

Governing Body's Response

The [2025/26 Review of Complaints Regarding Housing](#) was approved by Housing Scrutiny Committee (HSC) at its meeting on 18 August 2026.

The HSC has the purpose to review and challenge progress in ensuring compliance with the Social Housing (Regulation) Act, and to have an overall view of the Housing Team in achieving the Regulator's requirement of WDC to continually increase operational and delivery performance.

The HSC provides assurance and oversight on the Housing Team's performance and progress. It also makes recommendations and provides commentary to Cabinet, which remains the responsible body on behalf of the Council, regarding the extent to which Housing operations deliver effective, compliant, and improving services.

As part of this, the Council is committed to meeting its obligations as a landlord, by putting in place processes and measures to achieve compliance with the Housing Ombudsman's Complaint Handling Code and to deliver excellent, value for money services to tenants and leaseholders. The Council received feedback on its Complaints Policy from the Housing Ombudsman, which suggested ways to strengthen compliance with the Complaint Handling Code and provide greater clarity for residents. This feedback has been incorporated into the Council's revised Complaints Policy, which was adopted on 1 August 2026. The Review of Complaints regarding Housing demonstrates the Council's commitment to complaint handling and using learning points to continually improve service delivery.

Joint statement by:

Councillor Jessica Melrose, Portfolio Holder for Housing and Member Responsible for Complaints

Councillor Peter Phillips, Chairman of Housing Scrutiny Committee

18 August 2026