

PUBLIC
OPERATIONAL COMMITTEE
UPDATED COMPLAINTS AND REMEDY POLICY 2024 - 2027
THURSDAY 11 SEPTEMBER 2025

| |
|--|
| <p>ITEM NO. Enc.16</p> <p>PRESENTER:</p> <p>Please delete as appropriate:</p> <p>Performance & Compliance</p> <p>Please delete as appropriate:</p> <p>Noting</p> |
|--|

| |
|---|
| REPORT OF (OWNER) AND EMAIL |
| Paul Cole - paul.cole@derbyhomes.org |
| REPORT AUTHOR AND EMAIL |
| Simon Cooke - simon.cooke@derbyhomes.org |

| | |
|------------|--|
| 1. | SUMMARY |
| 1.1 | This report presents an updated version of the Complaints and Financial Redress Policy 2024 – 2027. |
| 1.2 | The policy has had only minor changes made, is still compliant with the Complaint Handling Code and does not require a new Equality Impact Assessment. |
| 1.3 | The updated policy has already been circulated to Operational Committee members and is for noting only. |

| | |
|------------|---|
| 2. | RECOMMENDATION(S) |
| 2.1 | To note the report and the changes to the newly named policy in Appendix 1. |

| | |
|------------|---|
| 3. | REASON(S) FOR RECOMMENDATION(S) |
| 3.1 | To ensure the policy accurately reflects current practice and is in line with the Complaint Handling Code 2024. |

| | |
|------------|--|
| 4. | MATTERS FOR CONSIDERATION |
| 4.1 | Since the policy’s initial implementation, there have been changes to both team structures and operational complaint handling. The opportunity was |

| | |
|-----|---|
| | <p>taken to reflect on the policy a year in and to incorporate relevant changes, any additional learning and some cosmetic improvements to the document.</p> <p>The Complaints and Financial Redress Policy has been reviewed, updated, and renamed as attached in Appendix 1.</p> |
| 4.2 | <p>The changes made are largely formatting changes and for clarity and simplicity, ensuring we are aligned with the relevant governing bodies and the Housing Ombudsman’s Complaint Handling Code.</p> <p>Key changes are:</p> <ul style="list-style-type: none"> • Name change to: Complaints and Remedy Policy 2024 - 2027 • Remedy and redress section – Greatly simplified and grouped into three main sections, with improved guidance on redress amounts. |

| | |
|-----------|--|
| 5. | OTHER OPTIONS CONSIDERED |
| 5.1 | No other options have been considered as this is a necessary document to be compliant with the Social Housing (Regulation) Act 2023. |

| | |
|-----------|--|
| 6. | IMPLICATIONS |
| 6.1 | <p>Consultation</p> <p>A full consultation of this policy was undertaken for the initial draft and can be found in the original meeting documents.</p> |
| 6.2 | <p>Equalities impact assessment</p> <p>An Equality Impact Assessment was undertaken for the initial draft and can be found in the original meeting documents.</p> |

| | |
|-----------|---|
| 7. | Background information |
| 7.1 | The original policy was approved at Operational Committee on 7 March 2024 (Enc. 10) . |

| | |
|-----------|---|
| 8. | Appendices |
| 8.1 | Appendix 1 - Complaints and Remedy Policy 2024 - 2027 |

This report has been approved by: (Add or delete as necessary).

| | | |
|--------------------------------------|--------------|------------|
| Managing Director | Maria Murphy | DD.MM.YEAR |
| Finance Director & Company Secretary | Michael Kirk | DD.MM.YEAR |
| Head of Service | | DD.MM.YEAR |
| Governance Manager (checked) | Jane Haywood | 03.09.2025 |

Reports have only been approved where dates have been applied