

Note: this document covers complaints about homelessness services and housing allocations, which fall under the remit of the Local Government and Social Care Ombudsman. Barnet Homes manages these services on the behalf of the London Borough of Barnet. Reporting on the 2023/24 year has been completed by Barnet Homes as an interim measure and will be managed by the London Borough of Barnet in future.

To read about complaints about landlord services that fall under the remit of the Housing Ombudsman Service, please see the Housing Ombudsman section on Barnet Homes' complaints page: [www.barnethomes.org/contact-us/complaints](http://www.barnethomes.org/contact-us/complaints)



**Complaints Performance and Service Improvement Report 2023/24**  
**Homelessness and social housing allocations complaints**  
**Response from the Barnet Homes Board**  
**27 June 2025**

The Barnet Homes Board scrutinised the Complaints Performance and Service Improvement Report 2023/24 and the latest self-assessment of compliance with the Local Government and Social Care Ombudsman's Complaint Handling Code at its meeting on 27 June 2024.

We are satisfied that, with the exception of a small number of arrangements that are being addressed by the London Borough of Barnet, Barnet Homes has in place an approach that meets the requirements of the Complaint Handling Code and that this represents compliance in policy, and the Board ratified the self-assessment at its meeting.

The Board has received quarterly reports on complaints performance, including examples of lessons learnt as a result of complaints, at its regular meetings throughout the year. We believe there is a culture of openness and transparency that ensures complaints are seen as a form of insight into how the organisation is managed. All board members feel accountable for helping to create a positive complaint-handling culture.

The Board recognises the impact that increasing demand in homelessness and a shortage in supply of accommodation has on the overall service provision and on complaints, and that reduced officer capacity creates a challenging environment for complaints handling in line with the Complaint Handling Code's expected timescales. We believe it is positive that the increase in complaints is by a smaller proportion than the service demand, and we are satisfied that Barnet Homes is striving to balance strong and timely performance with appropriate resolution of complaints.

Barnet Homes Board  
27 June 2025