the complaint was not correctly passed to the Complaint Team which resulted in a 6-month delay in the complaint being escalated.

An apology and £500 compensation was offered and accepted.

Assistant Director Comments

It is recognised that the Housing Repairs Team did not correctly comply with the clauses of the Leaseholders lease. Furthermore, the Housing Repairs Team did not escalate the complainant's complaint correctly.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to notify Leaseholders as per the Clauses set out in their leases.
- The Housing Repairs Team has been reminded of their responsibility to affectively communicate with Leaseholders where access and works are required.
- The Housing Repairs Team has been reminded of the importance of escalating complaints in a timely manner and to avoid delays in line with the Complaints Policy and Complaint Code.

2. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team have not dealt with a damp and mould issue which had left them unable to reside at their property.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had appropriately provided remedies to the issues identified relating to the damp and mould during previous complaint investigations.

Furthermore, there was no evidence that suggested that the complainant had been unable to live at their property. While works had been undertaken at the property, these works did not require the complainant to move out.

Assistant Director Comments

All works to remove the damp and mould had been completed. There has been no further reports of this returning and no evidence that suggested that they were unable to live at the property.

3. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a damp and mould issue at their property, which included repairing the loft space.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not proactively monitor the requirement for the loft works to be rescheduled.

Furthermore, the Housing Repairs Team used incorrect information in the response of the stage 1 complaint by stating that delays occurred in the damp inspection due to access issues.

The Council records highlight that the works to remove the damp and mould from the bathroom have been undertaken in a timely manner.

The Council had appropriately removed the mould from the complainant's bathroom when reported. When it was indicated that this had returned, a full damp inspection was performed by the Council's specialist damp and mould contract. It had been reported that condensation is causing the mould to grow in your bathroom.

The Housing Repairs appropriately inspected the roof and undertook the necessary repairs. However, they were unable to check the loft space as recommended by the specialist damp and mould contractor as the complainant had to leave the property.

A additional inspection was not booked by the Housing Repairs Team which caused delays. The remaining works were booked and undertaken by the Housing Repairs Team.

An apology and £250 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly monitoring the necessity to rebook the loft works.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to proactively book repairs that cannot be completed on the same day and to monitor these actions until their completion.
- The Housing Repairs Team has been reminded of their responsibility to ensure that they are using accurate information when compiling complaint responses.

4. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of water hammer in timely manner.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not proactively book an inspection to review the water hammer when this was registered as part of the stage 1 complaint.

Furthermore, the Council's record keeping has been substandard as there is an instance in which the records do not indicate that an inspection took place.

An apology and £750 compensation was offered and accepted. All further works to the water hammer were booked and undertaken.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly monitoring the necessity to review the water hammer.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to resolve repairs in the first visit. Where this cannot be undertaken, the Housing Repairs Team have been reminded of their responsibility to proactively book and track the repairs until their completion.

5. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of damp and mould at their property by removing their loft vents. Additionally, a damp survey was undertaken at the property but the results were not shared with the complainant.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team had not recorded the reason for the complainant's loft vents being removed in the first instance.

As these vents had been removed, this may have been affecting the damp and mould at the property. These vents were correctly reinstalled. Furthermore, the Council recognises that by not providing the complainant with the outcomes of the damp surveys the complainant was unable to make an informed decision regarding the condensation at the property and how to treat this.

An apology and £2,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not sharing the results of the damp surveys and not recording the reasoning for initially removing the vents at the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to provide individuals with the outcome of damp surveys to ensure that they are fully informed of issues identified. This would allow individuals to make informed decisions on how damp and mould can be maintained.

6. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a faulty hot water system in timely manner.

Council's response

It was determined that an appropriate level of service was not provided as there had been protracted delays in Housing Repairs Team repairing the issue with the heating and hot water.

