

### Definition

A petition is a complaint/request for service signed by a least five persons not from the same household.

### Information

Petitions should be dealt with speedily and reported to the earliest possible Derby Homes Operational Board.

If a petition is raised at a Neighbourhood Forum meeting, this will be dealt with in-line with the Derby Homes procedure.

On receipt of a petition it will be forwarded to the Customer Experience Team who liaise with Senior Management and will then identify a responsible officer to investigate.

Petitions regarding Anti-Social Behaviour will be dealt with by the Anti-Social Behaviour Manager unless that individual has already been involved in the issue.

All petitions will be handled by an officer not previously involved in the matter raised. This will normally be the Area Housing Manager, or another Senior Manager responsible for that area of service, unless that individual has already been involved in the issue.

Petitions do have an additional level of scrutiny as they are presented to the Operational Board.

In rare circumstances, where a complaint has not been resolved satisfactorily and the lead petitioner can provide reasons why the complaint has not been fully investigated a single stage appeal process may be invoked, in line with the complaints policy.

### Procedure

1. The Customer Experience Team will acknowledge receipt of the petition in writing to the lead petitioner within 5 working days of the petition being received. It is important that whoever receives the petition sends a scanned copy to the Customer Experience Team inbox DH- Housing Complaints.
2. The Customer Experience team will acknowledge receipt of the petition to the lead petitioner by sending the petition acknowledgement letter and advise them of the Investigating Officer. A copy of the acknowledgement letter and petition will be forwarded to the relevant Head of Service.
3. The Investigating Officer will then investigate the petition within 15 days, including meeting with the lead petitioner to ensure they have all of the available evidence and a clear understanding of the issues. If the investigating officer is not able to provide an outcome letter within 15 days they must advise the lead petitioner accordingly.

4. The Investigating Officer will report the outcome of the investigation to the relevant Head of Service prior to informing the lead petitioner, following completion of the investigation.
5. The Investigating Officer will complete a report for the next Operational Board advising of the steps taken and outcome of the investigation.
6. The Investigating Officer will write to the lead petitioner advising them of the date of the Operational Board meeting their petition and investigation outcome report will be presented, advising them that they can attend.

The lead petitioner will be asked to confirm if they wish to attend the Operational Board meeting and be given the opportunity to meet with the Investigating Officer again, prior to the Operational Board meeting, if they feel there are remaining concerns, so as not to delay any subsequent operational progress.

7. The Investigating Officer will forward the report to the Corporate Support Team for inclusion in the next available Operational Board meeting agenda.

The role of the Operational Board is to:

- Assess whether the investigation has been appropriate
- Be satisfied that the investigating Officer has followed the relevant Policies and procedures
- Decide whether officer actions were fair and reasonable
- Direct any additional considerations, over and above that of the investigation outcome

All petitions about potentially sensitive issues or where names or addresses are identified must go to the Operational Board as confidential items. If it is possible to do so, remove names/addresses/other personal information that could identify the subject of the petition so that the report can be included in the public part of the agenda.

Where the Operational Board makes requests for additional actions, the Investigating Officer will send a letter explaining these to the lead petitioner.

If the Lead petitioner remains unsatisfied with Derby Homes response to their petition, they may be able to request this is considered by a 'designated person' the Housing Ombudsman for an independent external review, if the nature of the petition is considered within their jurisdiction.