

Procedures for Member and MP Enquiries:

Member Enquiries:

1. Members are encouraged to send any enquiries through to the Housing Complaints Inbox: housing.complaints@cityoflondon.gov.uk
2. When the Housing Complaints Team receive a Member Enquiry, they will follow the same timescales as a complaint (acknowledge within 5 working days unless **urgent** in which it will be acknowledged as soon as possible, set a deadline for a response – usually 10 working days from acknowledgement).
3. If officers receive a member enquiry directly, they are asked to copy in the Housing Complaints Team for tracking and monitoring.
4. The member enquiry will be logged by the Housing Complaints Team and assigned to the appropriate officer, copying in the Head of Service where appropriate.
5. If the Housing Complaints Team deem the enquiry to constitute a complaint, they will suggest to the Member/resident that it goes through the formal complaints procedure.
6. The Housing Complaints Team will ask the Officer to respond directly to the Member within the timescale, copying in the Housing Complaints Team.

MP Enquiries:

1. MP queries will be dealt with by Corporate Affairs in conjunction with colleagues in the Housing Complaints Team.
2. The Policy Chairman/Town Clerk's Office are asked to forward any MP enquiries to the Housing Complaints Team for allocation, tracking and monitoring.
3. A deadline is usually set by the MP's office making a request.
4. If the Housing Complaints Team deem the enquiry to constitute a complaint, they will suggest to the MP / resident that it goes through the formal complaints procedure alongside the enquiry.
5. The MP enquiry will be logged by the Housing Complaints Team, and they will ask for the appropriate involved Officers/Heads of Service to contribute the necessary information, formulating a final draft.
6. Once the final draft has been signed off by the appropriate Head of Service, the Housing Complaints Team will QA the response and send it to the Policy Chairman/Town Clerk's Office, depending on the source of the enquiry.

The Housing Complaints Team will report weekly to the Members Responsible for Complaints on Member/MP enquiries. Any enquiries relating to Property Services will be tracked at the weekly meeting between the Complaints Team and Property Services Team.