



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Tenant Satisfaction and Complaint Report

Improving our Customer Experience

Annual Report 2024/25

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Introduction

Welcome to our annual tenant satisfaction and complaints report, which highlights our performance during the 2024/2025 financial year.

This year has seen continued challenges presented by the ongoing cost of living pressures, as well as changes to aspects of the financial support available to our tenants. These financial pressures impact on almost every aspect of our tenant's lives, including their health and wellbeing, their housing challenges and options and their general contentment. As a result, the Council has seen significant demand and increased pressure on its services.

Telford and Wrekin Council became a Registered Provider in September 2020, and we remain a small provider. Over the last 12 months we have reviewed our property portfolio and as of 31 March 2025 we have 28 properties that fall under our registered provider status. We also have a wider portfolio of properties that we have ensured are benefiting from the management policies developed as part of this status such as temporary accommodation provided under Part II of the Housing Act 1985. The total amount of properties is 219.

In February/ March 2025 we completed our Tenant Satisfaction Survey, the result of which can be found from page 7 of this report. Surveys form a key part of collecting customer feedback. They can inform decisions that help shape and improve the services we offer. We will be utilising the feedback to improve our services and combined with the management information also detailed within the report, at Page 8, can pinpoint specific areas for improvement.

The outcome of the tenant satisfaction survey is based on 11 responses, the results this year do reflect some challenges faced by some tenants. However, while always disappointing to receive complaints, given the low number received this year it has allowed us to thoroughly review the experience and customer journey of all complaints and other than dissatisfaction with the outcomes, no specific concerns have been identified with the approach taken to handling the complaints. Responses in relation to the approach to handling anti-social behaviour indicated that there was generally a low level of satisfaction in this area. There were three statutory noise nuisances reported during the year. We will continue to review this area to see if there are any improvements that can be made including ensuring that our tenants are aware of how to report anti-social behaviour in the future. It was positive to see that 91% of our tenants confirmed that they feel safe in their home and 82% of our tenants also confirmed that they are satisfied with the overall service provided.

In respect of the management information Tenant Satisfaction measures, the completion of both emergency and non-emergency responsive repairs at 74% in timescale for non-emergency response and 96% for emergency response was above our key performance indicators. Those that fell outside timescale were impacted by a number of factors including gaining access into the properties. We also look to agree appointment times with tenants, which can result in repairs being completed outside of response times.

Outcomes from complaints are also detailed within this report from page 9. At Appendix A you will also find our complaint handling self-assessment which requires us to analyse our complaints handling against the Housing Ombudsman Services statutory complaint handling code.

Whilst we do have low volumes of complaints in respect of our tenants in part due to the size of our portfolio, we are also committed to ensuring that complaints are not seen as a negative. We will always address complaints fairly, effectively and promptly, learning from and continually improving our service, and we ensure that our tenants are aware of our complaint policy and how they can make a complaint.

In this report we also want to highlight some success stories from during the year.

Case Studies:



From a successful businessman to living in a tent with my dog: NSAP/RSAP Project

Back in 2019 I was a successful businessman with my own company I lived with my partner, stepson and my dog in a 3 bedroom home where we lived well. At the end of 2019 I started to go through some stresses with my business partner, a major client pulled out and the business started to fall into debt. I tried to keep the business going but in 2020 the business failed and I ended up in over £60,000 of debt, this all happened at the same time as my relationships broke down and then I had a family bereavement. I then became isolated with no family support, no money and my mental health was affected, the only support I had was from my dog.

I found myself living rough in a tent in the Telford area and developed addictions to alcohol and drugs. This was my life until August 2022, when I was found on the wrong side of the bridge and wanted to take my own life. A lovely lady

took me into her home and helped me to get the support I needed to call Telford and Wrekin Council. I was placed in a property with Maninplace offering support, I could even take my dog. I stopped using drugs and alcohol as I was getting the help I needed and knew that that this was my only stepping stone to sorting my life out.

