



DERBY HOMES BOARD
27 JULY 2002

ITEM 11

DERBY HOMES COMPLAINTS PROCEDURE

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. Appendix A to this report shows the proposed procedure to be adopted to deal with complaint from Council Tenants and Leaseholders.

RECOMMENDATIONS

2. It is recommended that
 1. Derby Homes adopts the complaints procedure shown in Appendix A to this report
 2. Derby Homes replaces the use of Derby City Council Complaint form with a new Derby Homes Customer Complaints booklet, to be produced following the adoption of this procedure.

MATTER FOR CONSIDERATION

- 3.1 Changes are necessary to the existing procedure, which was adopted from Derby City Council's procedure when Derby Homes was established. Currently complaints are received by the Director of Derby Homes when a complainant fills in an official complaint form or complains through another means. An average of 93 complaints have been received per year over the last four financial years with 26 being received from 1 April 2002 to date.
- 3.2 Many complaints are received at local offices that are not on official complaints forms. These can mainly be dealt with at a local level, however the procedure needs to reflect concerns that these are not being recorded as complaints or dealt with under a formal procedure. It is therefore proposed that the definition of informal and official complaints be clarified and that the further investigation of a complaint be dealt with as an appeal by the complainant.
- 3.3 The governance of Derby Homes must be acknowledged by the procedure, it is therefore proposed that the second stage of appeal for a complainant is to the Board of Derby Homes.

- 3.4 It is proposed that a Derby Homes Customer Complaints booklet and form be produced outlining the procedure and containing a form, this will replace the Derby City Council Complaints booklet and form currently available at all offices.

CONSULTATION IMPLICATIONS

- 4.1 The Council's Monitoring Officer and Complaints Officer have been consulted on this proposal.
- 4.2 The complaints procedure has been the subject of consultation with the Leaseholder Forum, who have recommended that tenants and leaseholders are encouraged to resolve complaints locally by contacting the local office, and the office manager if dissatisfied. This is reflected in the process proposed (see 4.1 in the procedure attached).

FINANCIAL IMPLICATIONS

- 5 Design and Printing of the Derby Homes Customer Complaints booklets is estimated to be £500-£2,000.

LEGAL IMPLICATIONS

6. The adoption of this procedure will ensure that complaints are effectively dealt with whilst ensuring compliance with Data Protection and general duties of confidentiality.

PERSONNEL IMPLICATIONS

7. None.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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