

Housing Ombudsman Complaint Handling Code Self-Assessment.

Milton Keynes City Council 2024-2025

September 2025

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Welcome and purpose of this report

Milton Keynes City Council uses customer feedback to improve service delivery and drive permanent changes to policy and practice by our service areas for the benefits of our residents and customers in Milton Keynes.

Our self-assessment gives us a formal opportunity to score our performance on our continuing journey to improve our Housing service delivery and identify new opportunities to improve the services delivered to our residents living in decent homes aligned with the industry standards.

The Complaint Handling Code, introduced by The Housing Ombudsman (HO), sets out a good practice for Social Housing Landlords to enable them to resolve complaints raised by their residents quickly, and to use the learning from complaints to improve services.

This document is our self-assessment against the code as of 31 March 2025

The purpose of this report is to identify areas where we are doing well, and where we recognise the need to further improve our service.

It follows a question (Q) and answer (A) structure. The questions are those asked by the HO, and the answers are from MKCC. Each question has a compliance rating which indicates our compliance with the Complaints Handling Code.


The full Complaint Handling Code is available via the following link:

[Complaint Handling Code 2024 | Housing Ombudsman Service](#)

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Section 1 - Definition of a complaint

Code requirement	Comply	Evidence	Comments
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.’	Yes	Complaints and Compliments Milton Keynes City Council	Our policy expression made, about actions organisation on its behalf group of in
1.3. A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	Link to our policy	Our policy have to use treated a submitted should still organisation Our Complaint the service to put right customers complaint wording are “ Our House

			reestablish our reside door knoc to improv team. TI continues Residents which e engageme residents.
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	<p>Link to our policy (p3)</p>  <p>HH1_completing an investigation_0125 (0</p>	Our policy defined as provides o problem o Colleague document service rec
Code requirement	Comply	Evidence	Comments
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	<p>MetaCompliance complaints training</p> <p>Link to our policy (p3)</p>	Our Comp reflect the continue o resolve the a formal co To embed colleagues MetaComp a compuls who inter respond to
1.6. An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how 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.	Yes	<p>https://www.milton-keynes.gov.uk/housing/housing-consultations</p>	We are con to change services. structural c with our re our consult who are al process if t

Section 2 – Exclusions

Code requirement	Comply	Evidence	Comments
<p>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.</p>	Yes	Link to our policy (p4)	Our policy on complaints unless they are in Appendix A. Also: We will consider merits. & We can and do
<p>2.2. A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Link to our policy (p10/11/12)	<p>The full list of exclusions in our policy.</p> <p>Our Complaints Policy states that those who represent the forums can not be held responsible to identify who is responsible on behalf of large</p>
Code requirement	Comply	Evidence	Comments

<p>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.</p>	<p>Yes</p>	<p><u>Link to our policy (p8)</u> <u>Corporate webpage</u></p>	<p>Our policy says... We would expect... request within... one response... considering... this. We would... request once... stage one... compelling re...</p>
<p>2.4. If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.</p>	<p>Yes</p>	<p><u>Link to our policy (p4,7,8&9)</u></p>	<p>We acknowledge... days.</p> <p>Our policy... complaints... unless they are... Appendix A... interpreted v... be recorded</p> <p>An explanation... complaints w... are directed t... escalation. A... policy to evid</p>
<p>2.5. Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	<p>Yes</p>	<p><u>Link to our policy (p4)</u></p>	<p>Our policy says... under our co... excluded - th... We will deal... We will be cle... cannot delive</p>

Section 3 - Accessibility and awareness

Code requirement	Comply	Evidence	Comments
<p>3.1. Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.</p>	Yes	<p>Link to our policy (p3)</p>	<p>Our co importa commu Compl no wro compla</p> <p>Our po channe custom colleag the ear</p>
<p>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.</p>	Yes	<ul style="list-style-type: none"> • Link to our policy • Link to TSM results 	<p>Our Co the serv to put and cu the con wording</p> <p>Our Ho reestab our resi door k drops landlor campai develop Officers critical the land</p>

