

Complaints, Comments and Compliments Policy and Petitions Procedure

Report of the Director of Housing Services

1. SUMMARY

- 1.1 Following a recommendation made at the Operational Board on 28 February the Petitions Procedure and Complaints, Comments and Compliments Policy have been amended.

2. RECOMMENDATION(S)

- 2.1 To approve the amended Petitions Procedure and Complaints, Comments and Compliments Policy attached at Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure that petitions received are dealt with in line with the Complaints, Comments and compliments policy and procedure, in line with advice from the Housing Ombudsman.

4. MATTER(S) FOR CONSIDERATION

- 4.1 At the last Operational Board 28 February the revised Petitions procedure was approved, with the addition of a section about how petitions are escalated to the Housing Ombudsman if the petitioner is not happy with the response.

After consulting the Housing Ombudsman for advice, the Petitions procedure and the Complaints, Comments and Compliments Policy have been amended.

This action was to ensure that:

- Petitions are considered under the overarching Complaint, Comment and Compliment policy
- Letters for complaint appeals and petitions provide the same advice in relation to contacting a designated person and/ or the Housing Ombudsman if they remain dissatisfied.

5. CONSULATAION

- 5.1 The revised petitions procedure will be discussed at the Managers briefing to ensure all managers are aware of the changes.

6. LEGAL AND CONFIDENTIALITY

- 6.1 Part V of the Companies Governance arrangements provide that that the Operational Board is delegated authority to receive petitions from members of the public and approve actions arising. The report and appendices set out the process in which that delegation will be facilitated.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

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Background information: None

List of appendices Appendix 1 Revised Petitions Procedure
Appendix 2 Revised Complaints, Comments & Compliments Policy
Appendix 3 Revised Petition Acknowledgement Letter

This report has been approved by the following

Finance Director/Derby Homes Accountant	Michael Kirk	17.04.2019
Company Solicitor	Taran Lalria	18.04.2019
Director of Housing Services	Clare Mehrbani	18.04.2019