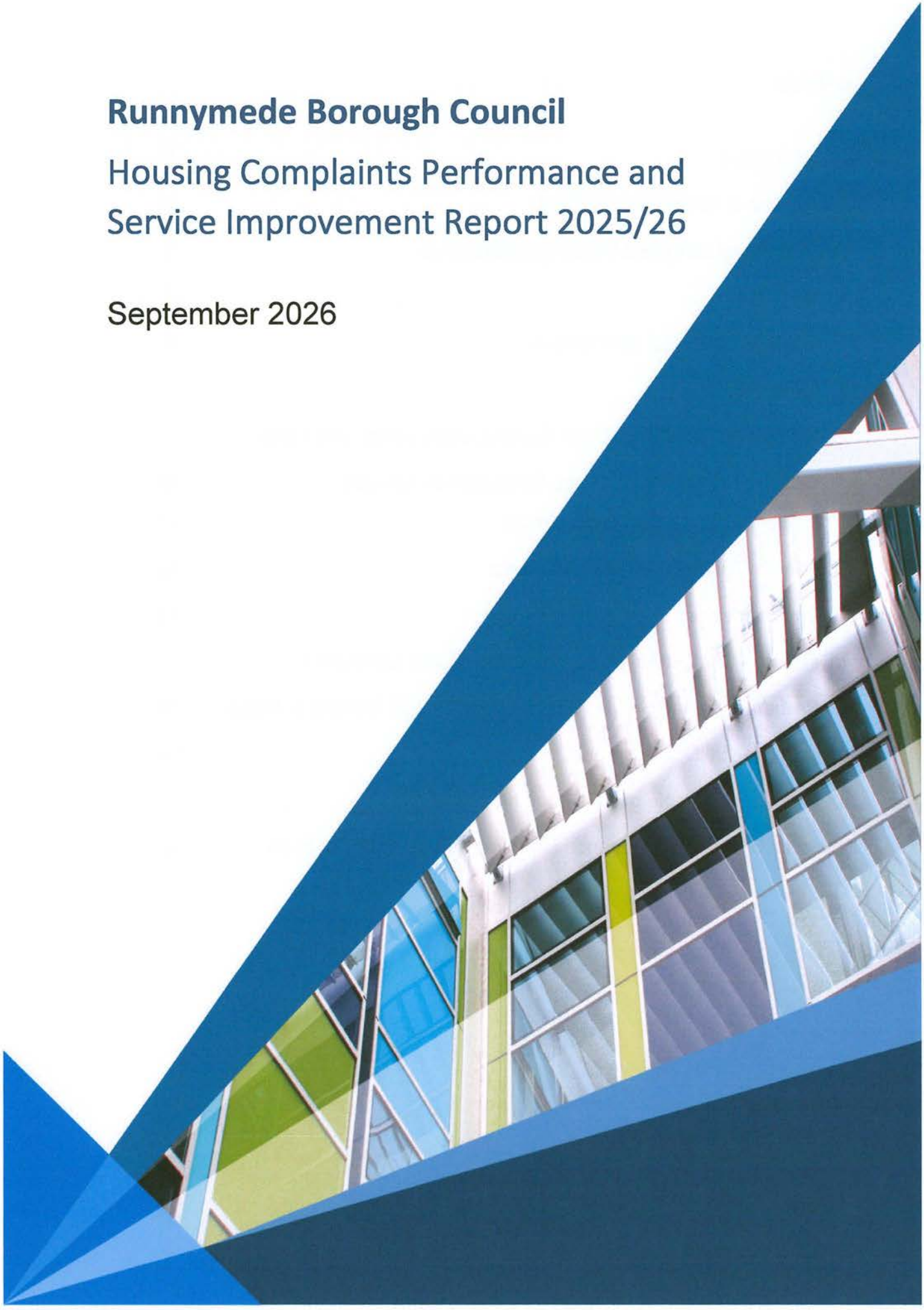
Runnymede Borough Council

Housing Complaints Performance and Service Improvement Report 2025/26

September 2026



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1. Introduction

We are pleased to present our annual complaints performance and service improvement report. This incorporates our self assessment which sets out our compliance with the Housing Ombudsman's Complaint Handling Code. Together these provide reflection on our performance over the year 2025/26. The Code became statutory in 2024. Since then we have continued to embed a positive and transparent complaint handling culture and we remain committed to ongoing improvements.

Aligned with the corporate complaints policy, the Housing Complaints policy is for all complaints about housing services, so there is some additional information in this report about complaints that would fall under the jurisdiction of the Local Government and Social Care Ombudsman if escalated.

In its regulatory judgment in February 2026, the regulator of social housing found that "There are very serious failings in Runnymede BC's approach to ensuring complaints are addressed fairly, effectively, and promptly. Runnymede BC is consistently failing to meet target response times for complaints, although there is evidence of some learning from complaints. We did not gain assurance that Runnymede BC effectively manages complaints made to its contractors. Runnymede BC has an improvement plan for complaints, but we saw no evidence of actions to reduce complaints handling times."

Since the judgement, we have strengthened our action plan for improving complaints handling, made procedural changes and improved the system for managing and monitoring complaints. While results for 2025/26 remain disappointing, the embedding of cultural and practical changes are starting to take effect and better reporting and analysis will be possible going forward.

We do not accept complaints about incidents of anti-social behaviour, other than a complaint of failure to comply with our policy and procedure on responding to allegation of ASB, reports of ASB are dealt with in line with the Council's Anti-social Behaviour Policy and Procedure. Repairs, maintenance and contractors remain the primary cause of complaints.

2. Review of complaints handling

To review complaints handling in 2025/26 we:

- Completed the annual self-assessment.
- Reflected on our Tenant Satisfaction Measures.
- Reviewed the data available from the corporate complaint handling system.
- Supported the new Tenant Experience Panel in carrying out their first scrutiny of housing services – they chose to look at complaints based on the poor reported performance.

In 2025/2026, across all housing services, we received a total of 125 stage 1 complaints, this is an increase of 12% compared to last year. 11 complaints were escalated to stage 2, which is an increase of 10% compared to last year. We see the increase in the number of complaints as a reflection of our commitment to making it easy for residents to complain and demonstrating that our complaints process has become more accessible.

In our annual satisfaction survey, as part of collecting Tenant Satisfaction Measures, 35% tenants told us they were satisfied (very satisfied plus fairly satisfied tenants) with our approach to complaints handling. This is the same as the previous year, and we know we still have a lot of work to do to improve this perception. So that customers are aware of how to make a complaint, and staff understand how to deal with them when they are made, we continue to remind staff of the importance of learning from complaints.

Complaints received 2025/26 – all Housing complaints

Cases	Total
Stage One complaints	125
Stage Two complaints	11
Service requests	28
Grand Total	**155**

Method of contact

Method of contact	%
Online form	60
Email	34
Phone call	3
In person	2

3. Analysis of complaint handling performance

We notified the regulator that, for 2025/26, we included only complaints under the jurisdiction of the Housing Ombudsman service (HOS) Complaint Handling Code. Last year, due to the limitations of reporting from the new system, the figures were for all Housing services complaints. The recent published data fits more closely with the definition in the technical requirements.

Tenant Satisfaction Measures results 2025/26

	2024/25 All Housing complaints	2025/26 HOS jurisdiction
CH01(1): Number of stage one complaints received per 1,000 homes	39.0	34.3
CH01(2): Number of stage two complaints received per 1,000 homes	3.5	2.8
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	29.7	24.7
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	40.0	62.5

The Council's Housing Complaints Policy provides guidance on complaints we may exclude from the complaints procedure. In 2025/26, after triaging, we reclassified 28 cases as service requests, rather than complaints. Records evidence that each was responded to, but not acknowledged as a formal complaint. 9 cases were classed as duplicates, where the issues raised were part of a complaint under investigation, including some where failure to respond in time led to residents submitting a 'new' complaint. We did not refuse any stage 2 complaints.