Code requirement	Comply	Evidence	Comm
3.3. High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Include a link to the housing ACR	We com drive ch betterm assess score opportu for resie In 2024 increas raised approa learn f improve residen
3.4. Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Corporate Complaints webpage Housing Complaints webpage	Our cor our web <ul style="list-style-type: none">• On• On
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	<ul style="list-style-type: none"> • Link to our policy (p5,7,8&9) >MKCC Complaints webpage >Housing Complaints webpage >HO Complaints Handling Code Tenants and Leaseholders Annual Report Milton Keynes City Council	Contact Ombud compla website code. We ha annota to inclu matters respon
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	<ul style="list-style-type: none"> • Link to our policy (p3&4) 	Our cor MKCC definit receive compla party o handle compla MKCC

Code requirement	Comply	Evidence	Comm
			appoint purpor must advoca verified
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	Link to our policy (p8)	Our com <i>If you r contact and So MKCC Ombud availab regard best p compl you to every s The On compla Local A</i>

Section 4 - Complaint handling staff

Code requirement	Comply	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	Yes	Link to our policy (p5)	Our complaints policy says: <i>Our Head of Customer Data and In overseeing the process and repor completion times and Ombudsman Councillor) has cabinet responsibility our complaints performance and rep use customer feedback to drive chan outcomes for our residents and the p the right to escalate their complaint t complaint process.</i> Our team is responsible for triaging th

Code requirement	Comply	Evidence	Commentary / Explanation
equivalent). This Code will refer to that person or team as the 'complaints officer.' This role may be in addition to other duties.			managers when they are investigating Our Strategic Compliance and Compliance the Housing Ombudsman, acting as MR
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		We have clear, documented procedures review which initiates a multi-disciplinary resolve root causes identified by the com
4.3. Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Housing Complaints Board Also see evidence and commentary for 3.2	Our governance model has been enhanced Complaints Board. This serves as our tasked with conducting critical case r organisational learnings, and proposing Landlord Board for next steps.

Section 5 – The complaint handling process

Code requirement	Comply	Evidence	Comments
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	Link to our policy Housing Complaints webpage	All residents are treated in line with the policy. We have a single complaints policy. The information is the same as what would be used in the Code but also includes the Policy.
5.2. The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Link to our policy (p3)	We do not have extra named stages. In relation to the starting point of what a complaint is, we are able to provide a service to the individual's complaint.
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	Link to our policy (p6/7)	Our complaints process has two 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.	Yes	Link to our policy (p6/7)	If one of our Stage One first stage residents separate cases.
5.5. Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Link to our policy (p6/7)	We work with third parties to ensure that they are in line with the Code and understand the Code.

Code requirement	Comply	Evidence	Comments
<p>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.</p>	Yes	<p>Link to our policy (p5/6/7)</p>	<p>Our policy</p> <p>Acknowledgement Once you have made a complaint, we will acknowledge it within 5 working days of receiving it. We will provide you with a reference number. We will let you know what we are doing to deal with the complaint and the outcomes we are aiming for. We will not accept a complaint as being closed until you are happy with the outcome. We will provide you with a summary of the complaint and the outcomes we are aiming for as possible.</p> <p>Stage 1 Once you have made a complaint, we will acknowledge it within 5 working days of receiving it. We will provide you with a reference number. We will let you know what we are doing to deal with the complaint and the outcomes we are aiming for. We will not accept a complaint as being closed until you are happy with the outcome. We will provide you with a summary of the complaint and the outcomes we are aiming for as possible.</p> <p>Stage 2 – Customer feedback us, within 5 working days of receiving their complaint. We will investigate the complaint and provide you with a summary of the investigation. We will be working on the complaint as soon as possible. To help us, we need you to provide us with the following information:</p> <ul style="list-style-type: none"> • What you are unhappy about with the service • The outcomes you are aiming for • What you have tried to do to solve the problem • What you would like us to do to solve the problem <p>Your feedback is important to us. We will consider your response and we need your help to improve our service.</p>

