

Appendix 2

Housing Ombudsman complaints

The Housing Ombudsman does not provide Local Authorities with an annual letter with statistics and information on complaints made and the outcomes.

Below is a table for the one upheld cases for 2018/19 which has gone through the Council's complaints process.

Partners for Islington (PFI)

Summary of complaint	Compensation amount	Compensation reason
Following the initial inspection of the damp in the main bedroom the repairs were poorly managed, resulting in unacceptable and avoidable delays, stress and inconvenience. Maladministration	£400	Delays. Time and Trouble. Failure to escalate the complaint.

Total upheld cases for 2018/19 for the HO - 1

The Corporate Complaints team works closely with the PFI and PFI clienting team to monitor upheld findings and provide guidance to improve working practices and reduce the likelihood of faults recurring. This can be difficult with an Arm's Length Organisation.

Key changes this year have been;

- Changes to PFI website information and complaint templates which now work in line with LBI complaint policy.
- The inclusion of PFI staff on the complaint handling training.
- Continued liaison with the PFI complaints lead and attendance at the complaints lead meeting where learnings from complaints and good practise is shared across departments.