Complaints received and performance on response times 2025/26

All Housing stage 1 complaints received	125
HoS stage 1 complaints received	97
No. of HoS stage1 complaints received per 1,000 homes	34.3
Proportion of all Housing stage 1 complaints responded to within time	37.60%
Proportion of HoS stage 1 complaints responded to within time	24.70%
All Housing stage 2 complaints received	11
All Housing stage 1 complaints resolved without escalation to stage 2	91%
HoS stage 2 complaints received	8
HoS stage 1 complaints resolved without escalation to stage 2	92%
No. of HoS stage 2 complaints received per 1,000 homes	2.8
Proportion of all Housing stage 2 complaints responded to within time	72.73%
Proportion of all HoS stage 2 complaints responded to within time	62.50%

The main complaint themes (all housing complaints), in descending order of frequency of complaint

Repairs and Maintenance Delays	Fencing repairs, plastering, pointing, doors, windows, roofing, wet room floor, intercom, heating, water pressure, scaffolding removal
Damp, Mould and Condensation	Bathroom mould, damp walls, damp and mould reports, external pointing leading to dampness
Heating, Gas and Boiler Issues	Boiler failures, gas leaks, heating contractor performance, delays in repairs, missed appointments
Contractor Performance and Conduct	Missed appointments, attending without appointments, poor workmanship, contractor behaviour, working late hours, multiple visits required
Fencing and Boundary Disputes	Fencing repairs, requests for 6ft fencing, fence policy disputes, damage to private fencing
Housing Applications and Homelessness	Housing register applications, banding assessments, homelessness applications, housing advice delays, rehousing requests
Anti-Social Behaviour (ASB)	Failure to comply with our policy and procedure on responding to allegation of ASB
Property Condition and Lettings	Condition at start of tenancy, asbestos, leaks, adaptations, internal doors, redecoration following leaks
Customer Service and Communication	Lack of communication, officer conduct, incorrect advice, rude behaviour allegations, customer service concerns
Benefits and Rent Account Issues	Universal Credit verification, incorrect information to UC, rent account disputes, recharges
Pests and Vermin	Rats, mice, pigeons, maggots
Solar Panel Related Issues	Meter problems, pigeons nesting under panels, installation-related concerns

Outcome Stage 1 – all Housing complaints	**Percentage**
Upheld	45.5%
Not Upheld	45.5%
Partly Upheld	9.1%
Total	**100%**
Outcome Stage 2 – all Housing complaints	**Percentage**
Partly Upheld	60.0%
Not Upheld	30.0%
Upheld	10.0%
Total	**100.00%**

4. Remedies

Our Complaints Policy and Compensation Policy permits discretionary compensation to residents who have experienced loss, damage, inconvenience or distress due to service failure or other faults by the Council. The amounts are uplifted in April subject to the Consumer Price Index in the preceding September; and are detailed in the internal Compensation Procedure.

In total, we paid £4,329 in compensation in the year, in relation to 44 complainants. The most frequent cause of complaint compensated was repairs and contractors (15). We are currently updating our Compensation and Remedies guidance in line with the Housing Ombudsman's revised Compensation Guidance. This will ensure our compensation offers are proportionate, fair and consistent.

Month	Total Compensation
Apr-25	£305.00
May-25	£300.00
Jun-25	£0.00
Jul-25	£100.00
Aug-25	£125.00
Sep-25	£220.00
Oct-25	£845.00
Nov-25	£395.00
Dec-25	£225.00
Jan-26	£940.00
Feb-26	£0.00
Mar-26	£874.36
	£4,329.36

5. Findings of Annual Self-Assessment

Every year we assess how we are meeting the requirements of the Complaint Handling Code. The self-assessment for 2025/26 is at Appendix A. It was completed in August 2026. There are 72 requirements in the Code.

We found these 5 requirements didn't apply:

5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor...
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.
8.3	Landlords must carry out a self - assessment following a significant restructure, merger and/or change in procedures
8.4	Landlords may need to update the self -assessment following an Ombudsman investigation.
8.5	A landlord unable to comply due to exceptional circumstances, must inform the Ombudsman

The self-assessment notes that a new self-assessment will be necessary to address changes due to local government reorganisation in April 2027.

We met 52 requirements. We partially met 9 requirements:

Code Ref	Requirement	Action
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	Although staff have received training, in future we will record evidence of training.
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.	Consideration of the complexity of the complaint and subsequent extension of the timescale for response was not used consistently in 2025/26. Reporting on extensions from the corporate complaint handling system was not possible, leading to ineffective monitoring of this requirement. Enhancements to the system make this possible from July 2026
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.	As above, reporting on extensions from the corporate complaint handling system was not previously possible. Robust evidence of consistent compliance with this requirement is not possible. Enhancements to the system make this possible from July 2026
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	As above, automated complaint acknowledgements were generated by the corporate complaints system in 2025/26. Because bespoke acknowledgments with a clear complaint definition were not sent, it is not possible to provide evidence of complaint responses addressing such definitions. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints
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.	While we have no reason to believe we have failed to consider a request for a stage 2 due to the lack of an explanation, in future we will record evidence of compliance.
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.	As at 6.1 above (stage 1) automated complaint acknowledgements were previously generated for all complaints by the corporate complaints system. This requirement was partially met as a number of requests for stage 2 were made directly by email to the officer sending the stage 1 response, but effective triaging was inconsistent as others were triaged by staff without access to all relevant information.

		System modifications since July 2026 allow housing complaints to be triaged by housing staff.
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.	While we have no reason to believe we have failed to meet this requirement, in future we will record evidence of completion of outstanding actions.
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.	Reporting from the corporate complaint handling system has been limited until recently, with opportunities for service improvements actioned manually; and resulting in limited evidence of consistent compliance with this requirement. Enhancements to the system make reporting on service improvements from July 2026
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.	While there is regular reporting to MRC and Housing committee, and information in the Tenants annual report, evidence of learning from complaints and embedding service improvements has been limited. The new Tenant Experience Panel will be receiving wider learning and improvements; one of the strategic objective of the Housing Improvement Plan is to "Address the root causes of the regulatory judgement and embed sustainable continuous improvement ... for tenants this means 'I can see that feedback, including complaints, leads to action and makes a difference."

We failed to meet these 6 requirements:

Code Ref	Requirement	Action
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.	Automated complaint acknowledgements have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. This currently enables a summarised understanding of the complaint logged, and asks the complainant to tell us if the description of the complaint is wrong. An addition to the

		system template is required to capture our understanding of the outcome the complainant is seeking.
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.	As above, automated complaint acknowledgements were previously generated for all complaints by the corporate complaints system. This meant that effective triaging by staff with access to all relevant information was inconsistent. System modifications since July 2026 allow housing complaints to be triaged by housing staff. In addition, responsibility for investigating and responding to complaints has moved to service heads in Housing from April 2026.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	As at 5.6 above, automated complaint acknowledgements have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. While complaints in 2025/26 were acknowledged, these were generic rather than personalised, compliant acknowledgements
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged	Additional resources (see below)
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.	As at 6.2 above (for stage 1), automated complaint acknowledgements for stage 2 have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. While complaints in 2025/26 were acknowledged, these were generic rather than personalised, compliant acknowledgements.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	This code provision is integrated into the Housing Complaints Policy at 2.26, which states "The Council will issue a final response to a stage 2 complaint within 20 working days of the complaint being acknowledged" This code provision is also integrated into the Housing Complaints Procedure where Step 10 of "Housing Complaints

		Procedure" (on page 5) states "Stage 2 complaints will be dealt with by the Assistant Chief Executive, who will [...] respond within 20 working days."

Stage 1 response times

Only 24.7% of Housing Ombudsman stage 1 complaints were responded to within time. We pride ourselves that all complaints are thoroughly investigated by a senior manager, and a detailed response provided. 91% of complaints were resolved without escalation to stage 2. The failure to respond to the majority of complaints in time has been very disappointing but has led to a review of procedures and of resourcing. Existing staff have been given new responsibilities for complaint handling, tracking, investigation and resolution; and a new post of Customer Insight and Experience Officer will provide additional resource for monitoring, analysis and reporting. Further modifications to the Council's software is improving case handling and compliance.

