



WOKINGHAM
BOROUGH COUNCIL



**Approved by Resident
Volunteers**

Wokingham Borough Council

Housing Complaints and Compliments Policy

July 2026



This is the Policy and Procedure for
Housing Complaints and Compliments
for Wokingham Borough Council's
Housing Service.

If you need a copy of this publication in
another format, please contact the
number below.

0118 974 6000

Accessibility and Translation

If you or somebody you know requires this document in a different format, please refer to the following table for guidance.

English	Arabic	Hindi	Punjabi	Telugu	Urdu	Chinese Mandarin	Polish
Copies of this policy may be obtained in large print, Braille, on audio cassette or in other languages. To obtain a copy in an alternative format please telephone 0118 974 6000.	تتوفر نسخ من هذه السياسة في طبعاات كبيرة أو بطريقة بريل أو على شرائط صوتية أو بلغات أخرى. وللحصول على نسخة بأحد التنسيقات البديلة، يرجى الاتصال بنا على رقم الهاتف: 0118 974 6000	इस नीति की प्रतिलिपि या बड़े प्रिंट में, ब्रेल में, ऑडियो कैसेट के रूप में या अन्य भाषाओं में प्राप्त की जा सकती हैं। वैकल्पिक प्रारूप में प्रतिलिपि पाने के लिए, कृपया 0118 974 6000 पर फोन करें।	ਇਸ ਨੀਤੀ ਦੀਆਂ ਕਾਪੀਆਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ, ਆਡੀਓ ਕੈਸੇਟ 'ਤੇ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕੀਤੀਆਂ ਜਾ ਸਕਦੀਆਂ ਹਨ। ਕਿਸੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟ ਵਿੱਚ ਇੱਕ ਕਾਪੀ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 0118 974 6000 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।	ఈ పాలిసీ కాపీలను పెద్ద అక్షరాలలో, బ్రైల్, ఆడియో కేస్ట్, వీడియో, టెక్స్ట్ ఫైల్, టెలిఫోన్ వాయిస్ మెసేజ్, టెలిఫోన్ కేబిన్ వంటివి ద్వారా పొందవచ్చు. ప్రత్యామ్నాయ ఫార్మాట్ లో పొందడానికి దయచేసి 0118 974 6000 కు టెలిఫోన్ చేయండి.	اس پالیسی کی نقلیں بڑے حروف، بریل، آڈیو کیسٹ کی صورت میں یا دیگر زبانوں میں بھی حاصل کی جا سکتی ہیں۔ متبادل فارمیٹ میں نقل حاصل کرنے کے لیے براہ کرم 0118 974 6000 مہربانی کریں۔	本政策副本能以大字版、盲文版、录音带或其他语言的形式提供。如需获取其他格式副本，请致电 0118 974 6000。	Egzemplarze tej polityki są dostępne w wersji z dużą czcionką, w języku Braille'a, na kasetach magnetofonowych lub w innych językach. Aby otrzymać egzemplarz w innym formacie, należy zadzwonić pod numer 0118 974 6000.



Document Control Information

Title: Housing Complaints and Compliments Policy

Date: 25/06/26

Version: 3

Classification: This is a working/live document and is subject to change.

Policy Writers: Kim Jakubiszyn (Service Manager Housing Partnership and Engagement)

Version	Date	Description
1	23/03/2026	Housing Complaints and Compliments Policy
2	20/05/26	Housing Complaints and Compliments Policy
3	25/06/26	Housing Complaints and Compliments Policy

Implemented:
JULY 2026

Review Date:
APRIL 2028



SIGNING OFF SECTION

This Policy has been subject to consultation, proof-reading, ease of reading and sign off with the following:

- Resident Engagement and Partnership Consultative Panel (Resident Volunteers)
- Neighbourhood and Communities Engagement Consultation Panel (Resident Volunteers)
- Repairs and Maintenance Consultative Panel (Resident Volunteers)
- Resident Engagement and Partnership Operational Group (WBC)
- Resident Engagement and Partnership Steering Panel (WBC)
- Housing Leadership Team (WBC)
- Housing Innovation Panel (Resident Volunteer/WBC)
- Individual Executive Member Decision – final sign off



