PAPER NO. 25-426

WANDSWORTH BOROUGH COUNCIL

FINANCE OVERVIEW AND SCRUTINY COMMITTEE – 3rd December 2025

Report by the Assistant Chief Executive on Wandsworth Borough Council Corporate Complaints Report 2024-25

SUMMARY

This paper sets out the annual report summarising the Council's complaints performance, including an analysis of the complaints responded to, by all Council Directorates for the years 2024/25.

A key part of an effective complaints system is to highlight areas for learning that can inform ongoing improvement of services. Learning is set out throughout this report including specific case studies where there have led to service improvements.

The Executive Director of Finance comments that the cost of dealing with all complaints is met from within existing approved resources

GLOSSARY

LGSCO - Local Government and Social Care Ombudsman
HOS – Housing Ombudsman Service

RECOMMENDATIONS

1. This report is submitted to the Finance Overview and Scrutiny Committee for information. No decisions are required on it by the Council, the Cabinet or regulatory or other committees. If the Finance Overview and Scrutiny Committee approve any views, comments, or recommendations on the report, these will be submitted to the Cabinet and/or the appropriate regulatory and other committees for their consideration

INTRODUCTION

2. All councils in England and Wales are required to provide a complaints procedure for people who are in receipt of council services. Wandsworth Council applies three complaints' procedures:

   a) The Corporate complaints procedure
   b) The Adult Social Care complaints procedure
   c) The Children's Social Care complaints procedure

2.1 The Council has a statutory duty to produce an annual report for the complaints procedures at (b) and (c) above – these are submitted separately to the Health and Children's Overview and Scrutiny Committees respectively.

2.2 Whilst there is no statutory requirement to provide an annual corporate complaints report, there is a requirement for Local Government Monitoring Officers to provide information on Local Government and Social Care Ombudsman (LGSCO) investigations into some of the complaints received and responded to. In addition, a key part of an effective complaints system is to highlight areas for learning that can inform ongoing improvement of services. Learning is set out throughout this report including specific case directorate case studies which evidence where learning from complaints has directly resulted in service improvements.

2.3 The report provides statistics and context to the complaints received and closed by Wandsworth Council for all services during the year 2024/25. Wherever possible comparative analysis with previous years is included.

2.4 This report has been produced to keep Members informed of the overall numbers of complaints made to the Council and to provide a snapshot of how many and the types of the complaints which progress through each of the three complaints procedures for Wandsworth Council, and those which result in an investigation by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS). Complaints are counted in the year in which they were closed.

DETAILS

3. The full report is attached as Appendix 1

LEGAL IMPLICATIONS

4. The Monitoring Officer maintains an oversight of decisions of the LGSCO and HOS where the complaint is upheld; in most cases, provided the recommendations of the LGSCO and HOS are followed, there will be no need for further action. In Wandsworth's case, there have been no public reports this year.

COMMENTS OF THE EXECUTIVE DIRECTOR OF FINANCE

5. The cost of dealing with all complaints is met from within existing approved resources

CONCLUSION

6. The full report (Appendix 1) sets out the Council's performance in dealing with complaints over the past year and data is compared to the previous year 2024/25 and, where possible, the year before that. Appendix 2 to this report provides figures for the whole Council and shows all corporate complaints by type, level and time and includes information on complaints received via the statutory reporting processes. Appendix 3 provides examples of learning arising from upheld LGSCO complaints. Appendix 4 provides the LGSCO Annual Letter in respect of Wandsworth Borough Council. Appendix 5 provides examples of the outcomes of investigations by the HOS during the year. Appendix 6 proves the HOS Landlords Report in respect of Wandsworth Council. Appendix 7 provides examples of learning from upheld or partly upheld stage 2 corporate complaints across all directorates.

Wandsworth

The Town Hall, Jon Evans

(Paper No. 25-426)

Wandsworth,
SW18 2PU.

Assistant Chief Executive

3 December 2025

AGENDA PUBLICATION: 25 November 2025

Background papers

None

APPENDICES

1. Appendix 1 – Full Annual Complaints Report 2024-25
2. Appendix 2 – Full Complaints Data
3. Appendix 3 – Examples of LGSCO Upheld Decisions 2024-25
4. Appendix 4 – LGSCO Annual Review Letter 2024-25
5. Appendix 5 - Examples of HOS closed cased 2024-25
6. Appendix 6 – HOS Landlord Report 2024-25
7. Appendix 7– Examples of learning from stage 2 complaints across all directorates.

(Paper No. 25-426)