6. Governance

The Housing Committee receive quarterly key performance information on complaints handling. Since the Housing Committee approved the appointment in June 2024, the Chair of the Housing Committee has acted as the Member Responsible for Complaints (MRC). Throughout 2025/26 the MRC continued to receive monthly data on the complaints responded to and performance on complaints handling. Since December 2025, a record of the monthly review of random, anonymised complaints and of the findings of regular oversight findings is documented for audit purposes. A redacted copy of the completed checklist for December 2025 is attached at Appendix B. In September 2026 the MRC completed an annual assurance and oversight check. This is attached at Appendix C.

7. Complaints escalated to the Housing Ombudsman and Local Government and Social Care Ombudsman services

Cases with the Housing Ombudsman

Opened	Ref	Issue	Status
13/09/2023	202408142	Repairs	Open
20/03/2024	202420077	Repairs	Open
29/05/2024	202442757	Repairs	Awaiting investigation
21/08/2024	202503739	Repairs	Open
23/01/2025	202516889	Damp/mould	Awaiting investigation
12/02/2025	202540844	ASB	Open
26/02/2025	202542013	RTB	Open
27/03/2025	202543321	Tenancy management	Awaiting investigation
29/04/2025	202553825	Repairs	Awaiting investigation
13/05/2025	202554795	Tenancy management	Open
28/05/2025	202602191	Pest control	Awaiting investigation
11/06/2025	202603400	Damp/mould	Awaiting investigation
27/07/2025	202609153	Tenancy management	Awaiting investigation
28/07/2025	202614106	Repairs	Open
05/08/2025	202618857	Tenancy	Open

Housing Ombudsman Determinations

Case	Orders and Recommendations Order Recommendation	Orders and Recommendations Compensation Amount	Action and Learning
202347223	Apology & compensation	£200.00	Apology issued and compensation paid for delays in responding to a complaint about leasehold service charges - responsibility for service charges has been changed and the procedures strengthened
202507733	Compensation	£50.00	Compensation paid for delays in sending complaint responses. Heads of service now respond to stage 1 complaints, increasing capacity and improving response times.
202320480	Compensation	£150.00	Compensation paid for maladministration in complaint handling - significant delays occurred at stage 2 and this was not acknowledged or addressed. The Corporate Head of Housing now responds to stage 2 complaints.

Cases with the Local Government and Social Care Ombudsman

Date	Issue	Status/Outcome
16.05.25	Housing Advice	Closed – no further action
16.06.25	Disabled Facilities Grant	Closed – no further action
19.11.25	Grounds Maintenance	Closed – no further action
12.12.25	Homelessness	Awaiting outcome
19.01.26	Housing Allocations	Awaiting outcome
28.01.26	Housing Allocations	Awaiting outcome
25.03.26	Housing Allocations	Awaiting outcome

Housing Ombudsman Reports

During the year we reviewed Housing Ombudsman publications and learning reports to identify opportunities for service improvement. Particular consideration was given to the Ombudsman's Spotlight Report: Repairing Trust (Repairs and Maintenance) Spotlight report on repairs and maintenance - repairing trust. Together with the Spotlight follow up report on Damp and mould, this has informed our new damp and mould policy (*add date*) and procedure (*add date*). The compensation policy guidance for landlords has informed the review, currently underway, of our compensation policy. Learning from Severe Maladministration reports has informed staff training, complaint investigations and improvements to resident communication.

In the Annual Complaints Review 2024-25 , the Housing Ombudsman found that found that local authorities are struggling more than other landlords to provide timely responses to complaints. A greater proportion of complaints about local authorities were upheld compared to housing associations and other types of landlords, with 87% of disputes about local authorities' complaint handling upheld. Housemark analysis suggests local authorities typically report weaker performance on complaints responded to within timescale than housing associations.

8. Feedback and Tenant Engagement

During the year we sent a satisfaction survey form with every complaint response letter. However, as we have not received completed forms with feedback, we recognise that a different way of collecting feedback from complainants on how their complaint was handled is needed. We are currently reviewing the best way to do this effectively.

The newly formed Tenant Experience Panel chose to scrutinise complaint handling as their first scrutiny exercise. Tenants were supported by engagement experts TPAS with 'learning by doing.' The question was "How can we increase the percentage of stage 1 complaints that are responded to within the expected 10 working day timeframe?" The Panel's recommendations are expected shortly.

9. Learning and service improvements

31 stage 1 complaints resulted in suggested service improvements. These are some examples:

CPL1172

- Ensure that all keysafes are removed before the property and keys are handed over.
- Strengthen procedure so contractors are notified as soon as possible that a property has been let.

CPL 862

- Contact / communication time frames have been added to the new ASB procedure.

CPL 730

- From a contractor; "our sincere regret that the resident felt upset by her interaction with our site manager. We have written directly to the resident with a sincere apology for the distress caused, together with reassurance of our commitment to respectful conduct at all times... While we do not believe there was any inappropriate conduct, we fully appreciate the importance of how our words and actions are perceived. We are using this complaint as a reminder to all team members of the importance of clear communication and sensitivity when working in residents' homes. I trust this, together with our written apology to the resident, provides clarity and resolution."

CPL 705

- ..."However it is not acceptable that your complaint was not recorded and followed up. We are introducing a new customer services module where all contacts from residents will be recorded and managed within our main IT system. When you contact us, you will receive a reference number and your contact will be referred to

the appropriate officer with a timescale for responding. There is further work to do on building the system but this will give us better oversight of the quality of case work for contacts and performance on responses..."

CPL 1080, and others

- Following feedback from residents, a decision was taken that all new solar panel installations will now include bird protection as standard. It was also confirmed that residents experiencing problems with birds nesting under existing solar panels can report concerns for assessment. Where deemed necessary, bird protection measures will be installed. One of the members reported a significant reduction in pigeon activity following installation of bird protection. Members of the Tenants Repairs group welcomed this change as a positive example of a complaint leading to service improvements.

CPL 987, and others

- A letter, as revised by the Tenants Repairs Group, was sent to all Council contractors reminding them of their responsibilities regarding appointments and communication with tenants. Contractors responded positively and committed to reinforcing expectations with their staff. Residents were encouraged to continue reporting any problems communicating with contractors, so they can be held accountable.

CPL 1209, and others

- Due to complaints at stage 1 and stage 2, about service delivery in relation to showers and shower pumps and delays from our principal contractor, we have in place a local specialist to attend and repair all shower and shower pump faults.

CPL 882

- As a result of a slip on wet flooring, the risk assessment for cleaning this block was amended and now requires additional signage.

10. Improvements to complaint handling

Implementation of the following improvements to complaint handling are already underway:

- Additional staffing resources
- Modifications and enhancements to the corporate complaint handling system, especially on monitoring and reporting
- Analysis of trends and of causes of complaints informs decision-making
- Facilitate feedback from complaints on how their complaint was handled
- Clearly defining the complaint at the acknowledgment stage
- Proactively contact customers who express dissatisfaction, to ensure their issue is resolved and provide them the opportunity to raise a complaint, if appropriate
- Ensure reasonable adjustments are equitable
- Record staff training
- Continue to embed a culture that ensures complainants are treated with fairness and respect.

Housing Committee Response to the annual Housing Complaints and Service Improvement Report

On 16th September 2026 Runnymede Borough Council Housing Committee received the Complaints Performance and Service Improvement report for 2025/26. The report is noted and endorsed by this committee. While the poor performance on complaint response times was of concern, the changes to systems and working practices are welcomed, along with early indications of improvement. The additional resources will enable progress on the improvement action plan. The recommendations resulting from scrutiny by tenants is welcomed and the implementation and outcomes will be monitored.

Appendix A

Self Assessment

Runnymede Borough Council Self-assessment 2026

The current Housing Complaints Policy 2024 – 2026 (V4) became due for review in June 2026. A new draft Housing Complaints Policy, incorporating comments from the Housing Ombudsman Service, was approved by the Council's Housing Committee on 16th September 2026. The assessment below refers to this new Housing Complaints Policy (2026 – 2028).