While works had been undertaken to the heating and hot water, these works had failed, and the operatives did not fully repair the issue for a 3-month period. Furthermore, the Housing Repairs Team did not proactively book or monitor the works required to the heating and hot water which further exacerbated the delays in the full repair being undertaken.

The Council recognises that by not repairing the issues in the first instance, this caused significant delays in the heating and hot water working correctly.

An apology and £1,500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not repairing the hot water system in the first instance.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to:
- Resolve repairs in the first visit. Where this cannot be undertaken, the Housing Repairs Team have been reminded of their responsibility to proactively book and track the repairs until their completion.
- Ensure that works are booked in a timely manner to ensure that these are completed promptly.

7. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not repair the window locks at their property in a timely manner.

Council's response

This complaint could not be investigated as the complainant had an active disrepair claim open regarding the same issue. The Council's Complaints Policy states:

"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:

- 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.
- Matters that have previously been considered under the complaints policy."

Assistant Director Comments

N/A

8. Complaint against Housing Repairs

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a returning leak in timely manner.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had attended the complainant's property and neighbour's property in a timely manner to repair the leaks.

There was no evidence to suggest that the Housing Repairs Team had acted inappropriately when responding to the leaks. The leaks had been repaired on the same day or the following day of reporting and remedial works had been undertaken in a timely manner.

While the Council had taken action to work with the tenant regarding the leaks and the issues had been referred to the relevant safeguarding teams, the Council were unable to provide the exact works or outcomes of these actions due to data protection with the complainant.

Assistant Director Comments

The Housing Repairs Team act promptly when the repairs were reported. Additional support was being provided to the tenant and their property where the leaks occurred.

9. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of damp and mould at their property correctly. Furthermore, the decant property offered to them while the damp works were undertaken was not appropriate.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not offer the complainant an appropriate decant property.

Furthermore, the Housing Repairs Team only offered one option for the decant property despite it not being suitable for the complainant's needs and no further action was taken. This caused the complainant to obtain an alternative arrangement.

The Council recognised that the issue of damp and mould has been persisting at the property for a number of years and it had taken an extended time to resolve this.

While works had been undertaken, follow up actions were required to fully resolve the issues.

An apology and £2,500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not offering an appropriate decant property in the first instance. Furthermore, the damp and mould issue should not have been delayed in its repair.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to offer appropriate temporary accommodation in the first instance. Where this cannot be met, the Housing Repairs Team have been reminded to proactively look for alternative arrangements.

10. Complaint against Housing Repairs

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team escalated their gas safety checks to the Legal Department following several access issues.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Teams did not correctly explain the legal letter that was issued to the complainant due to requiring access to their property to ensure it was compliant with gas safety.

While the Council were obligated to issue the letter to ensure that the property was compliant with gas safety, the process and the legal letter could have been explained more clearly by the Housing Repairs Team.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by correctly explaining the legal process and the distress this may have caused.

Complaint Team Recommendations/actions

N/A

Housing Income

1. Complaint against Housing Income

Response – 20 working days

Withdrawn

Complaint

The complainant contacted the Council and complained that the Housing Income Team were inappropriately contacting them about their rent account.

Council's response

This complaint was withdrawn during the course of the investigation.

Assistant Director Comments

N/A

Housing Operations

1. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly investigate their complaints of Anti-Social Behaviour and opened cases against them.

Council's response

It was determined that an appropriate level of service was provided as the Housing Operations Team are obligated to investigate issues of Anti-Social Behaviour when they are raised.

On the occasion that complaints had been raised against the complainant, the Council were required to investigate these issues. There was no evidence to suggest the Housing Operations Team have acted inappropriately when opening Anti-Social Behaviour cases against the complainant.

The issues the complainant had raised had been appropriately investigated. However, due to the lack of evidence, these issues could not be progressed.

Assistant Director Comments

The Council had acted appropriately and inline with Policies to investigate the Anti-Social Behaviour reports.

