

Appendix 2

Finding of Maladministration by the Housing Ombudsman (HO).

Below is a table of cases with findings of maladministration by the HO for 2022/23, which have gone through the Council's complaints process.

Summary of complaint	Compensation amount	Compensation reason
Handling of the resident's reports of antisocial behaviour. Response to the resident's concerns that the landlord's staff were racially discriminating. Complaint handling.	£550	Failures in managing the antisocial behaviour, complaint handling and considering vulnerabilities.
The level of redress the landlord offered in response to the resident's concerns about anti-social behaviour and repairs. Complaint handling.	£1500	Distress and inconvenience
The landlord's response to the resident's concerns about the installation of a new boiler at the property. Complaint handling.	£700	Distress and inconvenience
The landlord's handling of repairs. Noise nuisance for the flat above the resident's property. Complaints handling and communication with the resident.	£1400	Distress and inconvenience
The landlord's handling of Repair issues related to damp and mould including the condition of the property. The refurbishment of the kitchen. Complaint handling.	£2101.61	Delay Distress and inconvenience
The landlord's handling of persistent damp and mould issues at the property. The landlord's handling of various other repairs to the property. Complaint handling.	£650	Distress and inconvenience

Total upheld cases for 2022/23 for the HO – 6

In July 2020, the HO introduced the Complaint Handling Code (CHC) which sets out good practice for landlords when handling complaints. The code came into effect

from the 1 April 2022 with Islington being 98% complaint to the code requirements. Every complaint investigated against the council by the HO will be assessed against the code to ensure complaint handling is in line with code requirements. Non-compliance could result in complaint handling failure orders being issued.

As a result of the CHC there is an increase in maladministration cases due to complaint handling failures. It is important that Islington continues to monitor compliance to the code through the complaint board, departmental meetings, and Member scrutiny panels, along with training and guidance provided to complaint handlers and partner organisations providing services for the Council and following Islington's Corporate Complaint Policy.

The Councils self- assessment against the code can be found here: [Complaints process](#)