Section 1: Definition of a complaint

Code provision	Code requirement	Comply:	Evidence	Commentary / explanation
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	Housing Complaints Policy 1.4 https://www.runnymede.gov.uk/housing/housing-complaints	The full required definition of the term 'complaints' is directly written within the Housing Complaints Policy at 1.3. A shorter, demonstrative definition is also present on the RBC public-facing website (on the Housing Complaints webpages, under section 1 "Tenant and leaseholder complaints").
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	Yes	RBC Housing Complaints Policy 2.3 & 2.8 RBC Housing Complaints Procedure: Housing Complaints Procedure Step 2 (page 4)	This code provision is integrated into the Housing Complaints Policy. At 2.3, it is stated that "The resident does not have to use the word complaint for it to be treated as such" and "Whenever a resident expresses dissatisfaction, we will give them the choice to make a complaint." At 2.8, it is stated that "Complaints may be made by residents or by an authorised representative or third party on their behalf."

	the landlord's complaints policy.			This code provision is also integrated into the Housing Complaints Procedure where Step 2 of "Housing Complaints Procedure" (on page 4) states "The complaint will be raised by the complainant (or someone on their behalf) or by a member of staff."
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	RBC Housing Complaints Policy 2.3	This code provision is integrated into the Housing Complaints Policy where, at 2.3 it is stated that "A service request is a request requiring action to be taken to put something right. Service requests are not complaints, but are be recorded, monitored, and reviewed regularly."
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	RBC Housing Complaints Policy 2.3	This code provision is directly integrated into the Housing Complaints Policy (with reference to the Council instead of a generic landlord).
1.6		Yes	RBC Housing Complaints	

	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 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.		Policy 2.4. Covering letter for Tenant Satisfaction Survey 2025/26	This code provision is directly integrated into the Housing Complaints Policy (with reference to the Council instead of a generic landlord). The covering letter to the Tenant Satisfaction Survey 2025/26 (sent 03/12/25) stated "To raise a specific complaint you can complete a form on the Council's website, email … call …or visit or write to the Council at the Civic Centre… "

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	RBC Housing Complaints Policy 2.10 & 2.25	This code provision is directly integrated into the Housing Complaints Policy 2.10 (with reference to the Council instead of a generic landlord). At 2.25, it is also specified that "We will not refuse to escalate a complaint to stage 2 unless there is a valid reason to do"
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	Yes	RBC Housing Complaints Policy 2.10	This code provision is integrated into the Housing Complaints Policy at 2.10, where the bullet points from the code provision are stated alongside others as appropriate to the Council context.

	fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			
2.3	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.	Yes	RBC Housing Complaints Policy 2.10	This code provision is integrated into the Housing Complaints Policy at 2.10, where it is stated that "An issue may not be treated as a complaint if it is more than 12 months since the issue occurred or the resident becoming aware of it, although complaints may be accepted outside this time limit for example due to ill health or incapacity".
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	Yes	RBC Housing Complaints Policy 2.11 RBC Housing Complaints	This code provision is directly integrated into the Housing Complaints Policy 2.11 (with reference to the Council instead of a generic landlord).

	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.		Procedure: Housing Complaints Procedure Step 1 (page 4)	This code provision is also integrated into the Housing Complaints Procedure where Step 1 of "Housing Complaints Procedure" (on page 4) states "If the matter is not appropriate for the complaints process, ensure the customer receives a detailed explanation of the reason(s) why and ensure that they are not left without a response for lengthy periods." "Alternative advice will also be provided, for example, the Housing Ombudsman Service can assist residents throughout the life of a complaint. The customer has the right to challenge our decision not to accept their complaint by going to the Ombudsman, who can instruct us to take on the complaint."
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	RBC Housing Complaints Policy 2.10	This code provision is directly integrated into the Housing Complaints Policy 2.10 (with reference to the Council instead of a generic landlord).

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	Yes	https://www.runnymede.gov.uk/housing/housingcomplaints/2 RBC Housing Complaints Policy 1.3, 2.2, 2.3, 4.1 & 6.2	This code provision is addressed in the Housing Complaints Policy at 1.3: "We aim to make it easy for residents to complain, and complaints can be raised with any member of Council staff as all staff are made aware of the corporate complaints process and how to log a complaint", at 2.2 "Residents can make a complaint using the

	Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.			Council's two stage complaints procedure online through the Council's website, in writing, by phone, by text, email or in person. Staff will assist a resident who needs help to make a complaint", at 2.3: "Whenever a resident expresses dissatisfaction, we will give them the choice to make a complaint", at 4.1:" The Council publishes this policy, advice about how to make a complaint ... on the Council's website, in correspondence about complaints and as part of its regular correspondence and publications for tenants, for example newsletters and annual reports" and 6.2: "We will keep under review the needs and reasonable adjustments of residents who may need to access the complaints process and ensure appropriate channels are easily available to make a complaint." On the RBC public-facing website (under Housing Complaints section 2 "Got a complaint about Housing?"), the various avenues that customers can raise complaint through are clearly outlined and linked - including an online form, the "listening" email address, the RBC customer services telephone number and the Civic Centre address (which can be visited or written to). The Council's approach to reasonable adjustments, in line with the Equality Act 2010, is outlined at 6.2 of the Housing Complaints Policy which states "We will make reasonable adjustments for residents where appropriate under the Equality Act 2010. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has

				disclosed. Any agreed reasonable adjustments will be kept under active review".
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	RBC Housing Complaints Policy 1.3 RBC Housing Complaints Procedure, Responsibilities (page 2, paragraph 4)	When a complaint is made through any possible channel, or to any RBC staff member, it will be logged via the internal complaint registration on the internal intranet (where there is also guidance notes) onto the corporate complaint management system (Jadu CRM portal) from where each complaint is triaged. This code provision is integrated into the Housing Complaints Policy at 1.3 which states "We aim to make it easy for residents to complain and complaints can be raised with any member of Council staff as all staff are made aware of the corporate complaints process and how to log a complaint." This code provision is also integrated into the Housing Complaints Procedure, where paragraph 4 of "Responsibilities" states "All staff are responsible for taking appropriate steps to resolve issues appropriately for residents as early as possible; and for recognising when a repeated service failure is to be treated as a complaint"
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	Yes	RBC Housing Complaints Policy 2.1 & 4.3	This code provision is integrated into the Housing Complaints Policy. At 2.1, it is stated that "We welcome feedback including compliments and complaints; and are committed to enabling a positive complaints culture, with effective

	complaint volumes are potentially a sign that residents are unable to complain.			procedures, well trained staff, putting things right for residents when they have gone wrong and demonstrating learning from complaints and a desire for continuous improvement." At 4.3, it is stated that "All Housing staff will receive guidance on the value of learning from complaints in order to improve services, and training on the complaint's procedure."
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	RBC Housing Complaints Policy Document https://www.runnymede.gov.uk/housing/housing-complaints/2	The Housing Complaints Policy is available to find on the RBC public-facing website. It also states "If you need the policy in an alternative format, for example large print, translated, digital or audio, please contact us." On the RBC public-facing website (under Housing Complaints section 2 "Got a complaint about Housing?"), there is detail of the two-stage process, what will happen at each stage, and the timeframes for responding. The Housing Complaints Policy at 2.2 states "Residents can make a complaint using the Council's two stage complaints procedure …"
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	RBC Housing Complaints Policy 4.1 & 4.2 https://www.runnymede.gov.uk/housing/housing-complaints/2	This code provision is integrated into the Housing Complaints Policy. At 4.1, it is stated that "The Council publishes this policy, advice about how to make a complaint, information about the Code, a resident's right to access the relevant Ombudsman Service and contact information for the Ombudsmen on the Council's website, in correspondence about complaints and as part of

				its regular correspondence and publications for tenants, for example newsletters and annual reports." At 4.2, it is stated that "The Council will publish this Complaints Policy and annual report on its website. We will share results of complaint handling performance on the website, through tenant engagement and in newsletters and annual reports to tenants." As detailed in the Housing Complaints Policy, published details of the policy, the Housing Ombudsman and the Code are on the RBC public-facing website (under Housing Complaints)
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	RBC Housing Complaints Policy 2.8	This code provision is integrated into the Housing Complaints Policy. At 2.8, it is stated that "Complaints may be made by residents or by an authorised representative or third party on their behalf. Complainants will be given the opportunity to be represented or accompanied at any relevant meeting."
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	RBC Housing Complaints Policy 4.1 RBC Housing Complaints Procedure, Stage 1 Response Letter (page 9 + 10) & Stage 2 Response Letter (page 11 + 12) https://www.runnymede.gov.uk/housing/housing-complaints/3	This code provision is integrated into the Housing Complaints Policy. At 4.1, it is stated that "The Council publishes [...] information about the Code, a resident's right to access the relevant Ombudsman Service and contact information for the Ombudsmen on the Council's website, in correspondence about complaints and as part of its regular correspondence and publications for tenants, for example newsletters and annual reports".