Contents

Document Control Information	2
Signing off section	2
Contents	3
HOUSING COMPLAINTS AND COMPLIMENTS POLICY	4
1. Policy Overview	4
2. Purpose	4
3. Scope.....	5
4. Policy Statement	5
5. Legislation and Regulatory Requirements.....	6
6. What is a Housing complaint?	6
7. What isn't a Housing complaint?	7
8. Complaints involving insurance.....	8
9. What is a Housing compliment?	8
10. Making a Complaint	8
11. Making a Compliment.....	9
12. Accessibility and Reasonable Adjustments	10
13. Complaints Handling Stages	10
14. Resolving and learning from complaints	13
15. Unreasonable complainant behaviour	14
16. Privacy	15
17. Confidentiality	15
18. Monitoring and Review	15
19. Equality Statement.....	15
20. Publication	16
Supporting Documents	17
Appendix 1 – Glossary of Terms	17
Appendix 2 – Roles and Responsibilities	20



HOUSING COMPLAINTS AND COMPLIMENTS POLICY

1. Policy Overview

- 1.1 The Housing Service aims to provide quality services, but sometimes things can go wrong. We encourage residents to tell us when this happens so we can quickly put things right, learn from our mistakes and improve our services.
- 1.2 Equally the service welcomes compliments, positive feedback, and good news stories from residents. They help us recognise what is working well, acknowledge the dedication of our staff and contractors, and promote a positive culture of learning and service excellence.
- 1.3 This Housing Complaints and Compliments Policy sets out Wokingham Borough Council's approach to managing feedback from residents living in our social housing. It explains how we handle complaints, compliments, and service feedback in a consistent, fair and timely way.
- 1.4 The policy ensures that residents know how to raise concerns, what they can expect from us at each stage of the process, and how their feedback helps us improve the quality of our housing services.
- 1.5 It also reinforces the Council's commitment to learning from complaints and recognising good practice, supporting continual service improvement across the Housing service.

2. Purpose

- 2.1 Wokingham Borough Council (WBC) is committed to providing excellent housing services and handling complaints in a fair, transparent, and accessible manner.
- 2.2 We aim for this Complaints and Compliments Policy to be easy to understand and clear about what residents can expect from us. It sets out a fair, impartial and transparent approach to how we manage and respond to complaints, ensuring confidentiality and an effective process that helps us reach the right resolution.
- 2.3 This policy ensures that all complaints from social housing residents are managed in line with the Housing Ombudsman Complaints Handling Code and by the Local Government and Social Care Ombudsman (LGSCO) Complaints Handling Code.

2.4 It also ensures compliance with our duties under the Equality Act 2010 by making reasonable adjustments for residents who may face barriers to accessing or engaging with the complaints and compliments process.

3. Scope

3.1 This policy applies to all complaints made by:

- WBC social housing residents, licensees and leaseholders
- Applicants on the housing register
- Residents affected by WBC Housing Services
- Representatives or advocates acting on behalf of residents (as outlined above and with consent)

3.2 It covers all services provided by WBC's Housing Service, including:

- Repairs and maintenance
- Tenancy/licensee/ leaseholder management and enforcement
- Rental Income
- Allocations and lettings
- Sheltered and independent living services
- Neighbourhood management
- Resident engagement
- Customer service and communication

3.3 Complaints relating to corporate council services (e.g., planning, adult social care, highways etc) are covered under the Local Government and Social Care Ombudsman (LGSCO's) jurisdiction and handled through the [WBC Complaints Policy](#).

4. Policy Statement

4.1 Wokingham Borough Council recognises the right of every resident and housing service user to:

- Complain without fear of disadvantage or retaliation.
- Be listened to and treated with respect.

- Receive a prompt, proportionate, and fair response.
- Be supported through reasonable adjustments, ensuring equal access for all.
- Be able to learn from complaints used to drive continuous improvement.

