

## Landlord Services Advisory Board 27 June 2024

### Item 8 – The Housing Service’s Compensation Policy Review

#### Background

The Housing Service’s compensation policy has reviewed taking into account the following -

- The Housing Ombudsman’s Complaint Handling Code [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)
- The Housing Ombudsman’s remedies policy [Remedies Policy | Housing Ombudsman \(housing-ombudsman.org.uk\)](#)
- Data from the complaints the Housing Service has received.

The aim of the policy is to give the reader a clear understanding when compensation, refunds and reimbursement payments will be made by the Service.

The Board are asked to review the clarity and content of the policy before the Portfolio and Head of Service approve the revised policy.

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