Code requirement	Comply	Evidence	Comments
			contact you acknowledge
5.7. When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Link to our policy	As per above As a part confirm complaint
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	Link to our policy (p5)	Our policy <ul style="list-style-type: none"> • deal with • act in an open mind • take measures to address any actual or perceived conflict of interest, and • consider all relevant information and evidence carefully.
5.9. Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Link to our policy (p6)	Our complaints process Stage 1 – Acknowledgement Within a maximum of 5 working days of the date of receipt of the complaint, unless we have agreed a different timescale, we will provide you with a written acknowledgement of the complaint, setting out the complaint and the timescales for completion. Stage 2 – Investigation Within a maximum of 10 working days of the date of receipt of the complaint, unless we have agreed a different timescale, we will provide you with a written acknowledgement of the complaint, setting out the complaint and the timescales for completion. If the complaint is not resolved by an additional 10 working days, we will be agreed to keep you informed of the progress of the complaint at agreed intervals.

Code requirement	Comply	Evidence	Comments
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	Link to our policy (p3)	Our Corporate Policy states that we need to make reasonable adjustments to our office systems and processes to ensure that we are accessible to all residents. We have a record of all reasonable adjustments agreed and implemented between 2025 – 2026.
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	Link to our policy (p7)	Our complaints procedure is set out in our Corporate Policy. Stage 1 – Initial response – we will respond to all complaints within 5 working days of contact with us. Stage 2 – Escalation – if a complaint is not resolved at stage 1, we will escalate it to a senior member of staff. We will respond to all escalated complaints within 10 working days of the date of our escalation. We will consider all requests for a review of our decision within 10 working days of the date of our response. We will consider all requests for a review of our decision within 10 working days of the date of our response.
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	Link to our policy	This is recorded in our Corporate Policy and our complaints procedure.
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	Link to our policy (p7/8)	Our complaints procedure is set out in our Corporate Policy. We will provide appropriate remedies at any stage of the complaints process without the need for escalation. We will provide appropriate remedies at any stage of the complaints process without the need for escalation.

Code requirement	Comply	Evidence	Comments
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	Link to our Unreasonable Behaviour policy	We have unacceptable behaviour on our website, standards, Operation Handbook, the code, financialy We also u between t key man standards
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		See 5.14 c

Section 6 – Complaint stages

Stage1

Code requirement	Comply	Evidence	Comm
6.1. Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Link to our policy	<i>Our co stage 1 post ac</i> We hav standa our pol this. H custom outcom have ra compre consec process practic work wi
6.2. Complaints must be acknowledged, defined, and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received.</u>	Yes	Link to our policy	Our co have su acknow working
6.3. Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No	Link to our policy	As per 6 1 comp with the We ac handlin Ombud compla working We are reduce expect

Code requirement	Comply	Evidence	Comments
			monito
6.4. Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Link to our policy	Aligned resident and the respons manag which r service comple informe
6.5. When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Link to our policy (pg7)	Our Co to refle require evolving
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	Link to our policy	Compla custom comple to the c will ke progress compla cause separat with fi Compla
6.7. Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	Link to our policy (pg9)	Our cor one co provide • the co • the co • the de • the re • the de put thin • detail • detail

Code requirement	Comply	Evidence	Comm
			to stage satisfie
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	Link to our policy (pg6)	Any ad custom will be record Stage C are un Stage C investig
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	Link to our policy (pg7)	As per 6

Stage 2

Code requirement	Comply	Evidence	Comm
6.10. If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Link to our policy (pg6)	As per c complai escalate were no

Code requirement	Comply	Evidence	Comm
6.11. Requests for stage 2 must be acknowledged, defined, and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Link to our policy (pg5)	Our co have s acknow working
6.12. Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	(pg5/6/7)	Our cor Custo conta days, These carrie officer comp days f To hel you to <ul style="list-style-type: none"> • unhap • respon • conce • do to p Your fe consider respon or if w them, v follow e
6.13. The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Link to our policy	This is a investig
6.14. Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Link to our policy (p6/7)	Our po will be working date of

Code requirement	Comply	Evidence	Comm
6.15. Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Link to our policy (p6/7)	Our po comple need to two inv working you in g date on
6.16. When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	No	Link to our policy (p7/8)	Our cor to refle practic
6.17. A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Link to our policy (p7/8)	Our cor to refle practic
6.18. Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	Link to our policy (p6 &7)	Our cor two cor provide • the co • the co • the de • the re • the de put thin • detail and • detail to the H you ren