				Complaint responses (templates for which are in the Housing Complaints Procedure) include a link (for emailed responses) to the Housing Ombudsman website, the phone number and address, along with the information that "You are entitled to refer your complaint to the Housing Ombudsman, on 0300 111 3000 or write to: Housing Ombudsman Service , PO Box ..." In addition, the RBC public-facing website (under Housing Complaints section 3: "Not satisfied with our decision?") provides clearly the contact details for the Housing Ombudsmen (in the form of their email address, telephone number and postal address). A link to the Housing Ombudsman Service multi-lingual videos (with guidance on making complaints and the role of the Ombudsman) is also provided.

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	RBC Housing Complaints Policy 5.3	This code provision is covered in the Housing Complaints Policy at 5.3: "The Service Improvement Manager (Housing) has lead responsibility for ensuring that complaint handling is compliant with the Code, for liaison with the Housing Ombudsman, for ensuring complaints handling is reported to the Housing Committee." For clarity, the Council does not have a complaints team, or dedicated complaints officer corporately, or within the Housing Department.
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	RBC Housing Complaints Policy 2.14	This code provision is integrated into the Housing Complaints Policy. At 2.14 it is stated that "Complaint investigations will be conducted impartially, and complaints will be responded to by a senior manager with authority and autonomy to act to resolve disputes promptly and fairly." Senior managers have access to staff at all levels.

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	Partially	RBC Housing Complaints Policy 2.1 & 4.3 RBC Housing Complaints Procedure, Responsibilities (page 2, paragraph 3)	This code provision is integrated into the Housing Complaints Policy. At 2.1 it is stated that "We welcome feedback including compliments and complaints; and are committed to enabling a positive complaints culture, with effective procedures, well trained staff" At 4.3 it is stated that "All Housing staff will receive guidance on the value of learning from complaints in order to improve services, and training on the complaint's procedure." This code provision is also integrated into the Housing Complaints Procedure, where page 2 paragraph 3 of "Responsibilities" states "The Corporate Head of Housing and Senior Management team is responsible for creating a positive complaint handling culture among staff and residents". Although staff have received training, we cannot evidence this

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	RBC Housing Complaints Policy RBC Housing Complaints Policy 2.6	This code provision is integrated into the whole Housing Complaints Policy. This code provision is integrated into the Housing Complaints Policy. At 2.6 it is stated that "Residents will not be treated differently if they complain."

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	RBC Housing Complaints Policy 2.2	This code provision is integrated into the Housing Complaints Policy. At 2.2 it is stated that 2.2 "residents can make a complaint using the Council's two stage complaints procedure". There are no other stages.
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	RBC Housing Complaints Policy 2.2	This code provision is integrated into the Housing Complaints Policy. At 2.2 it is stated that "residents can make a complaint using the Council's two stage complaints procedure…". There are no other stages.
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.	N/A	RBC Housing Complaints Policy 2.7	Complaint responses are not handled by any third parties. The Housing Complaints Policy sates at 2.7: "The Council deals with all complaints about contractors, at both stages. Where a complaint is made to a contractor … ,the contractor will pass the complaint to the Council. All such complaints will be logged, investigated, and responded to by the Council in accordance with this policy and the Code. Tenants will not be required to pursue their complaint directly with a contractor."

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	As above	As above
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.	No	RBC Housing Complaints Policy 2.19 & 2.24 RBC Housing Complaints Procedure, Acknowledgement Letter	This code provision is integrated into the Housing Complaints Policy. At 2.19, it is stated that "Stage 1 complaint acknowledgements will set: our understanding of the complaint" and "if any aspect of the complaint is unclear we will ask the resident for clarification". At 2.24, it is stated that "The acknowledgement will confirm that the complaint has been accepted at Stage 2 [and] the Council's understanding of the complaint" and "If any aspect of the complaint is unclear, we will ask the resident for clarification". Automated complaint acknowledgements have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. This currently enables a summarised understanding of the complaint logged, and asks the complainant to tell us if the description of the complaint is wrong. An addition to the system template is required to capture our understanding of the outcome the complainant is seeking.
5.7		Yes	RBC Housing Complaints Policy 2.19 & 2.24	

	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.			This code provision is integrated into the Housing Complaints Policy. At 2.19, it is stated that in the acknowledgement letter for Stage 1 complaints it will be outlined to the tenant "which aspects of the complaint the Council is, or is not, responsible for. If any aspect of the complaint is unclear we will ask the resident for clarification." At 2.24, it is stated that in the acknowledgement letter for Stage 2 complaints it will be outlined to the tenant "the aspects of the complaint the Council is and is not responsible for. If any aspect of the complaint is unclear, we will ask the resident for clarification."
5.8	At each stage of the complaints process, complaint handlers must: 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.	Yes	RBC Housing Complaints Policy 1.1	This code provision is directly integrated into the Housing Complaints Policy at 1.1 (with reference to the Council instead of a generic complaint handler).
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	Yes	RBC Housing Complaints Policy 2.31	This code provision is integrated into the Housing Complaints Policy. At 2.31 it is stated that "we will agree with the resident suitable intervals for providing them with updates until their complaint is resolved."

	keeping them informed about their complaint.			
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	RBC Housing Complaints Policy 2.33 and 6.2	This code provision is integrated into the Housing Complaints Policy at 2.33, where, in line with the Equality Act, it states "The Council is committed to ensuring that disabled people are not disadvantaged in accessing its housing services. To this end, we will anticipate and make reasonable adjustments for disabled people and for people with support needs in applying this policy and our internal complaints procedure. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident discloses. Any agreed reasonable adjustments will be kept under active review." At 6.2 the Housing Complaints Policy states: "We will make reasonable adjustments for residents where appropriate under the Equality Act 2010. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments will be kept under active review.
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 comply with the provisions set out in section 2 of this Code.	Yes	RBC Housing Complaints Policy 2.25	This code provision is integrated into the Housing Complaints Policy. At 2.25, it states that "We will not refuse to escalate a complaint to Stage 2 unless there is a valid reason to do, for example: the issue giving rise to the complaint occurred over 12 months ago, legal proceedings have started, with details of the claim having been filed at court, matters that have previously been considered under the complaints policy."

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	RBC Housing Complaints Policy 5.2	This code provision is integrated into the Housing Complaints Policy at 5.2, where it states "A full record is kept of each complaint, and the outcomes at each stage. This includes the original complaint and the date received." A full record of the original complaint, the date received, outcomes, response letters and other information including, for example photos uploaded by the complainant, are recorded on he Council's corporate complaint handling system (Jadu). If the complainant is a RBC council tenant, information such as contractor correspondence, reports, surveys, rent, tenancy and property data etc. are on the integrated housing system (NEC).
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	RBC Housing Complaints Policy 2.30 Compensation Policy 2022 – 2025 Compensation Procedure 2025 - 2028	This code provision is integrated into the Housing Complaints Policy at 2.30, where it states, "An appropriate remedy can be provided at any stage of the Council's complaints process without the need for escalation to stage 2 or to the relevant Ombudsman". The Compensation Policy sets out our approach to discretionary compensation to customers who have experienced loss, damage, inconvenience or distress due to service failure or other faults by the Council. The Compensation Procedure outlines for staff "how to consider awarding compensation for housing complaints and the relevant sums payable."

