

London Borough of Redbridge Housing Ombudsman Complaint Handling Code Self-assessment June 2025

Section 1: Definition of a Complaint

	Code Requirement	Comply Yes/No	Evidence	Commentary/Explanation
1.1	Effective complaint handling enables individuals to be heard and understood. The starting point for this is a shared understanding of what constitutes a complaint.	Yes		
1.2	A complaint must be defined as: '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.'	Yes	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy Under Section 1. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should amend its Corporate Complaints policy to mirror the full definition of what a complaint is as detailed in the Code." In light of this recommendation the complaints policy will be reviewed by the council.

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	Corporate Complaints Policy published on the website. Complaint Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy Under Section 1. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy confirming complaints made by a representative will be handled in line with the complaints policy" In light of this recommendation the complaints policy will be reviewed by the 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	Complaints Procedure.	Under Section 5 Service Request Vs. Complaint. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy that clearly outlines the distinction between a service request and a complaint." In light of this recommendation the complaints policy will be reviewed by the 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	Complaints Procedure.	Under Section 5 Service Request Vs. Complaint 5.3 Complaint. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy stating it will raise a complaint if a resident expresses dissatisfaction with its response to their service request. The landlord should make it clear that a resident will be given the option to make a complaint if there is any service failure. The wording should also state that the landlord will not prevent/stall or impact on actions needed to resolve any immediate issues relating to the service request.." In light of this recommendation the complaints policy will be reviewed by the 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 aware of how	Yes	This has been added to our transactional Surveys	

	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			
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Section 2: Exclusions

	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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaint Procedure.	Complaints Policy Under Section 7 and Complaints Procedure under section 7 Stage 1, 7.1 Logging complaint.
2.2	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: <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 Particulars of Claim, having 	Yes	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy Under Section 7. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy clarifying what it means about excluding issues that can be resolved informally and provide examples of scenarios where this would be applicable. The landlord should also add wording clarifying that legal proceedings concerns matters that have been filed at Court. The wording should also make it clear that the landlord will

	<p>been filed at court.</p> <ul style="list-style-type: none"> • Matters that have previously been considered under the complaints policy. 			<p>not consider matters where a claim has been filed with an insurance company but the landlord will consider its handling of a request to make a claim, or instances where the landlord is adjudicating on the claim itself (if the landlord has an internal insurance team)." In light of this recommendation the complaints policy will be reviewed by the council.</p>
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>Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/</p>	<p>Complaints Policy Under Section 9. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy confirming a complaint will be accepted if reported within 12 months of the matter occurring or the resident becoming aware of the matter." In light of this recommendation the complaints policy will be reviewed by the council.</p>

2.4	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	Yes	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaint Procedure.	Complaints Policy Under Section 7 and Complaints Procedure under section 7 Stage 1, 7.1 Logging a complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint	Yes	Complaints Procedure	On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy making it clear that a resident will be provided with an explanation for why their complaint is not being considered and that the resident will be given the right to take their complaint to the Ombudsman." In light of this recommendation the complaints policy will be reviewed by the council.

Section 3: Accessibility and awareness

	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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaint Procedure.	Complaints Policy Under Section 6 and Complaints Procedure under section 4 Complaints. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should add wording to its Corporate Complaints policy outlining additional methods a resident can use to make a complaint beyond an online form. The landlord should include methods of submitting a complaint that does not require writing and remove the wording that asks residents to complain in writing." In light of this recommendation the complaints policy will be reviewed by the 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	Yes	Complaints Procedure, Section 4	Under section 4 Complaints.

	be able to pass details of the complaint to the appropriate person within the landlord.			
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	Corporate Complaints Policy published on the website. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaint Procedure.	Complaints Policy and Complaints Procedure under Section 4 complaints.
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 will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Corporate Complaints Policy published on the website. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy and Complaints Page. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy and include wording that ensures it is made clear that the policy can be made available in accessible formats." In light of this recommendation the complaints policy will be reviewed by the 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.	No	This is not contained within the Policy and will be included in within the upcoming complaints policy review.	On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy to ensure it includes details of how the policy is publicised." In light of this recommendation the complaints policy will be reviewed by the council.
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	Corporate Complaints Policy published on the website. Complaint Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy section 9.
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	Corporate Complaints Policy published on the website. Complaint Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy section 9.