Code requirement	Comply	Evidence	Comments
6.19. Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a) the complaint stage, b) the complaint definition, c) the decision on the complaint, d) the reasons for any decisions made, e) the details of any remedy offered to put things right, f) details of any outstanding actions, and g) details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Link to our policy	As per 6
6.20. Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Link to our policy (pg 6/7)	Our co process that an respons

Section 7 - Putting things right

Code requirement	Comply	Evidence	Comments
<p>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:</p> <ul style="list-style-type: none"> • Apologising. • Acknowledging where things have gone wrong. • Providing an explanation, assistance, or reason. • Taking action if there has been delay. • Reconsidering or changing a decision. • Amending a record or adding a correction or addendum. • Providing a financial remedy. • Changing policies, procedures, or practices. 	Yes	Link to our policy (pg7/8)	<p>Our co remedy gone w aim to you w compl of the C betwee injustic</p> <p>The re necess look to you wo gone w root ca make happen paymen suffere it migh which s the dist put thro</p> <p>We do way a appropri apolog the inju change proced further people an app we wil which Govern You ca Ombud www.lg</p>

Code requirement	Comply	Evidence	Comments
7.2. Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Link to our policy (pg7/8)	As per
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	MKCC Compensation Policy (This is an internal document)	Our i specific offer, b The det to deci type of Even th the tim has be through possibl
7.4. Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		Our cor guidanc compla against independ residen

Section 8 - Self-assessment, reporting and compliance

Code requirement	Comply	Evidence	Comments
<p>8.1. Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements, b) a qualitative and quantitative analysis of the landlord's complaint handling performance. 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 by the Ombudsman in relation to the work of the landlord. 	Yes	<p>>HO Complaints Handling Code Tenants and Leaseholders Annual Report Milton Keynes City Council TPS MKCC</p>	<p>Current complaints performance report is in line with the Code. Our self-assessment for 2024/25 is available on our website and subject to scrutiny.</p> <p>We also publish a Tenant Satisfaction Survey. We are currently in our year's review and will publish our website in the next few weeks.</p>
<p>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.</p>	Yes	Link to HACR – 2024-2025	Annual Housing Complaints Board, Team.
<p>8.3. Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	N/A	In the significant change in procedures.
<p>8.4. Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	Yes	N/A	In the last update to the Ombudsman investigation.

Code requirement	Comply	Evidence	Comm
8.5. If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	N/A	In the incident with the

Section 9 – Scrutiny and oversight continuous learning and improvement

Code requirement	Comply	Evidence	Comm
9.1. Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes		Our com remedy to a pra think it affect c
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	Link to our policy > MKCC Complaints webpage > Housing Complaints webpage > Complaints Handling Code webpage Tenants and Leaseholders Annual Report Milton Keynes City Council	We hav a positi assure make unfavour happen someth In 2024 increas compla One co escalat is a bet We see residen compla

Code requirement	Comply	Evidence	Comments
			<p>more a the fina</p> <p>As part our Ho which i risk id highligh tenant as Resi continu schedu</p>
9.3. Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff, and relevant committees.	Yes		See 9.2
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		<p>Our co Head o they an compla Counci as a lan The He reports who ow Housin guidanc Leaders senior c The Se Comm compla and le focusse identify mitigati</p>

Code requirement	Comply	Evidence	Comm
9.5. In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		The Cal this res
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		As per
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, b) regular reviews of issues and trends arising from complaint handling, c) regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings, and d) annual complaints performance and service improvement report.	Yes	Housing Complaints Board agenda	

Code requirement	Comply	Evidence	Comm
<p>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:</p> <p>a) have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments,</p> <p>b) take collective responsibility for any shortfalls identified through complaints, rather than blaming others, and</p> <p>c) act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>MKCC Values and Expectations What makes us Milton Keynes City Council brochure</p>	<p>We ha expecta They fal</p> <ul style="list-style-type: none"> • • • • <p>We adv building email to</p>

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