

## **COMPLAINTS, COMMENTS AND COMPLIMENTS POLICY**

Report of the Head of Operations (Income Management & Customer Services)

### **1. SUMMARY**

- 1.1 This report explains that the Complaints Policy has been reviewed in accordance with Derby Homes key policy review schedule. The new Complaints, Comments and Compliments Policy (attached as Appendix 1)

The Compensation Policy (attached as Appendix 2) has been revised in line with the Complaints, comment and compensation policy

The Vexatious Policy has been revised in line with the Complaints, Compliments and Compliments policy. (attached as Appendix 3)

These Policy changes are brought to the Operational Board for approval.

### **2. RECOMMENDATION**

- 2.1 Operational Board to note the changes incorporated in the new policy.
- 2.2 Operational Board to approve new Complaints, Comments and Compliments Policy.
- 2.3 Operational Board to approve the revised Vexatious and Compensation policies.

### **3. REASON(S) FOR RECOMMENDATION**

- 3.1 The Complaints, Comments and Compliments policy aligns to the Customer First Strategy.
- 3.2 The policy makes it easier for customers to make a complaint by reducing the number of complaint stages.
- 3.3 The policy reflects advice from the Housing Ombudsman in relation to designated people.
- 3.4 The policy aligns with the Social Housing Green Paper theme – Effective resolution of complaints.

### **4. MATTER FOR CONSIDERATION**

- 4.1 The Green Paper “A New Deal For Social Housing” looks at what should be done to improve the current complaints process for social housing residents and asks for views around this area.

- 4.2 We have consulted with the Customer Voice in the creation of this policy and taken their views into account.
- 4.3 This policy sets out clearly how to make a complaint and simplifies the complaint process.
- 4.4 The policy sets out how to escalate a complaint if the customer is not happy with the complaint investigation outcome; this is referred to as an appeal.
- 4.5 The policy sets out response timescales for complaints to be dealt with efficiently and in a timely manner.
- 4.6 The policy provides advice on designated person role after the Derby Homes complaints process has been exhausted.
- 4.7 The involvement of a registered Tenant Panel has been removed from our procedure. Customers can contact a designated person / Tenant Panel should they choose to in pursuit of their complaint, after Derby Homes' process has been exhausted. Alternatively they may decide to wait and contact the Housing Ombudsman directly.
- 4.8 The Vexatious and Compensation policies have also been updated to take into account changes to this policy.

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

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

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Annabelle Barwick /Customer Service and Equalities Manager / 01332 888402 / Email  
 annabelle.barwick@derbyhomes.org

Background Information: None  
 Supporting Information: Appendix 1 – Complaints, Comments & Compliments Policy  
 Appendix 2 – Vexatious Policy  
 Appendix 3 – Compensation Policy

**This report has been approved by the following officers:**

<b>Head of Service</b>	Maria Murphy	1/10/18
<b>Group Accountant</b>	Michael Kirk	2/10/18
<b>Company Solicitor</b>	Taranjit Lalia	2/10/18