

MINUTES OF THE Cabinet Member Signing HELD ON Wednesday, 6th May, 2026, 10am - 10.10am

PRESENT:

Councillor Seema Chandwani – Cabinet Member for Resident Services & Tackling Inequality.

ALSO ATTENDING: Kirsten Webb - Feedback & Resolutions Manager, Ayshe Simsek(Democratic Services and Scrutiny Manager)

17. FILMING AT MEETINGS

The Cabinet Member noted the notice of filming at meetings.

18. APOLOGIES FOR ABSENCE

There were no apologies for absence.

19. DECLARATIONS OF INTEREST

There were no declarations of interest.

20. URGENT BUSINESS

None

21. DEPUTATIONS / PETITIONS / QUESTIONS

None

22. HARINGEY FEEDBACK POLICY

The Cabinet Member for Resident Services & Tackling Inequality considered the report which set out the revised Resident Feedback Policy which incorporated recommendations from the review by the Housing Ombudsman Service in July 2025 and a further review in February 2026. The Policy had also been updated to ensure alignment with both the Housing Ombudsman and Local Government & Social Care Ombudsman complaint handling codes. The updated policy reinforced principles of fairness, transparency, accessibility, and accountability, while embedding mechanisms for learning and service improvement.

The Cabinet Member noted that updates included: clarity on excluded complaints, oversight of Tenant Management Organisation (TMO) complaint handling, timescale details for Stage 2 complaints and updates to the Council's self-assessment.

The Cabinet Member for Resident Services & Tackling Inequality,

RESOLVED

To approve the revised Haringey Resident Feedback Policy, which incorporated recommendations from the Housing Ombudsman Service review and aligned with their Complaint Handling Code.

Reasons for Decision

The revised Resident Feedback Policy ensures compliance with the Housing Ombudsman Complaint Handling Code and addresses recommendations from the recent review. Failure to do so may result in non-compliance with the statutory code.

CHAIR:

Signed by Chair

Date