



Equality Impact Assessment form

1) Name the Strategy, Policy, and Procedure or Function being assessed.

Complaints and Financial Redress Policy

2) What are the aims of the strategy, policy, procedure or function being assessed?

Whose need is it designed to meet?

Are there any measurable elements such as time limits or age limits?

Derby Homes aims to provide services that meet customer needs, both in terms of appropriateness and quality. If something goes wrong, we want to be able to resolve complaints at the earliest available opportunity and learn lessons to help improve our services.

We are committed to making the process of complaining as simple and straight forward as possible in line with our Customer First Strategy.

Derby Homes aims to deliver a high quality of service and satisfaction to our customers.

We acknowledge that sometimes things go wrong, and our customers may wish to make a complaint.

This policy provides customers with a simple way of telling us when they feel dissatisfied with the service they have received.

We want customers to be able to tell us so we can respond, put things right in a fair and timely manner and learn from there complaint. In line with the Housing Ombudsman's Dispute Resolution principles.

We carry out a fair and impartial assessment which seeks to resolve the complaint that has been brought to us. As part of the investigation, we will provide fair and proportionate remedies which are appropriate to the circumstances of the complaint.

This policy aims to provide a framework for considering the most appropriate remedies and redress, however discretion can be used considering the individual circumstances of a particular case.

3) Who has been consulted?

This Policy aligns with the Housing Ombudsman Complaint Handling Code 2024. The Housing Ombudsman consulted with customers, landlords and local authorities, on the proposed changes in November 2023 and revised the code in response, published February 2024.

We have consulted with Derby Homes customer through the Getting Involved and Keeping Informed survey

4) Identify potential impact on each of the of the diversity ‘groups’ by considering the following questions. There may be other questions you need to think about which are specific to the strategy, policy, procedure or function you are assessing.

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current service, policy, procedure or function?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation / research / feedback)?
- Have staff / residents raised concerns and or complaints?
- Is there any local or national research to suggest there could be a problem?

Please use the table below to record your findings / answers

Strand	No Impact	Negative Impact	Positive Impact	Comments / Evidence
Age	X			Any age can contact Derby Homes to raise a complaint.
Disability	X			We have a variety of ways that customers can contact us and let

				us know that they want to complaint. Depending on a customer's disability, we have ways to adapt our services such as over the phone, with a screen reader 'Reachdeck' on our website, email, text messaging service. We also have an Advocacy Policy which allows other people to raise a complaint on a customers behalf with their permission.
Gender	X			
Race	X			Derby Homes arrange appropriate language interpreters to ensure there is no discrimination. Information on our website can be translated over the internet.
Religion & Belief	X			
Sexual Orientation	X			
Transgender	X			
Marital Status	X			

5) Does the strategy, policy, practice or function promote equality of opportunity?

- Does it link to Derby Homes Core objectives
- Can any positive impacts be promoted as best practice

The Complaints Policy is in line with the Ombudsman Complaint Handling code 2024.

Customers can make a complaint in the most convenient way for them.

Our Complaints Team will contact the customer to discuss the complaint and how we can work to resolve it. A check will be made on any customer support needs to help identify any reasonable adjustments that may be required in the handling of the complaint.

6) If 'adverse Impacts' are identified is it?

- Legal (i.e. not discriminatory)
- What is the level of impact?

7) Are there any changes you could introduce which make this strategy, policy, procedure or function, work better for this group of people? Detail the actions planned and any further research or consultation required and how the actions will be monitored.

A check will be made on any customer support needs to help identify any reasonable adjustments that may be required in the handling of the complaint, this is reviewed throughout the complaint.

8) If actions / suggestions for improvement have been identified, what should the positive outcome be for Derby Homes customers?

Reasonable adjustments will be implemented on an individual basis.

Where there is clear learning from a complaint this may lead to changes in policy, practice or procedure.

9) Do you consider a full Equality Impact Assessment is required or do the actions identified and planned meet the adverse impacts identified?

No

Monitoring

Review / New EIA (date or Timeframe)	3 Years
Name of person/s completing this form	Annabelle Barwick
Date assessment completed	Feb 2024
Name (and signature) of manager approving EIA	Holly Johnson