4.2 This policy embeds the key principles:

- Accessibility – residents can complain in any format
- Simplicity – a two-stage process applies to all housing complaints
- Timeliness – responses within published timescales
- Fairness – independent review at stage 2
- Learning – all complaints drive service improvement
- Transparency – findings shared through governance structures and published annually
- Inclusion – reasonable adjustments available always

5. Legislation and Regulatory Requirements

5.1 This policy is in line with the following legislation and regulatory requirements:

- [Social Housing Act 2023](#) in relation to the Housing Ombudsman statutory Complaint handling Code
- [Housing Ombudsman Statutory Complaint Handling Code 2024](#)
- [Local Government and Social care Ombudsman Complaint Handling Code](#)
- [Equality Act 2010](#)
- Housing Regulatory Standard – [Transparency, Influence and Accountability \(including Tenant Satisfaction Measures\)](#)
- Data Protection - [Data Protection Act](#)
- Freedom of Information - [Freedom of Information Act](#)

6. What is a Housing complaint?

6.1 A complaint is an expression of dissatisfaction, however made, about:

- The standard of service
- A service not provided
- Actions taken by us, our staff or those acting on our behalf, affecting an individual resident or group of residents
- Lack of action taken by us, our staff, or those acting on our behalf, affecting an individual resident or group of residents.



- How anti-social behaviour reports haven't been handled. Please note initial reports of anti-social behaviour will not be regarded as a complaint (see section 7).
- An issue which has happened within the last 12 months of the resident being made aware of it, or the issues occurring.

6.2 If a resident expresses any form of dissatisfaction, regardless of whether they have used the terminology 'complaint' they will be given the option to formally complain.

6.3 Please be aware that the Housing service can only investigate complaints regarding Wokingham Borough Council, its own staff or those acting on its behalf. If you want to make a complaint about a Housing Association, we recommend residents seek their Complaint Policy and process or contact Citizens Advice or the relevant Ombudsman for support.

7. What isn't a Housing complaint?

7.1 There are some circumstances as to why we will be unable to progress the issue through the Housing Complaint and Compliment Policy.

7.2 These include:

- Anti-Social Behaviour reporting including criminal matters which should be reported to the Police
- Complaints that are going through a court, tribunal or are within a legal process e.g. the claim form or Particulars of the Claim have been filed at court.
- Dissatisfied with a housing allocations decision
- A query
- A first request for service, this is when a resident has initially raised an issue with the service requiring action from the landlord to put something right. The resident should allow for the Housing service to deal with their request initially, before raising with the Housing Complaints Team. A complaint can be raised when the resident is dissatisfied with the response to their service request
- If the issue which caused the complaint occurred over 12 months ago. However, these will be considered on a case-by-case basis particularly where safeguarding or health and safety are concerned
- If the resident has already been through the complaints process for the issue and has been provided with an in-depth formal response from either Wokingham Borough Council or by the Ombudsman.



- 7.3 In the event that the Housing Service considers the reported issue is not a complaint, the resident will be provided with a clear explanation setting out the reasons why it is not suitable for the complaints process. Advice and support will also be provided on alternative avenues for them to receive answers to their enquiries.

8. Complaints involving insurance

- 8.1 If the Housing Service receives a complaint involving a potential insurance matter, we will continue to investigate the issues raised through our complaint's procedure.
- 8.2 In the event of compensation being sought for incidences such as damage or loss, in the first instance we will work in partnership with the resident to find a local and agreeable resolution.
- 8.3 If an agreeable resolution cannot be sought, the resident will receive clear details on how they can make an insurance claim.
- 8.4 Where appropriate and applicable, residents will also be advised should they need to claim on their own insurance e.g. homes contents.
- 8.5 On all occasions, we will ensure reasonable support is offered to residents in understanding both processes, maintain accurate records, and use learning from the complaint to inform service improvements, in line with the Code's expectations on accountability, accessibility, and continuous learning.

9. What is a Housing compliment?

- 9.1 A housing compliment is positive feedback from a resident about the service they have received, recognising good practice, helpful staff, or an outcome they are pleased with.
- 9.2 Compliments help us acknowledge what is working well and support a positive, learning culture across the Housing Service.

