

Harper, Laura

From: Bloxsom, John
Sent: 05 August 2002 10:08
To: Harper, Laura
Subject: SMT

Can you put this on the SMT agenda.

-----Original Message-----

From: Davies, Phil
Sent: 30 July 2002 10:20
To: Bloxsom, John
Subject: FW: complaints procedure

for info

-----Original Message-----

From: Davies, Phil
Sent: 29 July 2002 10:53
To: Dixon, Alex; Smail, Richard
Cc: Derby Homes - SMT
Subject: complaints procedure

was not agreed by Board on Thursday

issue was Jenny raising concerns at informal complaint stage, and then questions such as why do we have an informal and a formal stage. Want a tighter procedure for informal complaints. Can you draft something that states what we will do with **informal** complaints.

Can we say. 'Any complaint is important. Any customer who complains has the right to expect the matter to be taken seriously by Derby Homes.' The rules need to be added to 3.2(a) and (b) appear to me to be

'any complaint will be acknowledged in writing, by the tenant receiving an acknowledgement of complaint card at the counter or by post or by e mail

the issue raised in the complaint will be looked at afresh by the same member of staff

who will contact them with an answer in writing within 10 days'

can you think this thru. Its got major implications for our staff and systems, as currently we deal with informal complaints in an informal way! this is Jennys complaint however, and I think we need to adopt a system for all complaints that ensures we give the complainant an answer, and hold a record of the complaint so we avoid saying 'we have no record of the complaint'. Can you draft a new procedure and send it in draft to all Board members as soon as possible for comments. It will need to go to the next Board meeting agenda and so be finalised by 21 August

Phil Davies
Director of Derby Homes
Floor 2 South Point
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

Tel - 01332 711010
Email - phil.davies@derby.gov.uk