

## **COMPLAINTS MONITORING**

Report of the Director of Derby Homes

### **SUMMARY OF REPORT**

1. This report provides information on complaints received under the Derby Homes Complaints scheme.

### **RECOMMENDATIONS**

2. That the Committee notes the report.

### **MATTER FOR CONSIDERATION**

- 3.1 Appendix A shows the number of complaints received under the Derby Homes Complaints scheme for the quarter 1 April – 30 June 2003.

### **CONSULTATION IMPLICATIONS**

4. None.

### **FINANCIAL IMPLICATIONS**

5. None.

### **LEGAL AND CONFIDENTIALITY IMPLICATIONS**

6. None.

### **PERSONNEL IMPLICATIONS**

7. None.

### **ENVIRONMENTAL IMPLICATIONS**

8. None.

### **EQUALITIES IMPLICATIONS**

9. None.

### **Contact Officer**

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