

07/12/2022

Deborah Cadman  
Chief Executive  
Birmingham City Council

By email

Dear Deborah Cadman

## Housing Ombudsman Service

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### **Annual complaints performance report – high maladministration rate**

This week the Housing Ombudsman published its third annual landlord performance reports for the complaints investigated involving members of its Scheme. These reports are an important part of promoting openness and accountability in complaints handling, as well as identifying potential areas for learning.

I wanted to draw your attention to your individual report because we have found 54% maladministration for your organisation in the findings we have made during 2021-22. Your maladministration rate is higher than the average for the sector. During 2021-22, we upheld at least one part of the complaint in 48% of our cases.

While there are many separate, often conflicting, pressures placed on landlords and their finances, a positive complaints handling culture remains vital. Clearly such a high rate of maladministration is concerning and for issues to occur across this proportion of findings suggests improvements could be made to prevent complaints.

Therefore, I would encourage you to share your performance report with your governing body and, if you have not done so already, to review the determinations made in 2021-22 to identify any lessons for service areas, particularly in light of any relevant Spotlight reports and the recommendations made in those reports. Our revised [Complaints Handling Code](#), [Remedies Policy](#) and supplementary [Guidance](#) may also be helpful to consider.

I look forward to your response.

Yours,



Richard Blakeway  
**Housing Ombudsman**