



Lewes District Council



Tenants Of Lewes District

Statement of Lewes District Council and TOLD (Tenants of Lewes District) in relation to the Annual Complaints Performance Report

The Cabinet Member for Social Housing and Tenants in Lewes (Member Responsible for Complaints) and Chair TOLD (Tenants of Lewes District) in Lewes considered and noted the contents of the Annual Complaints Performance Report on 27th June 2024 in advance of the next TOLD committee meeting on 1st August 2024.

Response from The Cabinet Member for Social Housing and Tenants in Lewes (Member Responsible for Complaints)

I'm pleased to sign off these two reports and welcome the opportunity they provide for improving services to our tenants. The emphasis on a more holistic approach to service improvement will help us to identify pinch points in our provision and to find a better balance between the detail of individual case management and the efficiency of the complaints service overall. More regular meetings and reports and an emphasis on grounding the process of learning in customer feedback are also very welcome and should ensure improvements in the areas identified by TOLD.

We have had staffing problems in this area, and I would like to take this opportunity to officially thank Nikki Wickham for the work done in coordinating this reassessment of the complaints process.

Response from the Chair of TOLD

The annual review of complaints is disappointing in terms of performance against the Housing Ombudsman code for responding to complaints within given timescales. TOLD notes the service areas where this is a particular issue and the work undertaken in the last quarter of 2023/24 to start to address this.

TOLD is particularly concerned about the customer feedback on complaints handling. Whilst acknowledging that complaints feedback is unlikely to be positive, in cases where expectations have not been met, there is room for improvement. TOLD are pleased that the tenant scrutiny bootcamp pilot on damp and mould has been a positive pilot in terms of using customer feedback including complaints.

TOLD will maintain a keen interest in the feedback for this service area.