

Housing Ombudsman Complaint Handling Code: 2026 statement by the Member Responsible for Complaints

Our 2026 statement by the Member Responsible for Complaints (MRC) on our annual self-assessment of the Housing Ombudsman Complaint Handling Code.

Every complaint matters because it tells us about someone's experience of our service. We value this feedback from tenants and leaseholders, as it helps us understand what is working well and where we need to do better.

In May 2026, we launched a new Housing Services Complaints Policy. It is fully aligned with the Complaint Handling Code and will help us meet the Housing Ombudsman's requirements while improving how we handle complaints.

Over the past year, we have received more complaints, particularly about repairs and maintenance. We know this will be disappointing for some tenants, and we are committed to responding quickly, putting things right where we can and learning from each complaint.

The complaints performance and improvement report and annual self-assessment were approved by the Cabinet on Thursday 20 August 2026, and we are satisfied that the Council are meeting the expectations of the Code in a fair way.

We want every tenant to feel listened to, treated fairly and kept informed. We will continue to use complaints and feedback to improve our services and make sure tenants remain at the centre of what we do.

Councillor Rhys Mandry

1st September 2026

Tim Clegg | Chief Executive

Cannock Chase Council, Civic Centre, PO Box 28, Beecroft Road, Cannock, Staffordshire WS11 1BG | tel **01543 462621**

www.cannockchasedc.gov.uk |  Search for 'Cannock Chase life' |  @CannockChaseDC |  @CannockChaseDC