

**Report for:** Cllr Seema Chandwani, Cabinet Member for Resident Services & Tackling Inequality

**Item number:**

**Title:** Haringey Resident Feedback Policy

**Report authorised by:** Claire McCarthy, Director for Strategy, Communications and Collaboration

**Lead Officer:** Kirsten Webb: Kirsten.Webb@haringey.gov.uk

**Ward(s) affected:** N/A

**Report for Key/  
Non-Key Decision:** N/A

## **1. Describe the issue under consideration**

Following a review by the Housing Ombudsman Service in July 2025 and further review in February 2026, Haringey Council received recommendations to strengthen compliance with the Complaint Handling Code. The review highlighted areas for improvement, including 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.

In response, the Council has revised its Resident Feedback Policy to incorporate these recommendations and ensure alignment with both the Housing Ombudsman and Local Government & Social Care Ombudsman complaint handling codes. The updated policy reinforces principles of fairness, transparency, accessibility, and accountability, while embedding mechanisms for learning and service improvement.

Consideration has also been given to the Haringey Deal, ensuring that the voices of those often overlooked have informed the revisions

## **2. Cabinet Member Introduction**

N/A

## **3. Recommendations**

It is recommended that the Cabinet Member for Resident Services & Tackling Inequality:

Approves the revised Haringey Resident Feedback Policy, which incorporates

recommendations from the Housing Ombudsman Service review and aligns with their Complaint Handling Code.

#### **4. 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.

#### **5. Background Information**

The Housing Ombudsman Service reviewed Haringey Council's complaints policy in July 2025 & February 2026 and issued recommendations to strengthen compliance with the Complaint Handling Code.

In response, the Resident Feedback Policy has been revised to:

- Align fully with the Housing Ombudsman and Local Government & Social Care Ombudsman complaint handling codes.
- Clarify definitions of service requests and complaints.
- Specify the timescales for Stage 2 complaints.
- Reinforce principles of fairness, transparency, accessibility, and accountability.
- Provide clearer guidance on excluded complaints and oversight of Tenant Management Organisation (TMO) complaint handling.
- Embed monitoring and reporting requirements, including annual self-assessment.

The updated policy reflects the Haringey Deal by ensuring resident voices are central to service improvement.

#### **6. Contribution to the Corporate Delivery Plan 2024-2026 High Level Strategic Outcomes**

Theme 1 - Resident experience and enabling success

The revised Resident Feedback Policy directly supports this strategic outcome by:

Improving resident experience through a clear, accessible, and fair complaints process aligned with Ombudsman standards.

Empowering residents' voices by embedding the principles of the Haringey Deal and ensuring feedback informs service improvements.

Building trust and accountability through transparent handling of complaints and timely responses.

Enabling success by creating a culture of learning and continuous improvement across services, ensuring residents feel heard and valued.

## **7. Carbon and Climate Change**

N/A

## **8. Statutory Officers comments (Director of Finance, Director of Legal & Governance, Equalities)**

### **Finance**

There are no direct financial implications arising from this update to the Council's Resident Feedback Policy.

### **Strategic Procurement**

Strategic Procurement note the contents of this report and confirm there are no procurement related matters preventing Cabinet approving the Recommendations stated in paragraph 3 above.

### **Legal**

The Director of Legal has been consulted in the preparation of this report.

The Social Housing (Regulation) Act 2023 amended the Housing Act 1996 to empower the Housing Ombudsman Service to issue a statutory Complaint Handling Code setting out the requirements that members of the Housing Ombudsman Scheme must meet when handling complaints.

The Complaint Handling Code came into effect in April 2024 pursuant to s51ZA of the Housing Act 1996. It places a duty on the Ombudsman to monitor landlord compliance and requires landlords to assess their performance against the Code on an annual basis. The Code establishes mandatory standards for complaint handling procedures, including timeliness and fairness. As a member of the Scheme, the Council is required to comply with these statutory requirements.

The revised policy incorporates the feedback to the council, from the Housing Ombudsman, in compliance with the Code of Practice.

## **9. Equality**

The council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex

and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

### Equality Considerations

This decision concerns the approval of the revised Haringey Resident Feedback Policy, updated following recommendations from the Housing Ombudsman Service reviews in July 2025 and February 2026. In line with the Public Sector Equality Duty (PSED), consideration has been given to the potential impacts of the revised policy on residents with protected characteristics.

### Potential Positive or Negative Impacts

The updated policy strengthens clarity, accessibility, and transparency in how complaints are managed across the organisation. These improvements are expected to have a positive impact on several groups with protected characteristics.

No negative equality impacts have been identified from the revised policy. However, the council recognises that inconsistent practice within services can lead to unequal outcomes, and the new policy provides clearer standards to mitigate this.

### Consultation and Engagement

Revisions to the policy have been informed by feedback from the Housing Ombudsman Service and by consideration of resident voices through the principles of the Haringey Deal. Further engagement will continue through future policy implementation and monitoring, particularly focusing on groups whose voices are often underrepresented.

### Equality Impact Assessment

A full Equality Impact Assessment has not been required. However, equalities considerations have been thoroughly integrated into this review, and ongoing monitoring through service-level data, annual self-assessment, and the complaints learning process will help ensure that any disproportionate impacts on protected groups are identified and addressed.

## **10. Use of Appendices**

Appendix A: Housing Ombudsman Service - Haringey London Borough Council - Complaints Policy Review Outcome

Appendix B: DRAFT Haringey Resident Feedback Policy 2026 v1

Appendix C: 2026-02-18 Haringey Borough Council - Second review findings - Engagement required

Appendix D: Self-Assessment Form - Feb 2026

## **11. Background Papers**

None