Maninplace then searched for somewhere for me to live on a permanent basis, this was proving difficult due to my dog, bad credit and that I was a single person. In November 2022 I was told that I was being referred to Telford and Wrekin Councils' Rough Sleepers Accommodation Programme (RSAP), this is a 2-year project to support people to become tenant ready. I had an interview and was successful. I moved into a 1-bedroom flat with my dog. I then received support from the staff at Telford and Wrekin Council including the Property Management Team and my Tenancy Sustainment Officer. Through their work I had support applying for white goods and setting up utility bills and ensuring I was receiving the correct benefits. I have now been housed with Telford and Wrekin Council for nearly 2 years, during which I have rebuilt relationships with my family, worked with the staff and I will be ready to move to a permanent home at the end of the project.

From Royal Air Force Service to Homelessness: Breaking Free from Addiction with the Rough-Sleepers Accommodation Programme

My life has been a rollercoaster, from serving in the Royal Air Force to battling addiction and homelessness. Two decades ago, I was a proud member of 5131 Bomb Disposal Squadron at RAF Wittering. Despite experiencing mental health challenges during my service, little did I know that my biggest battles still lay ahead. Transitioning to civilian life proved difficult, and I found myself lost, grappling with the lingering effects of my time in the military. This sense of displacement, combined with an addictive personality, led me down a dark path. Before I knew it, I was trapped in a cycle of addiction, my situation fuelling my struggles and vice versa. On March 3rd, 2023, I hit rock bottom, finding myself homeless and contemplating ending my life. But fate intervened, and I was connected to the Rough Sleepers Accommodation Programme (RSAP), a lifeline that would ultimately change my circumstances and provide me with vital support. Through the RSAP, I was offered a supported self-contained maisonette, complete with a guaranteed secure tenancy. With the stability of a safe home, I could finally begin to rebuild my life. I found solace in community activities and groups, using my experiences to promote positive change and advocate for the power of hope and unwavering support. Today, I'm 22 months clean, 16 months sober, and an active member of my community in Donnington. I run a book club and disc golf club, consult with MIND and Telford & Wrekin Social Services, and work with veteran's groups and CALM Cafes. My journey from RAF service to addiction, homelessness, and ultimately recovery is a testament to the resilience of the human spirit and the importance of a supportive environment. This is my story from the drug trap to RSAP, highlighting the importance of lived experience and the power of a helping hand.



Tenant Satisfaction Measures- Tenant survey

We received a total of 11 responses to the survey which given the number of properties. The results of the survey can be seen below;

| Code | Measure | Result |
|------|---|------------|
| TP01 | Proportion of tenants who report that they are satisfied with the overall service from Telford and Wrekin Council | 82% |
| TP02 | Proportion of tenants who have received a repair in the last 12 months, who report that they are satisfied with the overall repairs service | 50% |
| TP03 | Proportion of tenants who have received a repair in the last 12 months, who report that they are satisfied with the time taken to complete their most recent repair | 50% |
| TP04 | Proportion of tenants who report that they are satisfied that their home is well maintained | 73% |
| TF05 | Proportion of tenants who report that they are satisfied that their home is safe | 91% |
| TF06 | Proportion of tenants who report that they are satisfied that Telford and Wrekin Council listens to tenant views and acts upon them | 73% |
| TF07 | Proportion of tenants who report that they are satisfied that Telford and Wrekin Council keeps them informed about things that matter to them | 73% |
| TF08 | Proportion of tenants who report that they agree Telford and Wrekin Council treats them fairly and with respect | 82% |
| TF09 | Proportion of tenants who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling | 0%* |
| TF10 | Proportion of tenants with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained | 50% |
| TF11 | Proportion of tenants who report that they are satisfied that Telford and Wrekin Council makes a positive contribution to the neighbourhood | 50% |
| TF12 | Proportion of tenants who report that they are satisfied with Telford and Wrekin Council's approach to handling anti-social behaviour | 22% |

*Complaints information is detailed later in this report.

We will use the information from the survey to engage further with our tenants to improve the services they receive going forward.

