

Governing Body Response to the Annual Complaints Report 2025–2026

The [Annual Complaints Report 2025–2026](#) was presented to the Overview and Scrutiny Committee on 21 September 2026 and to the Leadership Team on 23 September 2026.

Details of the meetings can be found here:

[Overview and Scrutiny Committee 21 September 2026](#)

[Leadership Team 23 September 2026](#)

As a member of the Housing Ombudsman Scheme, the Royal Borough of Kensington and Chelsea must comply with the Complaint Handling Code. This includes publishing information on Housing Management complaints, a Complaint Handling Code Self-Assessment and a governing body response.

The Annual Complaints Report 2025–2026 covers complaints across the Council. This response relates only to Housing Management complaints considered under the Housing Ombudsman’s Complaint Handling Code. During 2025/26, Housing Management recorded 921 accepted Stage 1 complaints. Of these, 55% were responded to within the Council’s 10-working-day timescale, against a target of 90%. Performance deteriorated sharply in the second half of the year following the cyber-attack on 24 November 2025, which took Council systems offline and significantly disrupted complaint handling. The Housing Ombudsman Service determined 28 cases, recorded a maladministration rate of 58.6%, and ordered or agreed £20,214 in compensation.

Housing Management has introduced measures to improve the quality and timeliness of complaint responses. Strengthened assessment, acknowledgement and response arrangements aim to clarify the issues raised, improve oversight and support earlier resolution. The Repairs Service has also introduced an annual Planned Preventative Maintenance programme for gutters, stacks and gullies to identify defects before they cause water ingress and reduce complaints about leaks and associated damage.

During consideration of the report, members emphasised the need to address the recurring causes of Housing Management complaints, particularly repairs, damp and flooding, and to intervene before issues escalate. Housing Management confirmed that, following work to reduce the complaints backlog, its focus is shifting towards analysing complaint trends, reviewing escalation patterns, identifying lessons and addressing systemic issues. Root-cause analysis, service improvement tracking and ongoing monitoring of recurring complaint themes will form part of this work.



Cllr Cem Kemahli, Lead Member for Housing and the Member Responsible for Complaints, has reviewed the Housing Management Complaint Handling Code Self-Assessment for 2025–2026. Through the annual self-assessment process, the Council identified that timeliness and the quality of responses must be sustained priorities. Cllr Kemahli will maintain oversight of the service's progress and ensure that complaint learning leads to practical improvements for tenants and leaseholders.

The governing body is assured that the Housing Management information contained in the Annual Complaints Report, together with the Complaint Handling Code Self-Assessment for 2025–2026, provides a true and accurate reflection of the landlord's complaint handling policies, procedures and practices.

We remain committed to transparency, continuous improvement and embedding a positive complaint handling culture across Housing Management, where complaints are welcomed as opportunities to learn and deliver better services for our tenants and leaseholders.

A handwritten signature in black ink, appearing to read 'Elizabeth Campbell'.

Councillor Elizabeth Campbell

Leader of the Council

Royal Borough of Kensington and Chelsea