Section 4: Complaint Handling Staff

	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	Complaint Procedure.	Under section 6 Roles and Responsibilities.
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	Complaint Procedure.	Under section 7 Stage 1, 7.4 Investigation.
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	Complaint Procedure.	Under section 6 Roles and Responsibilities.

Section 5: Complaint Handling Staff

	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	Corporate Complaints Policy published on the website. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy.
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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 3 and Complaints Procedure under section 7 Stage 1 and 8 Stage 2 . On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy and remove all wording referring to its Initial Stage. The policy should clearly outline only two complaint stages." In light of this recommendation the complaints policy will be reviewed by the 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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 3 and Complaints Procedure under section 7 Stage 1 and 8 Stage 2 . On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy and remove all wording referring to its Initial Stage. The policy should clearly outline only two complaint stages." In light of this recommendation the complaints policy will be reviewed by the 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	All complaints are handled directly by Redbridge	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Not Applicable		

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	Complaint Procedure.	Under section 7 Stage 1, 7.2 Assessment, 7.3 Acknowledge receipt and section 8 Stage 2, 8.2 Acknowledge receipt. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy and include additional wording detailing that the landlord's complaint acknowledgement will include: the landlord's understanding of the complaint, the outcomes the resident is seeking and which aspects the landlord are and are not responsible for. The policy should also make it clear that the landlord will ask the resident if any aspect of the complaint is unclear." In light of this recommendation the complaints policy will be reviewed by the council.
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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	Complaint Procedure.	Under section 7 Stage 1, 7.2 Assessment, 7.3 Acknowledge receipt and section 8 Stage 2, 8.2 Acknowledge receipt. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should review its Corporate Complaints policy and include additional wording detailing that the landlord's complaint acknowledgement will include: the landlord's understanding of the complaint, the outcomes the resident is seeking and which aspects the landlord are and are not responsible for. The policy should also make it clear that the landlord will ask the resident if any aspect of the complaint is unclear." In light of this recommendation the complaints policy will be reviewed by the council.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an	Yes	Complaint Procedure.	Under section 9 Fairness and impartiality.

	<p>open mind;</p> <p>b. give the resident a fair chance to set out their position;</p> <p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>			
5.9	<p>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.</p>	Yes	Complaint Procedure.	<p>Under section 7 Stage 1, 7.6 Extending the timeframe and section 8 Stage 2, 8.5 Extending the timeframe.</p> <p>On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to include wording that outlines stage 1 response timescales as detailed in the Code. The landlord should also include policy wording making it clear that it will agree suitable intervals with the resident, in order to keep them updated when the timeframe to provide a response exceeds the extension timescale (additional 10 working days) that is</p>

				set out in the Code." In light of this recommendation the complaints policy will be reviewed by the 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	Notes around reasonable adjustments are contained on service systems	
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	Complaints Procedure.	Under section 8 Stage 2, 8.1 Logging a Stage 2 Escalation.

	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	Complaint Procedure.	Under section 10 Communication
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	Corporate Complaints Policy published on the website. Complaints Policy https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 10 and Complaints Procedure Section 7 Stage 1 and Section 8 Stage 2.
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	Yes	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy under Section 12.

	evidence reasons for putting any restrictions in place and must keep restrictions under regular review			
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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/	Complaints Policy under Section 12.

Section 6: Complaints Stages

Stage 1

	Code Requirement	Comply Yes/No	Evidence	Commentary/Explanation
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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 10 and Complaints Procedure Section 7 Stage 1.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Our Policy is 2 working days Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 10 and Complaints Procedure Section 7 Stage 1 7.3 Acknowledge receipt. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear that the complaint

				acknowledged at stage 1 will contain the complaint definition. The landlord can choose to continue to send acknowledgements with all required information within 2 working days or amend this to 5 working days." In light of this recommendation the complaints policy will be reviewed by the council.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No	Our Policy is 10 working days from receipt Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure. % answered within 10 days of receipt 79%	Complaints Policy under Section 3 and Complaints Procedure under section 7 Stage 1 7.7 Response. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should make it clear in its Corporate Complaints policy when the 10 working days to provide a stage 1 response starts from i.e. from receipt of the complaint or from the date of acknowledgement. This will ensure the resident is clear on what timeframe to expect a response." In light of this recommendation the complaints policy will be reviewed by the council. 79% achieved, it is reasonable to