Tenant Satisfaction Measures- Management information

In addition to the tenant satisfaction measures obtained there are measures which must be obtained via our management information.

| Code | Measure | Result |
|------|--|-------------|
| CH01 | Complaints relative to size of the landlord: Stage One Complaints received per 1000 homes | 22.8 |
| | Stage Two Complaints received per 1000 homes | 22.8 |
| CH02 | Proportion of complaints responded to within complaint handling code timescales: Stage One complaints | 100% |
| | Stage Two complaints | 100% |
| NM01 | Anti-social behaviour cases relative to the size of the landlord: Number of anti-social behaviour cases per 1000 homes | 13 |
| | Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes | 0 |
| RP01 | Proportion of homes that do not meet Decent Homes Standard: | 0% |
| RP02 | Repairs completed within target timescale: Non-emergency responsive repairs completed in target timescale | 74% |
| | Emergency responsive repairs completed in target timescale | 92% |
| BS01 | Proportion of homes for which all required Gas Safety checks have been carried out | 100% |
| BS02 | Proportion of homes for which all required fire risk assessment have been carried out. | 100% |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% |
| BS04 | Proportion of homes for which all required legionella risk assessment have been carried out | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out | 100% |

Tenant Complaints

Following the completion of a joint consultation with the Local Government and Social Care Ombudsman the Housing Ombudsman has confirmed its new complaint handling code. This took effect from 1 April 2024, and to accord with the statutory requirements of the code we have amended our processes and combined our tenant complaint policy with our corporate complaints policy.

During 2024/25 we received **5** complaints from our tenants across the 219 properties covered by our management policies.

5 of the complaints escalated to stage 2 of the procedure

0 of the complaints were the subject of the Housing Ombudsmans enquiries

0 complaints from tenants were refused during the year

Complaint Themes:

During 2024/25 there were no specific complaint themes however the issues raised included;

- Decision regarding removal of an animal
- Access to Loft space
- Windows and water ingress
- Time allowed for moving properties
- Anti-social behaviour from Neighbour

Complaint Outcomes:

Of the 5 complaints received at Stage1

2 complaints were upheld, **2** complaints were not upheld, **1** was withdrawn

The upheld issues related too,

- **Access the loft area-** this element of the complaint was upheld because the tenancy agreement did not specifically state that lofts hatches are locked in our properties where the lofts are not boarded, as they are not suitable for storage. In this case the padlock was removed so that the tenant could gain access to monitor some repairs to the roof felt. However they were advised that the loft space should not be used for storage purposes and that the space would be checked periodically to ensure it is not being used for storage. Tenancy agreements have now been amended to state that there is no access permitted to loft spaces. An inspection was also carried out to the loft space following the report of water ingress. It was determined that no remedial work was required.
- **External Property conditions-** At the time of the inspection of the property it was agreed that any mould within the external washroom and bathroom areas caused by condensation would be cleaned and treated. A thermostatically controlled heater was installed within the washroom area and an electrically operated mechanical extractor will be installed within both the external washroom and bathroom area.
- **Windows and water Ingress-** The inspection noted that the window to the external washroom area had deteriorated and was beyond economical repair. The weather bar to the main access door to the unit was missing. The window to the washroom was replaced. In replacing this also improved ventilation in the area. The weather bar to the door threshold was replaced.

Of the **5** complaints investigated at stage 2,

1 complaint was upheld, **4** complaints were not upheld regarding the outstanding matters escalated to stage 2.

The upheld issue related too;

- **Access the loft area-** It was determined that the stage 1 response had addressed all the issues relating to access to the loft space and learning was taken from this complaint and the tenancy agreements have been updated to state that tenants should not access/ use the loft spaces. The tenancy agreement also now confirms that the loft space should remain locked. It was confirmed that after inspection by a contractor there was no evidence of water ingress from the roof

nor any signs of previous ingress and there were no remedial works required. It was agreed however to monitor further and following this remedial works have been undertaken and completed.

Timescales for responses:

The Council's Complaints policy for Council tenants outlines that a complaint at stage one of the procedure should be responded to within 10 working days. This may be extended in exceptional circumstances by a further 10 days.