10. Making a Complaint

- 10.1 Residents can make a complaint in any of the following ways:
- Online: via WBC's Housing Service complaints form – www.wokingham.gov.uk/housing-and-tenants-tenant-services/housing-complaints
 - Email: CCOHousing@wokingham.gov.uk



- Phone: 0118 9746000
 - In person: at WBC offices, home visits, resident engagement or community events
 - By letter: addressed to the Housing Customer Care Officer, Housing Service, Wokingham Borough Council, Civic Offices, Shute End, Wokingham, RG40 1BN
 - Through a representative or advocate: including family members, Councillors, MPs, support workers etc. Please note that consent from the resident must be provided either in writing or verbally beforehand.
- 10.2 Residents do not need to refer to the word '*complaint*' for it to be treated as one — if dissatisfaction is expressed, it will be logged as a complaint. In line with the Housing Ombudsman Complaints Handling Code, the Housing Service will also use their judgement and will log a complaint even if the resident explicitly requests that they do not wish to formally do this.

11. Making a Compliment

- 10.1 Wokingham Borough Council welcomes compliments, positive feedback, and good news stories from residents. Compliments help us recognise what is working well, acknowledge the dedication of our staff and contractors, and promote a positive culture of learning and service excellence. Hearing when a resident has had a good experience is just as important as knowing when things have gone wrong, as it enables us to celebrate success, share best practice across teams, and continue improving the quality of our housing services. We encourage residents to tell us when they are satisfied with the service they have received, and we ensure that all compliments are recorded, reviewed, and passed on to the individuals or teams involved.
- 10.2 Residents can make a compliment in any of the following ways:
- Online: via WBC's Housing Service form - www.wokingham.gov.uk/housing-and-tenants-tenant-services/housing-complaints
 - Email: CCOHousing@wokingham.gov.uk
 - Phone: 0118 9746000
 - In person: at WBC offices, home visits, resident engagement or community events
 - By letter: addressed to the Housing Customer Care Officer, Housing Service, Wokingham Borough Council, Civic Offices, Shute End, Wokingham, RG40 1BN



- Through a representative or advocate: including family members, Councillors, MPs, support workers etc. Please note that consent from the resident must be provided either in writing or verbally beforehand.

12. Accessibility and Reasonable Adjustments

12.1 WBC is committed to making the complaints process accessible to all.

12.2 We will:

- Always contact the resident to confirm any reasonable adjustments they may require
- Provide documents in alternative formats, including large print, Easy Read, audio, or Braille etc if requested
- Accept complaints via any preferred communication method, including verbally, in writing, or through digital channel
- Offer translation or interpretation services where English is not the first language
- Accept complaints made by an advocate, carer, or representative
- Allow extra time for responses where a disability or condition makes it more difficult for a resident to participate
- Record and monitor all reasonable adjustments on the resident's file to ensure consistent support.

12.3 The list above is not exhaustive, and we will work with the resident to ensure where possible all reasonable adjustments are met.

12.4 Requests for reasonable adjustments can be made at any time during the process. WBC will consider all requests in line with its duties under the Equality Act 2010. When reviewing this policy an Equality Impact Assessment was undertaken to ensure all duties under the Equality Act 2010 are met.

13. Complaints Handling Stages

13.1 **Stage 1 – Investigation by the relevant Service**

- Complaints will be triaged, defined, logged and acknowledged within 5 working days from when the complaint was initially received.



- In the acknowledgement we will set the full details of the complaint along with the outcomes that the resident is seeking. The resident will have the opportunity to comment on these details to ensure accuracy and completeness.
- The acknowledgement will also be clear if there be any aspects of the complaint that we may not be responsible for or cannot answer. This will also include an explanation as to why they cannot be investigated and responded to.
- Stage 1 complaints will be investigated by a service manager, relevant to the nature of the complaint.
- If residents submit additional information during the investigation period, this will be reviewed to determine if it is related to the stage 1 complaint or whether it is a new matter. If it is related and timely, then this evidence will be passed to the investigating manager for inclusion in the investigation. If it is related, but investigating may cause unreasonable delay to the response, then a new stage 1 complaint will be logged and the resident advised. If the information relates to a new complaint, then a new stage 1 complaint will also be logged, and the resident will be advised of this.
- A full response will be provided within 10 working days of acknowledgement.
- For complex cases, and where more time is required, residents receive a delay notice and given a new response date (maximum of an additional 10 working days).
- The complaint response will:
 - Address all issues raised
 - Explain findings clearly
 - Include any remedial actions, reparation details and learning outcomes
 - Inform the resident of their right to escalate
 - Inform the resident of their right to seek support from the relevant Ombudsman at any stage of the complaint process.
- If a complaint cannot be responded to in line with the Ombudsman Complaints Handling Code (20 working days including the extension), we will provide details on what the investigation has identified so far. We will also agree with the resident suitable intervals for keeping them informed about their complaint, and how they would like to be kept informed.