2. Complaint against Housing Operations

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly consult them on their Independent Living accommodation transferring to General Needs. Furthermore, the Housing Operations Team had not correctly recorded their medical issues.

Council's response

It was determined that an appropriate level of service was provided as the Council had appropriately consulted on the redesignation of their property from Independent Living to General Needs in 2022.

During the consultation process, the Housing Department offered the complainant alternative accommodation in an Independent Living Scheme. However, the complainant chose to stay at their current property.

The Council had requested applicants to submit new applications on the Homechoice system in order for the most up to date information to be registered and used when determining the new applications.

In this instance, the complainant's application was not updated until April 2025, the Council was unable to use their most up to date information to determine their housing band.

Furthermore, the information that had been submitted did not support that their banding requires increasing.

Assistant Director Comments

The Council had acted appropriately when consulting with the individual.

3. Complaint against Housing Operations

Response – 20 working days

Withdrawn

Complaint

The complainant contacted the Council and complained that the Housing Operations Team had not investigated an issue of cats causing a mess in a communal area.

Council's response

This complaint was withdrawn during the course of the investigation.

Assistant Director Comments

N/A

4. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team incorrectly removed items from a communal area before the expiry of a formal Notice.

Council's response

It was determined that an appropriate level of service was not provided as the Tenancy Services Team removed items from a communal area before the prescribed deadline had expired.

While the Tenancy Services Team had provided the correct notices, it was not appropriate for the Tenancy Services Team to remove the items before the expiry of the Notice.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by removing the items from the communal area before the expiry of the Notice.

Complaint Team Recommendations/actions

- The Tenancy Services Team have changed the process of hand delivering Notices to all residents to ensure that individuals are given the full amount of time of the Notice.
- The Tenancy Services Team have changed the process of removing items stored in the communal areas. Items will now be removed and stored, without being disposed of, until the full amount of time given in the Notice has expired. The Tenancy Services Team will notify residents of where these items have been stored and how to collect them, should they wish to.

5. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team delayed a decision as to whether they were able to retain their XL Bully dog at their property.

Council's response

It was determined that an appropriate level of service was not provided as there had been delays in the Council providing the complainant with clarity in the decision made as to whether they were able to keep their XL Bully dog at the property.

The delays to the decision as to whether they were able to keep the dog at the property occurred due to the change in law which did not match the Council's Pet Policy at the time.

The Tenancy Services Team used their discretion to allow the complainant to move into a property and retain the dog.

Furthermore, there was a delay in the Tenancy Options Team registering the complaint.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by delay the decision as to whether the complainant's dog could be kept.

Complaint Team Recommendations/actions

- The Tenancy Services Team has been reminded of the importance of escalating complaints in a timely manner and to avoid delays in line with the Complaints Policy and Complaint Code.
- The Tenancy Services Team has been reminded of their responsibility to provide advise regarding tenancy issues in a timely manner.

6. Complaint against Housing Operations

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly assess their homelessness application.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team considered the application in line with the evidence that had been provided.

The evidence provided through Citizens Advice demonstrated that the complainant did not have a local connection with the Council and therefore were not in priority need of housing.

Furthermore, the evidence provided highlighted that the complainant had a local connection with Milton Keynes Council as they had previously resided there for 6 of the last 12 months.

The information provided through Citizens Advice demonstrated that the complainant had a local connection with Milton Keynes Council and they were subsequently referred to them.

Assistant Director Comments

The Council had correctly assessed the complainant's homelessness application in line with Legislation and internal Policies.

7. Complaint against Housing Operations

Response – 20 working days

Complaint upheldComplaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly assess their housing application.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Allocations Team had not provided the complainant with the appropriate communication surrounding their housing application.

Furthermore, the Housing Allocations Team closed the complainant's application inappropriately due to a misunderstanding surrounding their employment and how it would affect their local connection.

The Housing Allocations Team did not proactively contact the complainant to resolve the confusion surrounding their local connection.

