

1.0 INTRODUCTION

- 1.1 All complaints are important, customers have the right to expect a complaint to be taken seriously and to receive a response to their complaint
- 1.2 It is the aim of Derby Homes to resolve as many customer complaints as possible locally at the time of receiving the complaint.
- 1.3 The logging of all Derby Homes Customer Complaints Forms is the responsibility of the Derby Homes Complaints Monitoring Officer (Jackie Mitchell 711011)

2.0 DEFINITION

- 2.1 A complaint is defined as a statement of dissatisfaction with a service for which Derby Homes is responsible.
- 2.2 A complaint may be made in any manner and the response should be appropriate to the manner in which it is received. For example, if a complaint is made verbally the appropriate manner in which to respond is by speaking to the customer, although confirmation in writing will be provided whenever this is requested.
- 2.3 Details of all complaints will be recorded irrespective of the manner in which the complaint has been made.

3.0 COMPLAINTS DEALT WITH LOCALLY

- 3.1 When a customer makes a complaint about a service provided by Derby Homes, the officer receiving the complaint must
 - (a) find out the details of complaint
 - (b) ascertain whether the customer has previously raised the matter
 - (c) make a record of the complaint to be placed on the property file and the Academy Customer Service Module
 - (d) provide an immediate response if they are able to do so
- 3.2 If the receiving officer is unable to give an immediate response to a complaint, which has not previously been received and recorded, the receiving officer will
 - (a) acknowledge the complaint, within 4 working days of the complaint being made, stating who will be dealing with the complaint
 - (b) investigate the complaint and respond, within 10 working days of the complaint having been made, or pass the matter to the appropriate officer

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- (c) when responding to a complaint provide the customer with information on how to exercise their right of appeal
- (d) if the complaint cannot be investigated fully within 10 working days of having been made, send a written explanation to the customer giving a date when a full reply can be provided
- (e) file a copy of all correspondence on the relevant house file and/or computer file

3.3 If the customer remains dissatisfied with the response they may complain to the line manager of the officer who previously investigated their complaint, who will

- (a) acknowledge the complaint in writing to customer, within 4 working days of the matter being raised with them, stating who will be dealing with the complaint
- (b) record the details of the complaint in the Academy Customer Services Module
- (c) investigate the complaint and reply in writing to the customer within 10 working days of the matter being raised with them
- (d) when responding to a complaint provide the customer with information on how to exercise their right of appeal
- (e) if the complaint cannot be investigated fully within 10 working days of the matter being raised with them, send a written explanation to the customer giving a date when a full reply can be provided
- (f) file a copy of all details on the relevant house file.

4.0 STAGES OF APPEAL

4.1 If a customer remains dissatisfied they must fill in a Derby Homes Customer Complaints Form that will be sent directly to the Director of Derby Homes. The stages of appeal are, in order

- (a) complain to a more senior manager **STAGE 1**
- (b) complain to the Appeals Panel of Derby Homes **STAGE 2**

- 4.2 If a customer wishes to exercise their right to a **Stage 1** appeal they should complete a Customer Complaint Form. When this is received the previous investigating officer will pass all relevant information to the senior manager

The senior manager will

- (a) acknowledge the complaint in writing within 4 working days of receipt stating who will be the investigating officer
- (b) record the details of the complaint in the Academy Customer Services Module
- (c) investigate the complaint and reply in writing within 10 working days of receipt of the Customer Complaint Form
- (d) when responding to a complaint provide the customer with information on how to exercise their right of appeal
- (e) if the complaint cannot be investigated fully within 10 working days of receipt of the Customer Complaint Form send a written explanation giving a date when a full reply can be provided
- (f) file a copy of all details on the relevant house file and/or computer file
- (g) pass a copy of the correspondence to the Derby Homes Complaints Monitoring Officer.

- 4.3 If the customer then wishes to pursue a **Stage 2** appeal they should within 15 working days of the date of the Stage 1 decision being issued write to the Derby Homes Company Secretary, Floor 2, South Point, Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT.

- 4.4 Upon receipt of the appeal the Company Secretary will make arrangements for the appeal to be heard by a panel of three members of the Board of Derby Homes within 20 working days of receipt of the appeal. The customer and a senior officer will be invited to attend the hearing. The Company Secretary will be responsible for making arrangements for the hearing and notifying the customer of the outcome of their Stage 2 appeal, including their recourse to the City Council.

- 4.5 If the customer then wishes to pursue their complaint with Derby City Council they should do so by contacting the Complaints Officer, Chief Executive's Department, The Council House, Corporation Street, Derby, DE1 2FS.

- 4.6 If the customer remains dissatisfied with the City Council's response they may take the matter to the Local Government Ombudsman. Details can be obtained from the City Council's Complaints Officer.

5.0 GENERAL

- 5.1 Customers may at any time fill in a Derby Homes Customer Complaints Form, available from all public counters and the website, that will be sent directly to the Director of Derby Homes.
- 5.2 If the complaint has not previously been raised the form will be passed to the relevant officer and should be dealt with as any other complaint, the officer will
 - (a) follow the procedure in paragraph 3
 - (b) report the actions to the Director of Derby Homes.
- 5.3 Customers may at any time complain to the Local Government Ombudsman, however this complaint will usually be referred back to Derby Homes or Derby City Council if the complaints procedure, including internal appeals, has not fully been completed.
- 5.4 Template documents are available for acknowledging complaints and appeals, replying to complaints and appeals and explaining when a complaint or appeal will be replied to.
- 5.5 An officer investigating a complaint must not have been involved in the matter being complained of.
- 5.6 Any doubt as to how a complaint should be dealt with should be discussed with the relevant line manager or the Derby Homes Complaints Monitoring Officer.
- 5.7 Derby Homes will provide the City Council with monthly updates of complaints raised through the completion of a Derby Homes Customer Complaints Form.