13.2 Stage 2 – Independent investigation and review

- If dissatisfied, the resident may request escalation to Stage 2 within 20 working days of the Stage 1 response.
- The Housing Service will assess each complaint on an individual basis and will use their discretion when allowing an escalation which is over the 20 working days.
- Complaints will be triaged, defined, logged and acknowledged within 5 working days from when the complaint was initially received.
- A Stage 2 complaint will be reviewed by an independent senior manager not previously involved in the matter. For example, the Service Manager for Housing and Income may review a repairs related complaint.
- If residents submit additional information during the investigation period, this will be reviewed to determine if it is related to the stage 2 complaint or whether it is a new matter. If it is related and timely, then this evidence will be passed to the investigating manager for inclusion in the investigation. If it is related, but investigating may cause unreasonable delay to the response, then a new stage 2 complaint will be logged and the resident advised. If the information relates to a new complaint, then a new stage 1 complaint will also be logged, and the resident will be advised of this.
- A full response will be provided within 20 working days of acknowledgement.
- For complex cases, and where more time is required, residents will receive a delay notice and given a new response date (maximum of an additional 20 working days).
- The final complaint response will explain:
 - Address all issues as to why the complaint was escalated
 - Explain findings and conclusions clearly
 - Provide any remedy, additional reparation details, service improvement and any new learning outcomes
 - Inform the resident of their right to seek support from the relevant Ombudsman at any stage of the complaint process.
- If a complaint cannot be responded to in line with the Ombudsman Complaints Handling Code (40 working days including the extension), we will provide details



on what the investigation has identified so far. We will also agree with the resident suitable intervals for keeping them informed about their complaint, and how they would like to be kept informed.

- 13.3 Residents have the right to contact the Housing Ombudsman or Local Government and Social Care Ombudsman at any stage of their complaint. Although the Ombudsman may suggest that they go through all stages of the council's complaint policy before they investigate.
- 13.4 The Ombudsman Service is free, independent and impartial and they will investigate if the Housing Service has acted unfairly or caused injustice by service failures or maladministration.
- 13.5 The contact details for each Ombudsman are:

Housing Ombudsman Service

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

Website: www.housing-ombudsman.org.uk

Phone: 0300 111 3000

Local Government and Social Care Ombudsman

Address: The Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Website: www.lgo.org.uk

Phone: 0300 061 0614

- 13.6 The [Housing Ombudsman](http://www.housing-ombudsman.org.uk) also has useful videos which can be watched online and give further details about their role and responsibilities.
- 13.7 The Housing Service will cooperate fully with both Ombudsmen, providing evidence, records, and learning outcomes as required.

14. Resolving and learning from complaints

- 14.1 All complaints will be logged on the Housing Services complaint management system.
- 14.2 We will record:
 - The nature of the complaint
 - Actions taken and response times

- Any reasonable adjustments made
 - Lessons learned and service improvements
- 14.3 If a complaint is upheld or partially upheld, it may be resolved in a range of ways depending on the nature of the service failure.
- 14.4 Remedies may include:
- Acknowledging that things have gone wrong
 - Apologising for service failures and explaining why
 - Acting where there has been a delay
 - Changing a decision
 - Reviewing a policy or procedure
 - Additional staff training
 - Making an offer of financial compensation – see the Housing Reparation Policy for further details.
- 14.5 The [Housing Ombudsman Compensation Policy](#) on remedies and financial compensation will be considered when deciding on resolving complaints.
- 14.6 We are currently working in partnership with residents to develop our own Remedies Policy, which will provide details on how the Housing Service will consider appropriate remedies to resolve a complaint. Further details of the policy will be published on our [Housing Complaints website](#) and residents will also be updated through our newsletters and other digital platforms.
- 14.7 Learning from complaints will be reviewed quarterly through the Housing Services' governance reporting mechanisms. This includes resident engagement consultative panels through to the council's overview and scrutiny bodies. This is in line with the [Resident Charter](#) commitments as well as the Housing Ombudsman Complaints Handling Code.
- 14.8 Lessons learnt findings across each quarter will cumulate in an annual report presented through governance before being published on our website, in newsletters and other digital platforms.