				<p>expect that not all responses will be within the 10 day timeframe however the council do aim that a minimum of 95% are responded to on time. The current demand outweighs capacity, learning from complaints to inform service improvements should reduce the demand as a long term solution, short term solutions are being put in place to increase capacity. The council also reports that it very rarely extends the target time when complaints are complex and this is something that will be reviewed.</p>
6.4	<p>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.</p>	Yes	Complaint Procedure.	<p>Under section 7 Stage 1, 7.6 Extending the timeframe. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear that an extension to providing a stage 1 response is an additional 10 working days. If the response is going to take longer, the policy needs to make it clear the landlord has to agree this additional extension with the resident. The</p>

				policy should also make it clear the landlord has to agree to provide updates to the resident at regular intervals." In light of this recommendation the complaints policy will be reviewed by the council.
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	Complaint Procedure.	Under section 7 Stage 1, 7.6 Extending the timeframe. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to specify the extension timescales at stages 1 and 2, as outlined in the Code. The landlord should also update the policy to ensure it states residents can approach the Housing Ombudsman should the landlord exceed the extension timescales." In light of this recommendation the complaints policy will be reviewed by the council.

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	Complaint Procedure	Under section 7 Stage 1, 7.7 Response and 7.8 Follow-up actions. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear it will provide the resident with a response when the answer to the complaint is known. The policy should also state that if there are any outstanding actions, they will be tracked and residents will be kept updated on outstanding actions until they are completed." In light of this recommendation the complaints policy will be reviewed by the 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	Complaint Procedure.	Under section 7 Stage 1, 7.7 Response.

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and 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.	Yes	Complaint Procedure.	Under section 7 Stage 1, 7.5 Additional Points. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to state any related additional complaint issues will be incorporated into the stage 1 response. The policy should also state any new issues raised will be logged as a new complaint if a stage 1 response has already been issued, the issues raised are unrelated or if investigating the issues would unreasonably delay the response." In light of this recommendation the complaints policy will be reviewed by the council.
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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	Complaint Procedure.	Under section 7 Stage 1, 7.7 Response.
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Stage 2

	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	Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 3 and Complaints Procedure under Section 8 Stage 2. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear that all complaints can be escalated to stage 2 of its complaints process, providing the complaint does not have any exclusions." In light of this recommendation the complaints policy will be reviewed by the 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	Our Policy is 2 working days Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.	Complaints Policy under Section 10 and Complaints Procedure under Section 8 Stage 2, 8.2 Acknowledge receipt. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its

				Corporate Complaints policy to make it clear that the complaint acknowledged at stage 2 will contain the complaint definition. The landlord can choose to continue to send acknowledgements with all required information within 2 working days or amend this to 5 working days." In light of this recommendation the complaints policy will be reviewed by the 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	Complaints Procedure does advise this however the Complaints Policy require review and updating accordingly.	Under section 8 Stage 2, 8.2 Acknowledge receipt. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should make it clear in its Corporate Complaints policy that complaints at stage 2 will be considered by someone who was not involved in the stage 1 complaint investigation." In light of this recommendation the complaints policy will be reviewed by the council.
6.13	The person considering the complaint at stage 2 must not be the same person that	Yes	Complaints Procedure	Under section 8 Stage 2, 8.2 Acknowledge receipt.

	considered the complaint at stage 1.			
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	No	<p>Our Policy is 20 working days from receipt</p> <p>Corporate Complaints Policy published on the website.</p> <p>Complaints Policy.</p> <p>https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.</p> <p>56% answered on time.</p>	<p>Complaints Policy under Section 3 and Complaints Procedure under section 8 Stage 2, 8.6 Response.</p> <p>On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should make it clear in its Corporate Complaints policy when the 20 working days to provide a stage 2 response starts from i.e. from receipt of the escalation request or from the date of acknowledgement. This will ensure the resident is clear on what timeframe to expect a stage 2 response." In light of this recommendation the complaints policy will be reviewed by the council.</p> <p>56% answered on time. Stage 2 escalations are higher than would be expected and as such the demand outweighs the capacity of Heads of service. The council are exploring a new operating model to better meet demand and quality</p>

