

APPENDIX 2

Results of consultation – Housing User Board (HUB)

Housing Complaints Policy

	Comments	Response
1.	Thank you for asking me to read through your updated Housing Complaints Policy. I've read through it and understood content and have no additional comments to make.	
2.	I have read this though and it is clear and easy to understand.	
3.	Thank you for sending this document over. It seems to cover all aspects of the complaint procedure, including the right to ask for an Ombudsman to become involved. In extreme cases where you are clearly at fault, I feel monetary compensation should be awarded if distress is caused to the resident.	We have a separate policy on paying compensation for service failures, which would cover situations where distress was caused to a resident