Local Government & Social Care OMBUDSMAN

Appendix C: Self-assessment against the requirements of the Code 2025/26

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
1: Definition of a service request and complaint	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	Defined in section 1 of the complaints policy: Complaints policy | How to make a complaint or compliment | Hinckley & Bosworth Borough Council
2: Exclusions	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	Set out in section 2 of the policy
3: Accessibility and awareness	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	Set out in section 3 of the policy
4: Complaint handling resources	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	Democratic Services Manager is designated Complaints Manager. Complaints are within job description of the Democratic Services Manager and Democratic Services Officer

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5: The complaint handling process	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	Outlined in the policy
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	Acknowledged within five working days of receipt. Stage 1 response within 10 working days of acknowledgement
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	Stage 2 response within 20 working days
7: Putting things right	When something has gone wrong we take action to put things right.	Yes	All officers responding at stage 1 and 2 have the autonomy to take necessary actions
8: Performance reporting and self-assessment	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	Annual report produced for approval by the Ethical Governance & Personnel Committee and published on our website. This self-assessment is an appendix to the annual report
9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	Annual report produced for SLT and the Ethical Governance & Personnel Committee. Findings of fault by the LGSCO presented to Ethical Governance & Personnel Committee. Executive member for Corporate Services (with responsibility for complaints) is regularly updated on complaint handling performance.