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	RBC Housing Complaints Policy 2.32 https://www.runnymede.gov.uk/say/complaints/4	This code provision is integrated into the Housing Complaints Policy at 2.32, where it states "We will follow the Council's unreasonable behaviour protocol" and "We will evidence reasons for putting any restrictions in place and will keep restrictions under regular review." The Unreasonable Behaviour Protocol which is referred to here is hyperlinked within the policy document and can be found on the RBC public-facing website (on the Complaints webpage, under section 4 "Managing unreasonable actions by complainants").
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	RBC Housing Complaints Policy 2.32	This code provision is integrated into the Housing Complaints Policy at 2.32 states that "Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and will demonstrate regard for the provisions of the Equality Act 2010." No restrictions on contact due to unacceptable behaviour were placed on housing complainants during 2025/26.

Section 6: Complaints Stages

Stage 1

Code provision	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.	No	RBC Housing Complaints Policy 2.13	This code provision is directly integrated into the Housing Complaints Policy at 2.13 (with reference to the Council instead of a generic landlord). As above, automated complaint acknowledgements were previously generated for all complaints by the corporate complaints system. This meant that effective triaging by staff with access to all relevant information was inconsistent. System modifications since July 2026 allow housing complaints to be triaged by housing staff. In addition, responsibility for investigating and responding to complaints has moved to service heads in Housing from April 2026.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	No	RBC Housing Complaints Policy 2.12 RBC Housing Complaints Procedure: Housing Complaints Procedure	This code provision is integrated into the Housing Complaints Policy at 2.12, which states that "Complaints will be acknowledged, defined and logged at stage 1 within 5 working days of the complaint being received." This code provision is also integrated into the Housing Complaints Procedure, where step 5 of the "Housing Complaints Procedure" (on page 5) states "The complaint will be acknowledged within 5 working days of the complaints being received, by the manager who will be investigating, or at the request of the manager by another officer."

				As at 5.6 above, automated complaint acknowledgements have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. While complaints in 2025/26 were acknowledged, these were generic rather than personalised, compliant acknowledgements.
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	No	RBC Housing Complaints Policy 2.12	This code provision is integrated into the Housing Complaints Policy at 2.12, which states that "The full response to stage 1 complaints will be issued within 10 working days of the complaint being acknowledged." Published TSM: 24.7% stage 1 complaints responded to in time Tenant Satisfaction Measures – Runnymede Borough Council
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.	Partially	Housing Complaints Policy 2.20	This code provision is integrated into the Housing Complaints Policy at 2.20, which states "if an extension beyond the 10 working days target is required at Stage 1 due to the complexity of the complaint, we will 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) will be clearly explained to the resident." Consideration of the complexity of the complaint and subsequent extension of the timescale for

				response was not used consistently in 2025/26. Reporting on extensions from the corporate complaint handling system was not possible, leading to ineffective monitoring of this requirement. Enhancements to the system make this possible from July 2026.
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.	Partially	RBC Housing Complaints Policy 2.20	This code provision is integrated into the Housing Complaints Policy at 2.20, which states that "If the timescale for a response is extended, the resident will be provided with the contact details of the Housing Ombudsman and reminded of their right to seek support." As above, reporting on extensions from the corporate complaint handling system was not previously possible. Robust evidence of consistent compliance with this requirement is not possible. Enhancements to the system make this possible from July 2026
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	RBC Housing Complaints Policy 2.12 RBC Housing Complaints Procedure: Housing Complaints Procedure	This code provision is integrated into the Housing Complaints Policy at 2.12, which states that "We will provide the response to the resident when the answer is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly, with updates provided to the resident." This code provision is also integrated into the Housing Complaints Procedure where Step 16 of "Housing Complaints Procedure" (on page 6) states "A response to the complaint will be provided when the answer is known, and not

				when the outstanding actions required to address the issue are completed."
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.	Partially	RBC Housing Complaints Policy 2.22	This code provision is directly integrated into the Housing Complaints Policy at 2.22 (with reference to the Council instead of a generic landlord). As above, automated complaint acknowledgements were generated by the corporate complaints system in 2025/26. Because bespoke acknowledgments with a clear complaint definition were not sent, it is not possible to provide evidence of complaint responses addressing such definitions. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints.
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	RBC Housing Complaints Policy 2.16 & 2.17	This code provision is directly integrated into the Housing Complaints Policy at 2.16 (with reference to the Council instead of a generic landlord), and at 2.17 where it is stated, "where additional issues are raised that are unrelated to the original complaint, are received after a response has been issued, or would unreasonably delay the Stage 1 response, the Council will log these as a separate new complaint." Additional complaints are initially logged with a complaint reference number but subsequently treated as 'duplicates', with the information transferred (and recorded as being transferred) to the original, open complaint.

6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 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 stage 2 if the individual is not satisfied with the response.	Yes	RBC Housing Complaints Policy 2.22 Anonymised response letters are reviewed monthly by the MRC, from randomly selected complaints	This code provision is integrated into the Housing Complaints Policy at 2.22 with equivalent bullet points (with reference to the Council instead of a generic landlord). See Appendix A – MRC Oversight December 2025 (redacted and abridged)

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	Yes	RBC Housing Complaints Policy 2.23	This code provision is integrated into the Housing Complaints Policy at 2.23, which states that "If all or part of a complaint is not resolved to the

	be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.		RBC Housing Complaints Procedure, Stage 2 Response Letter (pages 11 + 12) Anonymised response letters are reviewed monthly by the MRC, from randomly selected complaints Sample anonymised cases have been shared with the MRC as part of signing off this assessment	resident's satisfaction at stage 1, it will be progressed to stage 2." The Stage 2 Response Letter template (which can viewed in the Housing Complaints Procedure documents, pages 11 & 12) provides a clear example of how Housing Department staff members are directed to indicate that stage 2 is the Council's final response with "this now concludes Stage 2 of our internal complaints process. [...] I hope that this letter shows that your feedback has been fully considered and that you are satisfied with this final response."
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.	No	RBC Housing Complaints Policy 2.24	This code provision is integrated into the Housing Complaints Policy at 2.24, which states that "Stage 2 complaints will be acknowledged, defined and logged within 5 working days of the escalation request being received." As at 6.2 above (for stage 1), automated complaint acknowledgements for stage 2 have been generated by the corporate complaints system. These were generic for all complaints. System modifications since July 2026 have enabled bespoke acknowledgements to be sent for stage 1 and 2 housing complaints. While complaints in 2025/26 were acknowledged, these were generic rather than personalised, compliant acknowledgements.

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.	Partially	RBC Housing Complaints Policy 2.23	This code provision is integrated into the Housing Complaints Policy at 2.23, which states "Residents are not required to explain their reasons for requesting a stage 2 consideration, rather the Council will make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response." While we have no reason to believe we have failed to consider a request for a stage 2 due to the lack of an explanation, we cannot evidence a relevant example
6.13		Yes	RBC Housing Complaints	

	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.		Policy 2.15 RBC Housing Complaints Procedure: Housing Complaints Procedure Step 10 (page 5) Anonymised response letters from both stages are reviewed monthly by the MRC,	This code provision is integrated into the Housing Complaints Policy at 2.15, which states "Complaints at Stage 2 will be handled by a senior manager who has not been involved in the investigation at Stage 1 and will involve all officers as needed to issue a thorough final response."
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	No	RBC Housing Complaints Policy 2.26 RBC Housing Complaints Procedure: Housing Complaints Procedure Step 10 (page 5) Add link to TSM on web	This code provision is integrated into the Housing Complaints Policy at 2.26, which states "The Council will issue a final response to a stage 2 complaint within 20 working days of the complaint being acknowledged" This code provision is also integrated into the Housing Complaints Procedure where Step 10 of "Housing Complaints Procedure" (on page 5) states "Stage 2 complaints will be dealt with by the Assistant Chief Executive, who will [...] respond within 20 working days."
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	Partially	RBC Housing Complaints Policy 2.26 RBC Housing Complaints	This code provision is integrated into the Housing Complaints Policy at 2.26, which states that the Council will "decide whether an extension to this timescale is needed and inform the resident of the expected timescale. If an extension is needed it

