

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. Appendix A shows the number of complaints received under the Derby Homes Complaints scheme for the period 1 January to 28 February 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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