

Our Commitment to Improving our Complaints Handling - Governing Body's statement

The Strategy and Resources Policy Committee (SRPC) form the Governing Body responsible for oversight of housing-related complaints.

The Member Responsible for Complaints (MRC) is Cllr Belbin, who is lead Member for all of Sheffield City Council's (SCC) complaints.

The Council's annual complaints performance report – which gives information covering all council services including Housing – was presented to and scrutinised at the Strategy and Resources Committee at our meeting on 10th September 2025.

See: [Agenda for Strategy and Resources Policy Committee on Wednesday 10 September 2025, 2.00 pm | Sheffield City Council](#) (Item 11).

Colleagues on the Council's Housing Policy Committee reviewed the self-assessment through the Housing Policy Committee Knowledge Brief structure on 4th August 2025. This provided opportunity for all members of the Housing Policy Committee to provide comment and challenge. In addition, the Chair of that Committee was also present at the meeting of Strategy and Resources.

We are pleased and reassured to see that on the whole SCC comply with the requirements of the Housing Ombudsman's Complaints Handling Code.

However, the self-assessment has also highlighted a section of the Code where further improvements are needed. This has included updating the Council's Complaint policy to include all the recommendations provided by the Housing Ombudsman's as part of its complaint policy review in June 2025.

Additionally, we will continue to work hard to further improve the timescales for resolving complaints, and, whilst our policy is now fully compliant with the Code, our performance in this area is below where we need to be. We are fully aware of this, and of the work which Officers are undertaking to address this.

There are several improvements which we are asking Officers to focus on over the coming months: (See section 2.9 of the main report which states):

A number of conclusions and recommendations for future improvements can be drawn from the information in the Annual Complaints & Annual Ombudsman Reports. It is proposed that these form the basis of the written response of Strategy & Resources Policy Committee, to be published alongside the Annual Report. These include:

- To update the Council's Complaint Policy in line with the Housing Ombudsman's Complaint Policy Review's recent recommendations.

- To implement fully the recommendations made by the VVV Inquiry and ensure that these are implemented within the timescales provided, ensuring progress in doing so is monitored by this Committee.
- To continue to improve performance in line with complaint policy timescales.
- To reduce the Housing Ombudsman's maladministration rate by reducing the number of complaint handling findings by improving response timescales and by more consistent and accurate complaint recording.
- To continue to improve the way in which the Council learns from complaints. This will ensure that all learning reported is considered and the impact of service improvement is understood and recorded.
- To seek support guidance and direction from the Customer Experience program which will support continuous service/process improvements for customers and complaint handling