

Annual Summary of Complaint Statistics 2024 to 2025 (Redditch Borough Council)

Received by Ombudsman:

Reference	Authority	Category	Subcategory	Received
23007863	Redditch Borough Council	Housing	Allocations	03/04/2024
23014584	Redditch Borough Council	Housing	Managing council tenancies	29/04/2024
23019238	Redditch Borough Council	Housing	Managing council tenancies	07/07/2024
24001435	Redditch Borough Council	Housing	Managing council tenancies	21/05/2024
24001517	Redditch Borough Council	Housing	Domestic Abuse	28/05/2024
24004903	Redditch Borough Council	Other	Non-local government	22/07/2024
24009391	Redditch Borough Council	Housing	Managing council tenancies	04/09/2024
24009515	Redditch Borough Council	Housing	Homelessness	05/09/2024
24009971	Redditch Borough Council	Housing	Allocations	11/09/2024
24011342	Redditch Borough Council	Housing	Housing-other	30/09/2024
24011819	Redditch Borough Council	Housing	Housing-other	07/10/2024
24016141	Redditch Borough Council	Housing	NULL	12/12/2024
24019328	Redditch Borough Council	Housing	Managing council tenancies	18/03/2025
24021171	Redditch Borough Council	Housing	Domestic Abuse	06/03/2025

Decided by Ombudsman:

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23007863	Redditch Borough Council	Housing	Allocations	30/07/2024	Upheld	fault & inj	Provide information/advice to person affected
23014584	Redditch Borough Council	Housing	Managing council tenancies	29/04/2024	Advice given	Signpost - go to complaint handling	
23019238	Redditch Borough Council	Housing	Managing council tenancies	28/08/2024	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord	
24001435	Redditch Borough Council	Housing	Managing council tenancies	21/05/2024	Advice given	Signpost - go to complaint handling	
24001517	Redditch Borough Council	Housing	Domestic Abuse	28/05/2024	Referred back for local resolution	Premature Decision - advice given	
24004903	Redditch Borough Council	Other	Non-local government	22/07/2024	Advice given	Signpost - go to complaint handling	
24009391	Redditch Borough Council	Housing	Managing council tenancies	04/09/2024	Advice given	Signpost - go to complaint handling	
24009515	Redditch Borough Council	Housing	Homelessness	05/09/2024	Referred back for local resolution	Premature Decision - advice given	
24009971	Redditch Borough Council	Housing	Allocations	11/09/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	

24011342	Redditch Borough Council	Housing	Housing-other	03/10/2024	Closed after initial enquiries	Not warranted by alleged fault	
24011819	Redditch Borough Council	Housing	Housing-other	07/10/2024	Advice given	Signpost - go to complaint handling	
24016141	Redditch Borough Council	Housing	NULL	12/12/2024	Advice given	Signpost - go to complaint handling	
24019328	Redditch Borough Council	Housing	Managing council tenancies	18/03/2025	Advice given	Signpost - go to complaint handling	
24021171	Redditch Borough Council	Housing	Domestic Abuse	06/03/2025	Referred back for local resolution	Premature Decision - advice given	

Compliance with Ombudsman Decision:

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23007863	Redditch Borough Council	Housing	Allocations	29/07/2024	Provide information /advice to person affected	30/08/2024	01/08/2024	Remedy complete and satisfied

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.	
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: https://www.lgo.org.uk/your-councils-performance	
We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section of the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault & inj - no further action organisation already remedied</i>	
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.	
Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.	