				assuring stage 1 responses to reduce escalation rates.
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	Complaint Procedure.	Under section 8 Stage 2, 8.5 Extending the timeframe. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear that an extension to providing a stage 2 response is an additional 20 working days. If the response is going to take longer, the policy needs to make it clear the landlord has to agree this additional extension with the resident. The policy should also make it clear the landlord has to agree to provide

				updates to the resident at regular intervals." In light of this recommendation the complaints policy will be reviewed by the council.
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	Complaint Procedure.	Under section 8 Stage 2, 8.5 Extending the timeframe. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to specify the extension timescales at stages 1 and 2, as outlined in the Code. The landlord should also update the policy to ensure it states residents can approach the Housing Ombudsman should the landlord exceed the extension timescales." In light of this recommendation the complaints policy will be reviewed by the council.

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	Complaint Procedure	Under section 8 Stage 2, 8.6 Response and 8.7 Follow-up actions. On 31 July 2025 the Housing Ombudsman conducted a review of the council's complaint policy and recommended "London Borough of Redbridge should update its Corporate Complaints policy to make it clear it will provide the resident with a response when the answer to the complaint is known. The policy should also state that if there are any outstanding actions, they will be tracked and residents will be kept updated on outstanding actions until they are completed." In light of this recommendation the complaints policy will be reviewed by the council.
6.18	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	Complaint Procedure.	Under section 8 Stage 2, 8.6 Response.

6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: 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	Complaint Procedure.	Under section 8 Stage 2, 8.6 Response.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaint Procedure.	Under section 8 Stage 2, 8.3 investigation.

	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>Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.</p>	Complaints Policy Section 10.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>Corporate Complaints Policy published on the website. Complaints Policy. https://www.redbridge.gov.uk/tell-us/tell-us-whats-wrong/tell-us-what-we-did-wrong/ and Complaints Procedure.</p>	Complaints Policy Section 10.

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	Complaint Procedure.	Under section 7 Stage 1, 7.7 Response, 7.8 Follow-up actions and section 8 Stage 2, 8.6 Response and 8.7 Follow-up actions.
7.4	Landlords must take account of the guidance issued by the relevant Ombudsman when deciding on appropriate remedies.	Yes	Our objective is to work closely with the Ombudsman service. We follow best practice guidance provided by the Ombudsman service	

Section 8: Self-assessment, reporting and compliance

	Code Requirement	Comply Yes/No	Evidence	Commentary/Explanation
8.1	Organisations must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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 organisation's complaint handling performance. This must also include a summary of the types of complaints the organisation has refused to accept; c) any findings of non-compliance with this Code; d) the service improvements	Yes	Annual Complaints Report https://www.redbridge.gov.uk/feedback-and-complaints/complaints/complaints-policy-and-process/	Section 8. Annual Complaints and Ombudsman Cases.

	made as a result of the learning from complaints; e) any annual report about the organisation's performance from the relevant Ombudsman; and f) any other relevant reports or publications produced by the relevant Ombudsman in relation to the work of the landlord.			
8.2	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.	Yes	https://www.redbridge.gov.uk/feedback-and-complaints/complaints/complaints-policy-and-process/	
8.3	Landlords must also carry out a self assessment following a significant	Yes	Complaint Procedure.	Under section 12 Monitoring and Review.

	restructure, merger and/or change in procedures.			
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		
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	Cyber attack resilience plan in place	

Section 9: Scrutiny & oversight: continuous learning and improvement

	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	Complaint Procedure.	Under section 11 Learning and improvement.
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 intelligence to identify issues and introduce positive changes in service delivery.	Yes	Complaint Procedure.	Under section 11 Learning and improvement.
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	Represented at overview and scrutiny committee	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or	Yes	Customer Resolution and Insight Manager supported by Customer and Digital Operations Director along	Complaints Procedure section 6 Roles and Responsibilities.

	trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.		with Housing Operations/Corporate Director	
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	Cabinet Member for Resources and Transformation	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Represented at overview and scrutiny committee	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;	Yes	Provided to Cabinet Member for Resources and Transformation	

	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.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and cooperative approach towards resolving complaints, working with colleagues across teams and departments; 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.	Yes	Complaints Procedure.	