The Council recognised that the application had been delayed due to the Housing Allocations Team not reviewing the application with the updated information for the complainant's local connection.

An apology and £500 compensation was offered and accepted. The housing application was reopened.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by not proactively checking the information provided by the complainant.

Complaint Team Recommendations/actions

- The Housing Allocations Team have been reminded to communicate effectively with individuals.
- The Housing Allocations Team have been reminded to proactively investigate and contact individuals on the Homechoice system where the evidence remains unclear.
- The Housing Allocations Team have been reminded of their responsibility to review applications on the Homechoice system to avoid unnecessary delays.

8. Complaint against Housing Operations

Response – 20 working days

Complaint not upheldComplaint

The complainant contacted the Council and complained that the Housing Operations Team were harassing them by asking them to remove rubbish from their garden, asking them to remove a doorbell camera and wanting to discuss the language used against Council employees.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had contacted the complainant for issues relating to their tenancy.

The Tenancy Services Team are obligated to investigate issues when concerns are raised.

As the issue of the doorbell camera, language used to the Housing Repairs Team and the items/rubbish in the complainant's garden were reported, these required investigation by the Tenancy Services Team.

There was no evidence to suggest that the Tenancy Services Team had treated the complainant unfairly or had acted inappropriately when investigating these issues.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the Anti-Social Behaviour reports.

9. Complaint against Housing Operations

Response – 20 working days

Complaint upheld**Complaint**

The complainant contacted the Council and complained that the Housing Operations Team had requested that they stop parking their car on a communal pathway leading to a block of flats. Additionally, the stage 1 complaint response accused them of laying slabs near the pathway to extend it to a driveway.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Department had included factually incorrect information in the stage 1 complaint response.

The Housing Department, as part of the stage 1 complaint response, stated that the complainant had install additional slabs to create a driveway out of the existing pathway. However, these slabs were in place before the start of the complainant's tenancy.

As the slabs were in place before the complainant's tenancy, the Council recognises that this information has given them the impression of being falsely accused of undertaking this action.

There was not evidence to suggest that the Tenancy Services Team have acted inappropriately when requesting that the complainant does not park on the pathway.

The pathway is the communal entrance to the block flats. It has been reported to the Tenancy Services Team that this is causing an obstruction to other residents. As this has been formally reported, the Tenancy Services Team were obligated to investigate this issue.

The Tenancy Services Team had concluded that by parking on the footpath, this is causing an obstruction to the other residents and a request was made that the complainant does not continue to do this.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to request that the complainant does not park on the communal pathway. However, it is recognised that distress was caused by accusing the complainant of creating the driveway in the first instance.

Complaint Team Recommendations/actions

- The Housing Department has been reminded to only include factual information in the responses to complaints.

Environmental Health

1. Complaint against Environmental Health

Response – 20 working days

Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Private Sector Housing Team inappropriately served them with an Improvement Notice due to the condition of the property they rented as a landlord.

Council's response

It was determined that an appropriate level of service was provided as the Private Sector Housing Team have appropriately contacted the complainant following concerns raised by their tenants.

The correspondence between the Private Sector Housing Team and the complainant had been polite and factual and there was no evidence to suggest that any of the correspondence had been inappropriate.

The Private Sector Housing Team used the relevant information, including site visits, information provided by the complainant's tenant and the complainant to form their conclusion.

The Private Sector Housing Team deemed it to be necessary to issue the complainant with an Improvement Notice due to the condition of your property.

The Private Sector Housing Team had issued the complainant with the necessary guidance in order to improve the condition of their property and how to comply with the Improvement Notice.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the condition of the property.

2. Complaint against Environmental Health

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Environmental Health Team had not investigated their complaints of Anti-Social Behaviour correctly.

Council's response

It was determined that an appropriate level of service was not provided as the Environmental Health Team had not appropriately managed the complainant's expectations in relation to actions that could be undertaken as part of their Anti-Social Behaviour (ASB) case.