	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.		Procedure: Housing Complaints Procedure Step 10 (page 5)	will not exceed 20 days. Any extension will only be for a justified reason, which will be explained to the resident." This code provision is also integrated into the Housing Complaints Procedure where Step 10 of "Housing Complaints Procedure" (on page 5) states "if the complaint requires a lengthier investigation due to the complexity of the complaint, the ACE will decide if an extension to the timescale is needed and inform the complainant of the expected timescale for response. Any extension must be no more than 20 working days without good reason. The reasons must be clearly explained to the complainant and they should be kept updated." As at 6.1 above (stage 1) automated complaint acknowledgements were previously generated for all complaints by the corporate complaints system. This requirement was partially met as a number of requests for stage 2 were made directly by email to the officer sending the stage 1 response, but effective triaging was inconsistent as others were triaged by staff without access to all relevant information. System modifications since July 2026 allow housing complaints to be triaged by housing staff.
6.16	When an organisation informs a resident about an extension to these timescales, they must be	Yes	RBC Housing Complaints Policy 2.26 RBC Housing Complaints	This code provision is integrated into the Housing Complaints Policy at 2.26, which states that "when informing the resident of an extension, we

	provided with the contact details of the Ombudsman.		Procedure: Housing Complaints Procedure Step 11 (page 5) Evidence	will provide the resident with the contact details of the relevant Ombudsman." This code provision is also integrated into the Housing Complaints Procedure where Step 11 of "Housing Complaints Procedure" (on page 5) states "Where agreement over an extended period cannot be reached, the complaints handler should provide the Housing Ombudsman's contact details (for landlord issues) so the resident can challenge the response time and/or the proposed timeliness of the response."
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.	Partially	RBC Housing Complaints Policy 2.27 RBC Housing Complaints Procedure: Housing Complaints Procedure Step 16 (page 6)	This code provision is integrated into the Housing Complaints Policy at 2.27, which states "The stage 2 response will 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 will be tracked and actioned promptly with appropriate updates provided to the resident." This code provision is also integrated into the Housing Complaints Procedure where Step 16 of "Housing Complaints Procedure" (on page 6), which also provides an indication of what a "good decision letter" might consist of. While we have no reason to believe we have failed to meet this requirement, we cannot evidence a relevant example with outcomes.
6.18		Yes		

	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.		RBC Housing Complaints Policy 2.27 Anonymised response letters are reviewed monthly by the MRC, from randomly selected complaints	This code provision is integrated into the Housing Complaints Policy at 2.27, which states "We will address all points raised in the complaint definition and provide clear reasons for our decisions, referencing the relevant policy, law, and good practice where appropriate."
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	RBC Housing Complaints Policy 2.28 Anonymised response letters are reviewed monthly by the MRC, from randomly selected complaints	This code provision is integrated into the Housing Complaints Policy at 2.28 with equivalent bullet points (with reference to the Council instead of a generic landlord). See Appendix A – MRC Oversight December 2025 (redacted and abridged)
6.20	Stage 2 is the landlord's final response and must involve all	Yes	Housing Complaints Policy	This code provision is integrated into the Housing Complaints Policy. At 2.2 it is stated that 2.2

	suitable staff members needed to issue such a response.		Anonymised response letters are reviewed monthly by the MRC, from randomly selected complaints. Stage 2 responses are particularly detailed and clarify how the decision has been reached	"residents can make a complaint using the Council's two stage complaints procedure". There are no other stages. Stage 2 responses are particularly detailed and clarify how the decision has been reached – including input from other suitable staff members as appropriate

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • 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;	Yes	RBC Housing Complaints Policy 3.1 Compensation Policy 2022- 2025	This code provision is integrated into the Housing Complaints Policy at 3.1: "where something has gone wrong …for example acknowledging where things have gone wrong…correcting the error…a financial remedy, including compensation."

	• Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	RBC Housing Complaints Policy 3.2 Compensation Policy 2022- 2025	This code provision is integrated into the Housing Complaints Policy at 3.2, which states "The remedy will reflect the impact on the resident of any fault on the part of the Council or its contactors." At 5.3 of the Compensation policy is states "The amount of any compensation will depend on the severity of the impact, to be awarded as follows …" The Compensation policy is currently under review, including suggesting incorporating the latest compensation guidance from the HOS
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	RBC Housing Complaints Policy 3.2 Anonymised response letters, including remedy offer, are reviewed monthly by the MRC	This code provision is integrated into the Housing Complaints Policy at 3.2, which states that the remedy "will be clearly explained and followed through to completion. "
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation Policy 2022 - 2025	At 2.1, one of the stated aims of the Compensation policy is "compliance with Housing Ombudsman and Local Government and Social Care Ombudsman guidance." The Compensation policy is currently under review, including suggesting incorporating the latest compensation guidance from the HOS.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords 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 landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; 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	Yes	RBC Housing Complaints Policy 2.1 & 5.6 Housing complaints – Runnymede Borough Council	This code provision is integrated into the Housing Complaints Policy. At 2.1, it is stated that "An annual self-assessment against the Code will be carried out with the involvement of tenants, presented to the Housing Committee for its endorsement and published on the website." This code provision is integrated into the Housing Complaints Policy at 5.6: "The Council will produce an annual complaints performance and service improvement report for scrutiny and challenge by tenants and Housing Committee, including the annual self-assessment…analysis…service improvements … etc. The Housing complaints performance and service improvement report for 2024/25 is currently on the Council's website but will be replaced with the report for 2025/26 once approved by Housing Committee (expected 16.09.26)

	by the 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	RBC Housing Complaints Policy 2.1, 4.2, 5.5 & 5.6 https://www.runnymede.gov.uk/housing/housing-complaints/4	At 4.2, the Housing Complaints policy states "The Council will publish … the annual complaints performance and service improvement report on the Council's website." At 5.5 it states: "The MRC and Housing Committee will receive … the annual complaints performance and service improvement report." At 5.6 it states "The Council will produce an annual complaints performance and service improvement report for scrutiny and challenge by tenants and Housing Committee…" At 5.7 it states: "The annual complaints performance and service improvement report will be published on the Council's website, along with the Housing Committee response to it. The Housing Complaints Performance and Service Improvement Report 2024/25 can be found as a downloadable PDF on the RBC public-facing website (on the Housing Complaints webpage, under section 4 "Complaints Handling"). Below this, the "Housing Committee Response" report can also be found as a downloadable PDF.
8.3		N/A	RBC Housing Complaints Policy 5.8	A self-assessment will be necessary to address local government reorganisation (April 2027)

	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.			
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		
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.	N/A		

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.	Partially	RBC Housing Complaints Policy 2.1	This code provision is integrated into the Housing Complaints Policy at 2.1, which states "We will use complaints to identify issues and consider whether service improvements can be made as a result of learning from complaints." Reporting from the corporate complaint handling system has been limited until recently, with opportunities for service improvements actioned manually; and resulting in limited evidence of consistent compliance with this requirement. Enhancements to the system make reporting on service improvements from July 2026. The Housing Complaints procedure (approved ?) includes step to analyse complaints, report on opportunities for service improvements flagged and track actions to implement improvements as appropriate.
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	RBC Housing Complaints Policy 2.1 & 5.4 RBC Housing Complaints Procedure, Responsibilities (page 2, paragraph 2) See Housing Complaints Performance and Service	This code provision is integrated into the Housing Complaints Policy. At 2.1, it is stated that "We will use complaints to identify issues and consider whether service improvements can be made as a result of learning from complaints". At 5.4, it is stated that "The Chair of the Housing Committee has lead responsibility or supporting a positive complaint handling culture".

			Improvement Report 2025/26	This code provision is also integrated into the Housing Complaints Procedure, where page 2 paragraph 2 of "Responsibilities" states that "The Member Responsible for Complaints (MRC) has lead responsibility for supporting a positive complaint handling culture."
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.	Partially	RBC Housing Complaints Policy 4.2, 4.3 & 5.7	This code provision is integrated into the Housing Complaints Policy. At 4.2, it is stated that "We will share results of complaint handling performance on the website, through tenant engagement and in newsletters and annual reports to tenants." At 4.3, it is stated that "All Housing staff will receive guidance on the value of learning from complaints in order to improve services, and training on the complaint's procedure." At 5.7, it is stated that "We will also report back on learning from complaints and service improvements to staff and to tenants' groups." While there is regular reporting to MRC and Housing committee, and information in the Tenants annual report, evidence of learning from complaints and embedding service improvements has been limited. The new Tenant Experience Panel will be receiving wider learning and improvements; one of the strategic objective of the Housing Improvement Plan is to "Address the root causes of the regulatory judgement and embed sustainable continuous improvement … for tenants this means 'I can see that feedback, including complaints, leads to action and makes a difference."