100% of complaints at stage 1 were responded to within the initial 10 working days as outlined in the complaint handling code. The average response time was 3.8 working days.

Stage two of the procedure outlines that responses should be provided with 20 working days up to a maximum of 40 working days.

100% of complaints investigated at Stage 2 of the procedure were responded to within the initial 20 working days as outlined in the complaint handling code. The average investigation and response time was 15 working days.

Learning and outcomes from complaints:

Complaints are a valuable source of information that can help to identify recurring or underlying problems and potential improvements. It is also very important to understand the impact that any complaints, whether upheld or not, have had on tenants and to ensure that we continue to improve the experience of all tenants living in our properties.

Positive improvements:

Throughout the year, we record the learning identified from each complaint to build up a picture of common themes or trends across the Council as a whole, this is the case for complaints received under the councils' corporate complaint procedure and the council tenant procedure. Some positive improvements have been identified from the complaints in 2024/25

- Tenancy agreements have been amended to state that access to the loft space is not permitted and now confirms that tenants should not access / use the loft spaces. The tenancy agreement will also confirm that the loft spaces are to remain locked.

To further demonstrate our commitment to making positive improvements please see the positive improvements made as a result of wider complaints to Telford and Wrekin Council by visiting [Complaints and compliments annual reports - Telford & Wrekin Council](#). We are also committed to addressing concerns raised through our annual tenant survey detailed on page 7.

Findings of non-compliance with the code:

There are no findings of non-compliance with the HOS Complaint Handling Code in 2024/25, please see Appendix A for more details.

Annual report from Housing Ombudsman Service

The Housing Ombudsman publishes an annual report for landlords where they have determined five or more cases in the year. The Housing Ombudsman has not considered any cases for Telford and Wrekin Council between 1 April 2025 and 31 March 2026, so the Housing Ombudsman has not published a Report in relation to Telford & Wrekin Council.

Other relevant publications produced by HOS

There were no relevant publications produced by the Housing Ombudsman regarding Telford and Wrekin Council in 2024/25.

Appendix A

Self-Assessment (May 2025)

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.


Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|---|---|
| 1.2 | A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i> | No | Outlined in the Council's complaint procedure- Part 1.4 Complaints procedures - Telford & Wrekin Council | Definition is as set out by the Local Government and Social Care Ombudsman Code and agreed by Housing Ombudsman Service <i>'An expression of dissatisfaction, however made, about the standards of service, action or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals'</i> |

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| 1.3 | A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy. | Yes | Outlined in the Council's complaint procedure- Part 1.5 Complaints procedures - Telford & Wrekin Council | |
| 1.4 | Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. | Yes | Outlined in the Council's complaint procedure- Part 5.1 Complaints procedures - Telford & Wrekin Council | |
| 1.5 | A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains. | Yes | Outlined in the Council's complaint procedure- Part 1.5 Complaints procedures - Telford & Wrekin Council | |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made | Yes | See PDF embedded in this report demonstrating the link was included in the annual tenant satisfaction survey. | |

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| | aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain. | |  Tenant Survey [Paper_ Keyed - Engl] | |
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Section 2: Exclusions

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|--|--------------------------|
| 2.1 | Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits | Yes | <p>Outlined in the Council's complaint procedure- Part 5.2</p> <p>Complaints procedures - Telford & Wrekin Council</p> <p>And within the annual report</p> | |
| 2.2 | <p>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:</p> <ul style="list-style-type: none"> 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 | Yes | <p>Outlined in the Council's complaint procedure- Part 4.5 & 5.2</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |

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| | <p>Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. | | | |
| 2.3 | <p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p> | Yes | <p>Outlined in the Council's complaint procedure- Part 4.5</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 2.4 | <p>If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.</p> | Yes | <p>Outlined in the Council's complaint procedure- Part 5.2</p> <p>Complaints procedures - Telford & Wrekin Council</p> | <p>There have been no exclusions in 2024/25</p> |
| 2.5 | <p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p> | Yes | <p>Outlined in the Council's complaint procedure- Part 4.5</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |

Section 3: Accessibility and Awareness

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|--|--------------------------|
| 3.1 | Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process. | Yes | Outlined in the Council's complaint procedure- Part 2 Complaints procedures - Telford & Wrekin Council | |
| 3.2 | Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord. | Yes | Outlined in the Council's complaint procedure- Part 6.5 Complaints procedures - Telford & Wrekin Council | |
| 3.3 | High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain. | Yes | Please see the evidence of this within this report, volumes of complaints are currently likely to be as a result of a low number of units. | |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what | Yes | Outlined in the Council's complaint procedure- Part 2.5 & 6.5 | |

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| | will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website. | | Complaints procedures - Telford & Wrekin Council | |
| 3.5 | The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code. | Yes | <p>Outlined in the Council's complaint procedure- Part 2.5 & 9</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.4</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 3.7 | Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | Yes | <p>Outlined in the Council's complaint procedure- Part 9</p> <p>Complaints procedures - Telford & Wrekin Council</p> <p>Also included in responses and within our template emails in the event that a complaint exceeds 20 days at stage 1 and 40 days at stage 2.</p> | <p>Provided as part of tenant sign up packs, as part of the support plan and at 6 monthly sign offs.</p> |

Section 4: Complaint Handling Staff

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|--|------------------|--|--------------------------|
| 4.1 | Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties. | Yes | The Customer Relationship Team and the link officer within Information Governance | |
| 4.2 | The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly. | Yes | <p>Job description for Complaints Manager specifically states that the post holder:</p> <p>*Will be required to challenge and provide critical analysis to officers and other specialists of a higher grade.</p> <p>*Must be able to explain and justify their recommendations to SMT and service management teams.</p> <p>*As the role has a corporate responsibility for improving the customer experience across the whole organisation the post holder will be expected to challenge existing policies and process and recommend changes and improvements</p> <p>*The post holder will make decisions on appropriate ways to test the Customer Relationship, and where this is found lacking will directly challenge Service Delivery Managers, Directors and Executive Directors on how business is conducted. Presenting them with robust evidence and clear plans for change.</p> | |

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| 4.3 | Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively | Yes | Introduction to Complaints online learning course and also LGSCO complaint handling training has been provided to managers in the last 12months- 3 years. | |
|-----|---|-----|---|--|

Section 5: The Complaint Handling Process

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|--|--|
| 5.1 | Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain. | Yes | Complaints procedures - Telford & Wrekin Council | This was approved by Cabinet on 16 May 2024. |
| 5.2 | The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion. | Yes | Outlined in the Council's complaint procedure- Part 6.13 Complaints procedures - Telford & Wrekin Council | |
| 5.3 | A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman. | Yes | Outlined in the Council's complaint procedure- Part 6.13 | |

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| | | | Complaints procedures - Telford & Wrekin Council | |
| 5.4 | Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes. | Yes | Outlined in the Council's complaint procedure- Part 5.6 Complaints procedures - Telford & Wrekin Council | |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | Yes | Outlined in the Council's complaint procedure- Part 5.6 Complaints procedures - Telford & Wrekin Council | |
| 5.6 | When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification. | Yes | Outlined in the Council's complaint procedure- Part 6.9.2 & 6.10.2 Complaints procedures - Telford & Wrekin Council | |
| 5.7 | When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear. | Yes | Outlined in the Council's complaint procedure- Part 6.9.2 & 6.10.2 Complaints procedures - Telford & Wrekin Council | |
| 5.8 | At each stage of the complaints process, complaint handlers must: | Yes | Outlined in the Council's complaint procedure- Part 6.9.4 | |

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| | <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. | | Complaints procedures - Telford & Wrekin Council | |
| 5.9 | Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint. | Yes | Outlined in the Council's complaint procedure- Part 6.9.10 Complaints procedures - Telford & Wrekin Council | |
| 5.10 | Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review. | Yes | Any reasonable adjustments agreed are recorded on our complaints system. | |
| 5.11 | Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must | Yes | Outlined in the Council's complaint procedure- Part 6.10 Complaints procedures - Telford & Wrekin Council | There have been no incidents in 2024/25 |