Furthermore, there was a delay in the Environmental Health Team issuing a Community Protection Warning (CPW) and Community Protection Notice (CPN) which led to additional delays in the preventative action being undertaken.

Additionally, the Environmental Health and Communities Teams inappropriately passed the responsibility of the case between themselves instead of collaborating more effectively in jointly resolving the issues. This resulted in complainant having to contact multiple different departments which further led to their distress and confusion.

As two teams of the Council, it was a reasonable expectation that one team (albeit a Team that required collaboration from other Council departments) would need to be contacted in order to progress any issues with the ASB case.

An apology and £3,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises that the appropriate action was not undertaken correctly which led to delays and distress of the complainant.

Complaint Team Recommendations/actions

- The Environmental Health and Communities Teams have been reminded of their responsibility to appropriately communicate with individuals.
- The Environmental Health and Communities Teams have been reminded to appropriately manage an individual's expectations.
- The Environmental Health and Communities Teams have been reminded to appropriately collaborate to ensure that individuals are supported throughout the ASB process.
- The Environmental Health and Communities Teams have been reminded to issue Notices in a timely manner where clear breaches have been identified and informal approaches to resolve matters have failed.
- The Environmental Health and Communities Teams have been reminded of their responsibilities to identify vulnerability as a potential factor in ASB cases. Where vulnerabilities have been identified the Environmental Health and Communities Teams should look to take these into account in expediting any actions in accordance with the Council's policies.

Information Governance

1. Complaint against Information Governance

Response – 20 working days

Complaint upheld

Complaint

The complainant contacted the Council and complained that the Information Governance Team had not released the requested data as part of a Freedom of Information request.

Council's response

It was determined that an appropriate level of service was not provided as the Information Governance Team had incorrectly identified the requested information relating to the outcomes of complaints/accusations made against the Council's Senior Management Team as being exempt due to it containing personal data.

Furthermore, the Information Governance Team did provide the complainant with the correct Decision Notice for this refusal as required by the Freedom of Information Act.

The data was subsequently release as part of the stage 2 complaint response.

An apology was offered to the complainant.

Assistant Director Comments

The Council recognises that the information was incorrectly withheld in the first instance and the correct Decision Notice was not provided which led to confusion.

Complaint Team Recommendations/actions

N/A

Appendix 3

**STAGE 3 – COMPLAINTS TO THE LOCAL GOVERNMENT OMBUDSMAN (LGO)
/HOUSING OMBUDSMAN (HO)**

Stage 3 - Ombudsman Complaint

1. Complaint against Communities (complaint concluded in 2024/25)

Complaint not Upheld.

Complaint

The concern raised was that the Council issued a Community Protection Warning, followed by a further warning of a Community Protection Notice, without any evidence against the complainant.

Ombudsman's conclusion

The LGO found that a Community Protection Notice was issued, which could have appealed in court. Based on this evidence, the LGO have discontinued the investigation.

2. Complaint against Bereavement Services (complaint concluded in 2024/25)

Complaint not Upheld.

Complaint

The concern raised was that the complainant's memorial garden on their father's grave needed to be removed.

Ombudsman's conclusion

The LGO found that there was insufficient evidence of fault by the Council to warrant an investigation.

3. Complaint against Housing Repairs (complaint concluded in 2024/25)

Complaint Upheld.

Complaint

The concern raised was the Housing Repairs Team handling of reports of a drain blockage.

Ombudsman's conclusion

The HO found that while the Council's repair responses were mostly timely, its failure to follow up a repair following access issues caused distress and inconvenience to the resident. It also failed to consider an escalated response given the repeated issue and the

resident's vulnerabilities. Finally, it failed to address the resident's concerns about communication and the safety of their property.

The HO ordered the Council to undertake a £300 compensation payment which has been completed.