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	RBC Housing Complaints Policy 2nd 5.2 RBC Housing Complaints Procedure, Responsibilities (page 2, paragraph 4)	This code provision is integrated into the Housing Complaints Policy where, at the 2nd 5.2, it is stated that "The Service Improvement Manager (Housing) has lead responsibility for ensuring that complaint handling is compliant with the Code, for liaison with the Housing Ombudsman, for ensuring complaints are reported to the Housing Committee." The Service Improvement Manager (Housing) also liaises with the MRC and the Housing Management team (who, as service heads, respond to stage 1 complaints) and other stage 2 responders in the Council. In the Housing Complaints Procedure, where page 2 paragraph 4 of "Responsibilities", it is stated that "The Housing Policy and Performance Officer (PPO) is responsible for reconciling complaints about Housing with the Corrective Action Log, for preparing analysis of complaints and for flagging opportunities for service improvement.", which would then be passed onto the Service Improvement Manager (Housing).
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	Yes	RBC Housing Complaints Policy 5.4 RBC Housing Complaints Procedure, Responsibilities (page 2, paragraph 2)	This code provision is integrated into the Housing Complaints Policy. At 5.4, it is stated that "The Chair of the Housing Committee has lead responsibility for supporting a positive complaint handling culture and acts as the Council Member Responsible for Housing Complaints (MRC)."

	Member Responsible for Complaints ('the MRC').		Minutes of the Housing Committee meeting 05/06/24 – Runnymede Borough Council	This code provision is also integrated into the Housing Complaints Procedure, where page 2 paragraph 2 of "Responsibilities" states that "The Member Responsible for Complaints (MRC) has lead responsibility for supporting a positive complaint handling culture." The minutes of the committee meeting state that "Members approved the appointment of … the MRC…"
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	RBC Housing Complaints Policy 5.4 & 5.5 MRC oversight	This code provision is integrated into the Housing Complaints Policy. At 5.4, it is stated that "The Chair of the Housing Committee is responsible for ensuring the Committee receives regular information on complaints that provides insight into complaint handling performance." At 5.5 it sates: ! The MRC and Housing Committee will receive regular updates on the volume, categories and outcomes of complaints, complaint handling performance …"etc The MRC receives complaints analysis monthly and completes documentation to provide assurance of oversight. See Appendix B – MRC templates
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	RBC Housing Complaints Policy 5.5	This code provision is integrated into the Housing Complaints Policy at 5.5: "The MRC and Housing Committee will receive: a) regular information on the volume, categories and outcomes of complaints b) complaint handling performance c) regular reviews of issues and trends arising from complaint handling

	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.			d) regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings e) the 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 co-operative 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	RBC Housing Complaints Policy 2.1, 3.1 & 5.4 MRC oversight	At 2.1 the Complaints policy states: "Housing Services aims to have a have a collaborative and co-operative approach to resolving complaints. We welcome feedback including compliments and complaints; and are committed to enabling a positive complaints culture, with effective procedures, well trained staff, putting things right for residents when they have gone wrong and demonstrating learning from complaints and a desire for continuous improvement." At 3.1, it is stated that "Where something has gone wrong, we will acknowledge this and set out the actions to put things right." At 5.4: "The Chair of the Housing Committee has lead responsibility for supporting a positive complaint handling culture." See Appendix B – MRC oversight templates

Appendix B

Member Responsible for Complaints (MRC)

Assurance and oversight checklists

Complaint handling and trends – monthly: **DECEMBER 2025**

Checklist item	Done? Yes/No
Have I reviewed the complaints performance data from December 2025	YES
Did I see the summary of all complaints received in the month, and have the opportunity to select cases to review?	YES
Have I had the opportunity to challenge whether cases were handled in line with the Complaint Handling Code	YES
Have I received data on whether complaint volumes are increasing or decreasing and any known explanation for changes?	YES – numbers are broadly in line with recent months
If I see trends, recurring themes or systemic issues, what follow up action is proposed?	Repairs performance by main contractor is a regular theme – being constantly monitored and addressed in various ways agreed by Housing Committee
Any other comments?	Comments on individual cases below

Redacted complaints reviewed

CPL X

Clearly worded response that accepts RBC's failings in not dealing promptly and appropriately with this and a previous report of D&M. Improvements to process confirmed to avoid recurrence of these failings. Clear photographic evidence obtained of the problem to ensure actions required were made clear.

Rectification of issues in progress and confirmed complaint will not be closed until fully resolved.

Appropriate amount of compensation awarded to tenant.

CPL X

All 4 elements of the complaint were acknowledged up front in our letter, and were responded to individually and fully. Clear explanations given for both the upheld and notupheld aspects.

CPL X

All 5 elements of the complaint were acknowledged up front in our letter, and clearly responded to individually and fully.

Evidence shown of a thorough investigation of the matter including use of sound recordings and getting evidence from other neighbours.

Alternative approach (mediation) is offered and encouraged her to use. Adequate compensation offered for one particular delay in the process, although overall is not upheld.

CPL X

Clear acknowledgement of the nature of the complaint, response is appropriately worded and there's a clear acceptance that RBC and the contractor have not delivered appropriate or timely service, particularly as this relates to D&M and 'Awaab's Law' timescales and standards should apply.

Compensation offered at reasonable level to reflect this failure ...

Can I please be informed of any service / process improvements that have been considered ...

Signed .....***Cllr. M Smith*** .....

Date .....**25 March 2026** .....

Appendix C

Member Responsible for Complaints

Annual Assurance and oversight checklist: Governance and accountability 2025/26

1	Do we keep the complaints policy up to date, publish it on the website and align it with the Code?	On the website, via a link at Housing complaints – Runnymede Borough Council . A new draft, as commented on by the HO, will be presented to September Housing Committee for approval and, if approved, will replace the version on the website.
2	Do we involve residents in the complaints process?	All complaint responses are sent with a feedback form but very few are returned. A new approach will be actioned following the outcome of the scrutiny by the Tenant Experience Panel
3	Have we gathered and acted on resident feedback about complaint handling?	The Tenant Experience Panel chose complaints for their first scrutiny exercise – their recommendations are expected shortly.
4	Have we approached a range of residents for feedback at various stages of the complaints process? (for example at initial service request, after resolution of complaint etc.)	No, but the Tenant Experience Panel have been asked for their opinion of the suggestion of the MRC that a selection of complainants be offered an appointment with him to review – after they have received their response – how they felt their complaint was handled.
5	Have we completed a self-assessment against the Complaint Handling Code this year?	Yes – incorporated into the Housing Complaints and Service Improvement Report
6	Have we involved residents in the self-assessment process?	We invited input from two Tenants Groups. Two tenants expressed an interest in getting involved, were sent the self-assessment and have provided their comments. Some requirements assessed as 'met' were changed as a result to 'partially met' to reflect the quality of evidence.
7	Has Housing Committee discussed and approved the self-assessment findings?	Yes, at Housing Committee on 16th September, where it was approved

8	Has the governing body given a formal response to the annual Housing Complaints and Service Improvement Report?	Yes, at Housing Committee on 16th September, where it was approved
9	Have we provided the annual submission to the Housing Ombudsman Service?	Following its approval by the Housing Committee, the Housing Complaints and Service Improvement Report, incorporating the self-assessment and the Housing Committee's response to the report, will be submitted to the Housing Ombudsman by the deadline of 30th September
10	Any other comments?	No additional comments, I confirm as MRC that all statements above are correct and in accordance with my understanding.

Signed

Cllr Mike Smith

.....

Date **24 September 2026**

The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in publications and correspondence, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

For all information contained within this document, for other copies of this publication or copies in large print, other formats or languages contact:

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