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| | comply with the provisions set out in section 2 of this Code. | | | |
| 5.12 | A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys. | Yes | All correspondence related to a complaint is recorded on our dedicated complaint handling system | |
| 5.13 | Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation. | Yes | Outlined in the Council's complaint procedure- Part 7 Complaints procedures - Telford & Wrekin Council | |
| 5.14 | Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review. | Yes | Outlined in the Council's complaint procedure- Part 11 Complaints procedures - Telford & Wrekin Council | |
| 5.15 | Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010. | Yes | Outlined in the Council's complaint procedure- Part 11.7 Complaints procedures - Telford & Wrekin Council | |

Section 6: Complaints Stages

Stage 1

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 6.1 | Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident. | Yes | All complaints are reviewed at receipt by the Customer Relationship Team. | |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaint procedure <u>within five working days of the complaint being received.</u> | Yes | Outlined in the Council's complaint procedure- Part 6.6 and 6.13 Complaints procedures - Telford & Wrekin Council | |
| 6.3 | Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged. | Yes | Outlined in the Council's complaint procedure- Part 6.9.5 and 6.13 Complaints procedures - Telford & Wrekin Council | |

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| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | Outlined in the Council's complaint procedure- Part 6.9.8 & 6.9.10 Complaints procedures - Telford & Wrekin Council | No cases exceeded 10 working days at stage 1 in 2024/25 |
| 6.5 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | Outlined in the Council's complaint procedure- Part 6.9.10 Complaints procedures - Telford & Wrekin Council | As above |
| 6.6 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | Outlined in the Council's complaint procedure- Part 6.9.9 Complaints procedures - Telford & Wrekin Council | |
| 6.7 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | Yes | Outlined in the Council's complaint procedure- Part 6.9.4 Complaints procedures - Telford & Wrekin Council | |
| 6.8 | Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and | Yes | Outlined in the Council's complaint procedure- Part 6.9.5 | |

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| | the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint. | | Complaints procedures - Telford & Wrekin Council | |
| 6.9 | <p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | Yes | <p>All complaint responses are quality checked to ensure that they include these elements.</p> <p>Also included in complaint handling training</p> | |

Stage 2

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|---|--------------------------|
| 6.10 | If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response. | Yes | Outlined in the Council's complaint procedure- Part 6.10 Complaints procedures - Telford & Wrekin Council | |
| 6.11 | 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. | Yes | Outlined in the Council's complaint procedure- Part 6.10.2 & 6.13 Complaints procedures - Telford & Wrekin Council | |
| 6.12 | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | Yes | Outlined in the Council's complaint procedure- Part 6.10.2 Complaints procedures - Telford & Wrekin Council | |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Yes | Outlined in the Council's complaint procedure- Part 6.10.1 Complaints procedures - Telford & Wrekin Council | |
| 6.14 | Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged. | Yes | Outlined in the Council's complaint procedure- Part 6.10.4 & 6.13 | |

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| | | | Complaints procedures - Telford & Wrekin Council | |
| 6.15 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.5</p> <p>Complaints procedures - Telford & Wrekin Council</p> | No cases required an extension in 2024/25 |
| 6.16 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.5</p> <p>Complaints procedures - Telford & Wrekin Council</p> <p>HOS details included in extension email templates</p> | No cases required an extension in 2024/25 |
| 6.17 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 6.18 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.8</p> | |

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| | referencing the relevant policy, law and good practice where appropriate. | | Complaints procedures - Telford & Wrekin Council | |
| 6.19 | <p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.8</p> <p>Complaints procedures - Telford & Wrekin Council</p> <p>Also included in complaint handling training</p> | |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response. | Yes | <p>Outlined in the Council's complaint procedure- Part 6.10.7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |

Section 7: Putting things right

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|--|------------------|--|--------------------------|
| 7.1 | <p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. | Yes | <p>Outlined in the Council's complaint procedure- Part 7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Yes | <p>Outlined in the Council's complaint procedure- Part 7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |

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| 7.3 | The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion. | Yes | <p>Outlined in the Council's complaint procedure- Part 7</p> <p>Actions will continue to be monitored as outlined in the Council's complaint procedure- Part 6.9.9 and 6.10.7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | Yes | <p>Outlined in the Council's complaint procedure- Part 7</p> <p>Complaints procedures - Telford & Wrekin Council</p> | |

Section 8: Assessment, Reporting and Compliance

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|--|------------------|---|--------------------------|
| 8.1 | <p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. | Yes | This report demonstrates the completion of this provision | |

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| | <p>This must also include a summary of the types of complaints the landlord has refused to accept;</p> <ul style="list-style-type: none"> c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. | | | |
| 8.2 | <p>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.</p> | Yes | <p>Please see attached the response to this report from the Housing Management Board. This report is also published at Complaints and compliments annual reports - Telford & Wrekin Council</p> | |
| 8.3 | <p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p> | Yes | <p>Noted/ N/A in last 12 months, a new self-assessment was completed following the introduction of the statutory complaint handling code</p> | |

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| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | Noted/ N/A in last 12 months | |
| 8.5 | If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber-incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code. | Yes | Noted/ N/A in last 12 months | |

Section 9: Scrutiny & oversight: continuous learning and improvement

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|--|------------------|---|--------------------------|
| 9.1 | Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint. | Yes | See information contained in this report and also further demonstrated by the wider Customer Feedback Reports for Telford and Wrekin Council. Complaints and compliments annual reports - Telford & Wrekin Council | |
| 9.2 | A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of | Yes | See information contained in this report and also further demonstrated by the wider | |

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| | intelligence to identify issues and introduce positive changes in service delivery. | | Customer Feedback Reports for Telford and Wrekin Council. Complaints and compliments annual reports - Telford & Wrekin Council | |
| 9.3 | Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees. | Yes | This report has been published on our website link, along with the response from the Housing Management Board | |
| 9.4 | Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. | Yes | Katherine Kynaston, Director of Housing, Commercial and Customer Services | |
| 9.5 | In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC'). | Yes | Cllr Zona Hannington, Cabinet Member for Finance, Governance & Customer Services | |
| 9.6 | The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's | Yes | Complaint handling will be reported to the Housing | |

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| | complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings. | | Management board and also the Council's Audit Committee | |
| 9.7 | <p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. | Yes | <p>Regular meetings with Service Delivery Manager responsible for complaints</p> <p>Quarterly reporting dashboards are also shared with the MRC, this included quantitative data and issues</p> | |
| 9.8 | <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; | Yes | Complaints procedures - Telford & Wrekin Council | |

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| | <ul style="list-style-type: none"> b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. | | | |
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Response from the Housing Management Board

Telford and Wrekin Council's Housing Management Board has considered the Tenant Satisfaction and Complaint Report 2024/25 and the Housing Ombudsman's Complaint Handling Code self-assessment. The number of complaints has increased this year from no complaints in 2023/24 to five, this increase reflects the increase in properties from 23 to 219. We are pleased that no tenants have escalated their concerns to the Housing Ombudsman Service. Where complaints have been upheld action has been taken and lessons learnt which will reduce issues from happening again in the future. We are satisfied that there are processes and procedures in place which will ensure that any complaints from our tenants and outcomes from our annual tenant survey, will be dealt with and that any complaints and survey findings will be reviewed to identify where improvements can be made. The responses regarding complaints handling have already been reviewed and we are satisfied that the correct processes are in place. The self-assessment demonstrates that any complaints received from our tenants have and will be dealt with in accordance with the statutory complaint handling code.



Councillor Richard Overton

Deputy Leader and Cabinet Member for Homes, Enforcement & Customer Services



Councillor Kelly Middleton

Cabinet Member for Healthy, Safer & Stronger Communities



Councillor Paul Watling

Cabinet Member for Adult Social Care & Health Systems



Councillor Carolyn Healy

Cabinet Member for Neighbourhoods Planning & Sustainability



Felicity Mercer

Executive Director: Adult Social Care, Housing & Customer Services



Katherine Kynaston

Director: Housing, Commercial & Customer Services