

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Review of the Council's Complaints Policy and Procedure	
REPORT OF Borough Solicitor	
FOR SUBMISSION TO Audit and Corporate Governance Committee	DATE 17 th November 2025
SUMMARY OF REPORT <p>This report details a review of the Council's complaints policy and procedure last amended in 2023 to again align them with the amended Housing Ombudsman's Complaint Handling Code. In addition, the committee is asked to approve the District Management Complaint procedure which must align with that of the Council.</p> <p>Local Government Act 1972 – Access to Information</p> <p>No previously unpublished documents that require listing have been used in the preparation of this report</p> <p>Contact Officer: Andrew Maughan Borough Solicitor Town Hall Judd Street London WC1H 9JE Tel 020 7974 5656 Andrew.maughan@camden.gov.uk </p>	
RECOMMENDATION <p>That the Committee approves the revised policies and procedures attached at Appendix A and Appendix B of the report.</p>	

Signed:



Andrew Maughan
Borough Solicitor

Date:

17th November 2025

1. Purpose of Report

The complaints policy and procedure (referred to as 'Complaints policy') are scheduled for regular review with any amendments brought to the Audit and Corporate Governance Committee for approval.

2. Background to the Report

- 2.1 The current Complaints policy was last amended in 2023 to align it with the Ombudsman's recommended model. This followed a very significant change to the policy in 2019 (which included consultation) where it was made far more user friendly and put in a more accessible language making the process easier and clearer for users to understand and access.
- 2.2 Since it was launched in 2019 (with the associated Remedies policy launched in 2020) it has been well received and feedback from citizens using the complaints process is taken constantly and processes and procedures are adjusted accordingly. As part of ensuring our policies and procedures remain current and in line with a recommendation from the Housing Ombudsman, the remedies policy was amended in July 2025, having been agreed by this committee at its meeting on the 2nd of July 2025. It is attached at Appendix C for information only. Officers intend to undertake some further active consultation about the usability of the procedure next year and will report back to Committee on the results of that.
- 2.3 We systematically review the complaints procedure and in particular have the Housing Ombudsman comment on it against their model. The suggested changes within this report result from that collaborative approach with the Ombudsman. The changes to the Council's procedures are attached at Appendix A.
- 2.4 In addition we asked the Ombudsman to comment on our Tenant Management Organisations' policies. Members will be aware that:
 - There are 5 TMOs in Camden. [Tenant Management Organisations \(TMOs\) - Camden Council](#)
 - Abbey Road Community Housing Ltd
 - Agar Grove Housing Group Ltd
 - Carol Street Tenant Managed Co-operative Ltd
 - Chalk Farm Housing Group Ltd
 - Godwin and Crowndale Tenant Managed Co-operative Ltd

There is a Management Agreement between the council and all TMOs –

Chapter 7 Clause 17 – 17 of the Management Agreement states:

Complaints about the Tenant Management Organisation's or council's performance as manager of the property dwellings.

- 17.1 If a tenant, leaseholder or freeholder makes a complaint about the performance of the Tenant Management Organisation or the Council in managing the dwelling, the Management Complaint will be investigated in accordance with the Management Complaints Policy and Procedure set out in Schedule 4.
- 17.2 The Tenant Management Organisation will provide the Council with the assistance and information it may reasonably require in dealing with a Housing Ombudsman' Service investigation of a Management Complaint about the Tenant Management Organisation's performance as manager of the Property.

- 2.5 Therefore for reasons of consistency it is important that the complaints procedures remain aligned. The suggested changes to the TMO procedure, which reflect the changes to the Council's procedure. are attached at Appendix B
- 2.6 In addition Housing Services officers will need to make any amendments required to individuals TMO schemes to ensure consistency.

3. Impact of these amendments on complaint handling

- 3.1 Generally the amendments will have a positive impact on citizens wishing to complain. The policy remains clear on how it can be accessible to everyone and is clearer on the various stages of the complaints process. The amendments are helpful but do not represent any fundamental changes for users. It may be after our consultation next year that more fundamental changes are suggested to Committee. Overall, and in line with the urging of the Housing Ombudsman, the changes widen further the scope of what is or is not a complaint.

4. Timetable for implementation

- 4.1 If approved by this Committee it is proposed that the revised policies will be implemented and published immediately.

5 Comments of the Director of Finance

- 5.1 The Director of Finance has been consulted and has no comments to add to the report..

6 Legal Comments of the Borough Solicitor

- 6.1 The Local Government and Social Care Ombudsman (LGSCO) states that good practice on the approach to dealing with complaints are outlined in The Local Authority Social Services and National Health Service Complaints Regulations 2009. The report shows that the approach adopted in the Local Authority reflects those Regulations.
- 6.2 The Housing Ombudsman requires all members who are social housing landlords to comply with its Complaints Handling Code (2022). Failure to follow the Code may result in the Ombudsman issuing a Complaint Handling Failure Order. This report ensures compliance.

7 Environmental Implications

- 7.1 The Information and data presented in this report have no environmental implications.

8 Appendices

Appendix A – LBC Complaints Policy and Procedure with suggested amendments
Appendix B – TMO Management and Complaints Procedure with amendments.
Appendix C – Remedies Policy agreed in July.

REPORT ENDS