

LGSCO Self-assessment against the requirements of the Code (2025/26)

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
1: Definition of a service request and complaint	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	Page 4 of the Council's Customer Feedback and Complaints Policy section 2.1: <i>'A request that the Council provides or improves a service, fixes a problem or reconsiders a decision.'</i> Page 5 of the Council's Customer Feedback and Complaints Policy section 3.1 sets out the definition of a complaint in line with LGSCO Code: <i>"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual or group of individuals."</i> Source: FHDC Customer Feedback and Complaints Policy

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2: Exclusions	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	Page 7 the Council's Customer Feedback and Complaints Policy (section 4.2) set out list of matters falling outside of the scope of the complaints procedure. Source: FHDC Customer Feedback and Complaints Policy
3: Accessibility and awareness	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	Page 8 (section 5) of the Council's Customer Feedback and Complaints Policy. Page 10 (section 7.2) of the Council's Customer Feedback and Complaints Policy sets out methods to make a complaint. Source: FHDC Customer Feedback and Complaints Policy
4: Complaint handling resources	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	The council has a dedicated Housing and Corporate Complaints officer that resides within the Governance, Performance and Risk Team. The officer has access to staff at all levels to ensure prompt resolution of complaints. A dedicated contact list of staff is in place ensure complaints are escalated to the correct person for investigation.

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5: The complaint handling process	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	The council policy is a corporate wide customer feedback and complaints policy that covers all council services, including the housing landlord service. Source: FHDC Customer Feedback and Complaints Policy
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	Customer Feedback and Complaints Policy Section 8 (Pages 10-12) sets out the Stage 1 timescales and processes. Source: FHDC Customer Feedback and Complaints Policy
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	Customer Feedback and Complaints Policy Section 9 (Pages 12-13) sets out the Stage 2 timescales and processes. Source: FHDC Customer Feedback and Complaints Policy
7: Putting things right	When something has gone wrong we take action to put things right.	Yes	Customer Feedback and Complaints Policy Section 10 (Pages 13-14) sets out 'Putting things right' Source: FHDC Customer Feedback and Complaints Policy

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8: Performance reporting and self-assessment	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	Annual complaints performance and service improvement report is produced and presented to the Council's Corporate Governance Board (CGB) and Member Responsible for Complaints (MRC). The 2025-26 report was also presented to Cabinet on 2nd September 2026 and is published at link here: (Public Pack) Agenda Document for Cabinet, 02/09/2026 17:00
9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	Annual complaints performance and service improvement report is produced and presented to the Council's Corporate Governance Board (CGB) and Member Responsible for Complaints (MRC). The 2025-26 report was also presented to Cabinet on 2nd September 2026 and is published at link here: (Public Pack) Agenda Document for Cabinet, 02/09/2026 17:00 Quarterly reports on complaints performance are presented to our Corporate Governance Board (CGB), Corporate Leadership Team (CLT) and Member Responsible for Complaints (MRC). Performance data on complaints shared with the Member Responsible for Complaints (MRC) as part of monthly portfolio meetings.