

**Appendix 3 – Changes required to the Council’s complaints handling processes under the LGSCO and HO Codes 2024**

1. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint.
2. A complaint must be raised when the complainant/resident expresses dissatisfaction with the response to their service request.
3. All resident/customer surveys to include reference to the Complaints Procedure.
4. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person.
5. Complaints Procedure should explain how the organisation will publicise details of the complaints policy, including information about the Ombudsman and the Codes.
6. Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.
7. Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.
8. Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.
9. At Stage 2 of the Complaints Procedure, any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.
10. When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.
11. Council to advise complainants of the intervals for updates, where the timescales for extension exceed those set out in the Codes. (HO requirement only).
12. 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.