15 Unreasonable complainant behaviour

- 15.1 While complaints will always be welcomed, some customer behaviour may be considered unreasonable, and this can take up a disproportionate amount of council resources. In such instances, we may have to act in accordance with Wokingham Borough Council's [Unreasonably Persistent Complainants Policy](#).



16 Privacy

- 16.1 Any information provided will only be used for the purposes of investigating the complaint.
- 16.2 All personal data will be held securely and in line with the relevant legislation.
- 16.3 In order to investigate a complaint, certain resident information (like name, contact details and details of the complaint) may be shared with other council services so that a response can be given. Information may also be shared with the relevant Ombudsman if they have received a complaint.

17 Confidentiality

- 17.1 All complaints will be dealt with in line with the Data Protection Act 2018 and the Freedom of Information Act 2000. The identity of the person making a complaint will only be made known to those who need to know to consider the complaint. The council aims to be open and honest when responding to complaints but sometimes it is necessary to maintain confidentiality and information will generally not be provided about third parties.

18 Monitoring and Review

- 18.1 This policy will be reviewed:
- Every two years, or sooner if required by changes to the Statutory Code or legislation
 - Following any learning from Ombudsman determinations
 - With resident engagement, via the Housing Innovation Partnership (HIP), the Consultative Panels and other formal and informal methods of engagement.
- 18.2 Performance and learning outcomes will be published annually and shared with residents through newsletters, website, other digital platforms and where appropriate community meetings.
- 18.3 The last review was June 2026.

19 Equality Statement

- 19.1 Wokingham Borough Council Housing Service is committed to ensuring that no resident is disadvantaged in accessing or using this policy due to age, disability, gender, race, religion, sexual orientation, or any other protected characteristic. Reasonable adjustments will always be considered to support fair participation in the complaints process.



- 19.2 When reviewing this policy an Equality Impact Assessment was undertaken to ensure all duties under the Equality Act 2010 are met.

20 Publication

- 20.1 This policy and information about the Ombudsman and their codes of practice will be publicised on the council's [Housing Complaints](#) website and regularly through formal and informal resident communication.
- 20.2 The Housing Service annual self-assessment forms will also be published on the [Housing Complaints](#) website in order to demonstrate compliance with the Ombudsman codes of practice.



Supporting Documents

Appendix 1 – Glossary of Terms

Term	Definition
Acknowledgement	The formal confirmation sent to a resident to let them know their complaint has been received, logged, and will be handled under the Council's complaints process.
Complaint	An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Council or its contractors.
Compliment	Positive feedback from a resident recognising good service, helpful staff, or a positive experience.
Delay notice	A formal notification sent to a resident when the Council is unable to provide a complaint response within the expected timescale. It explains the reason for the delay, confirms the updated timeframe for when the resident can expect a full response, and reassures them that the complaint is still being actively progressed.
Determination (Ombudsman)	The formal decision issued by an Ombudsman after investigating a complaint. It sets out the findings, whether there was any fault or service failure, and any actions the landlord must take to put things right.
Equality Impact Assessment	A process used to identify whether a policy, service, or decision could have a disproportionate effect—positive or negative—on people with protected characteristics. It helps ensure decisions are fair, inclusive, and compliant with the Equality Act 2010.
Governance reporting	The structured process of providing transparent, accurate, and timely information to Resident Volunteers, Councillors, panels, and senior leaders so they can oversee performance, manage risks, and make informed decisions.



