

NORTH YORKSHIRE COUNCIL

EXECUTIVE

2 MAY 2023

APPROVAL OF HOUSING COMPLAINTS POLICY

Report of the Assistant Chief Executive – Local Engagement

1.0 PURPOSE OF REPORT

1.1 This report seeks member approval of the Housing Complaints Policy required for the new North Yorkshire Council.

2.0 BACKGROUND

2.1 The LGR Customer Workstream Board had three areas of focus: customer; revenues and benefits; and complaints. The Complaints Board met, with representatives from all eight authorities, to produce various complaints policies, including one for Housing. This policy was developed to meet the requirements of the mandatory 'Housing Ombudsman's Complaints Handling Code'.

2.2 On 2 November 2022 the Customer Workstream Board agreed the Housing Complaints Policy for the new North Yorkshire Council.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications.

4.0 LEGAL IMPLICATIONS

4.1 There are no legal implications.

5.0 CLIMATE CHANGE IMPLICATIONS

5.1 There are no climate change implications.

6.0 EQUALITIES IMPLICATIONS

6.1 There are no equalities implications.

7.0 REASONS FOR RECOMMENDATIONS

7.1 This policy is required to be in place.

RECOMMENDATION

8.0

8.1 That the Executive approves the Housing Complaints Policy

RACHEL JOYCE
Assistant Chief Executive – Local Engagement

21 April 2023

Background documents: None

Appendices: Appendix 1 – Housing Complaints Policy