

Committee:	Dated:
Housing Management and Almshouses Sub-Committee	16/05/2017
Subject: Complaints Policy	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Amy Carter, Community and Children's Services	

Summary

This report is presented to outline the review of the City of London Housing Service Complaints policy.

The Complaints policy has been reviewed, in line with current legislation and regulation, as a public-facing document to support the decisions made and enacted by the Housing Service in relation to the management of our properties.

The key changes to the document are:

- The addition of further detail relating to what will not be treated as a complaint;
- A requirement for a reason to be given to escalate a complaint;
- The addition of an 'exceptions' clause to enable staff to show appropriate discretion where necessary;

Recommendation

Members are asked to:

- Approve the revised Complaints policy for immediate implementation.

Main Report

Background

1. This policy was last reviewed in 2015 following a period of regulatory change in social housing management.
2. There have been no large-scale changes in regulation or legislation since then. Therefore, the changes in the 2015 review have been retained.

Current Position

3. This review has been undertaken to ensure the policy is as clear as possible for residents and staff to use.
4. A lesson which has been learnt from current case management is that complainants often seek to escalate a complaint through further stages despite it having been answered in full at a previous stage. Complainants are now asked to give the reason that they wish to escalate the complaint, to avoid additional work when a complaint has already been dealt with in full .
5. The leaflet which accompanies this policy has also been reviewed to ensure it reflects the current position.

Corporate & Strategic Implications

6. The effective implementation of a Complaints policy supports two priorities in the Department of Community & Children's Service Business Plan:
 - Priority 4 – Homes and communities – Developing strong neighbourhoods and ensuring people have a decent place to live.
 - Priority 5 – Efficiency and Effectiveness – delivering value for money and outstanding services.
7. The use of the Complaints policy is expected to offer clarity to residents and support officers in their decision making, which will reduce time spent discussing and explaining our approach to complaint management.

Conclusion

8. In conclusion, this policy has been reviewed as a matter of good practice, to reflect the current legal position and to support officers in their work. This policy will also assist with the understanding and expectations of our residents in regards to the management of complaints they raise.

Appendices

Appendix 1 – The Complaints policy.

Appendix 2 – The Equality Analysis for the Complaints policy.

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