Term	Definition
Housing Ombudsman	An independent service that investigates complaints from social housing residents about their landlord and ensures compliance with the statutory Complaint Handling Code.
Local Government and Social Care Ombudsman (LGSCO)	An independent body that investigates complaints about councils and provides guidance on fair complaint handling.
Not Upheld Complaint	When, after investigation, no evidence is found that the Council failed or acted improperly.
Partially Upheld Complaint	When some aspects of the complaint are justified, but other parts were handled correctly.
Reasonable Adjustment	Changes made to help residents who face barriers to accessing or engaging with the complaints process, in line with the Equality Act 2010.
Reparation	The actions the Housing Service takes to put things right when a service failure has occurred.
Resident Charter	A document created by Wokingham's Resident Volunteers detailing their aspirations for service improvements and how they will work in partnership with Wokingham Borough Council to achieve them.
Resident	Includes tenants, leaseholders, licensees of WBC social housing and any other residents affected by WBC Housing Services.
Resolution	The action taken to put things right when a complaint is upheld or partially upheld. This may include an apology, service improvement, completing outstanding work, or other remedies.
Service Request	A report of a routine issue (e.g., reporting a repair) that does not constitute a complaint unless the response is unsatisfactory.



Term	Definition
Stage 1 Complaint	The first formal stage of the complaints process, where the Housing Service investigates and responded within the required timescale.
Stage 2 Complaint	The review stage of the complaints process, where a senior manager considers the complaint again if the resident remains dissatisfied.
Unreasonable Complainant Behaviour	Behaviour by a complainant that is excessive, persistent, or disruptive to the effective handling of complaints, managed in line with the Council's Unreasonable Complainant Policy.
Upheld Complaint	When the Housing Service accepts that something went wrong, standards were not met, or the resident was adversely affected.

Appendix 2 – Roles and Responsibilities

Role	Responsibilities
Resident	Residents play an important role in helping Wokingham Borough Council identify and resolve issues by reporting complaints directly to us so they can be formally logged. By clearly explaining what has happened, how they have been affected, and what outcome they are seeking, residents enable us to understand the concern and respond effectively. Reporting a complaint promptly ensures it enters the correct process, allows us to investigate thoroughly, and helps us track patterns or recurring issues across our housing services. This involvement supports transparency, accountability, and service improvement, helping us provide a fair and timely response for all residents.
Housing Complaints Team	Providing essential administrative support for the complaints process. They manage all initial enquiries, ensuring each case is accurately recorded and progressed in line with the Housing Complaints and Compliments Policy. Their responsibilities focus on high-quality administration, including logging complaints, monitoring timescales, coordinating information, and ensuring adherence to policy requirements so that residents receive a consistent and fair service.
Complaint Investigating Managers	Responsible for investigating the complaint, contacting the resident to build rapport and gain any further required information, liaising with colleagues, contractors or other third parties to obtain all necessary information, agreeing any forms of reparation in line with policy and writing the complaint response. They are also responsible for responding to any further enquiries received after the response has been sent.
Operational Groups (internal Housing meetings)	Overview and scrutinising quarterly reporting and responsibility for monitoring and implementing lessons learned from complaints. Responsible for reporting any matters relating to complaints handling performance at monthly meetings.

Role	Responsibilities
Steering Panels (internal Housing meetings)	Overview and scrutinising quarterly reporting and responsibility for monitoring and implementing lessons learned from complaints. Responsible for authorising any matters relating to complaints handling performance where a decision cannot be made by the operational group. To provide direction on whether a matter needs to be subject to further scrutiny through the governance structure.
Resident Engagement Panels (Consultative Panels)	Overview and scrutinising quarterly reporting and ensuring resident voice in complaints learning.
Housing Innovation Partnership (HIP)	Overview and scrutinising and ensuring resident voice in complaints learning.
Service Manager (Housing Partnerships & Engagement)	Ensuring compliance with the Code, monitoring performance, and reasonable adjustments.
Head of Housing	Accountability for compliance, reporting to the Housing Ombudsman, and embedding learning.
Member Responsible for Complaints	Oversee the complaints process, ensuring effective handling, accountability and service improvement within the organisation. Involvement in the annual self-assessment. To sign off policy reviews etc in line with the organisations Individual Member Executive Decision (IEMD) process.
All Housing Service Staff	Identifying, recording, and resolving complaints fairly and promptly. Reporting all compliments they receive to the Housing Complaints Team.