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<b>REPORT TO:</b>	<b>FINANCE and MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>10<sup>th</sup> JUNE 2021</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR CORPOARTE RESOURCES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@southderbyshire.gov.uk">Kevin.stackhouse@southderbyshire.gov.uk</a>	<b>DOC:</b> h/KS/live files/complaints/complaints procedure F&M June 21
<b>SUBJECT:</b>	<b>COMPLAINTS POLICY AND PROCEDURE</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 11</b>

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## **1.0 Recommendations**

- 1.1 That the updated Complaints Policy and Procedure as appended to this report is approved.

## **2.0 Purpose of Report**

- 2.1 To consider an updated Complaints Policy and Procedure. This follows a revised Complaints Handling Code issued by the Housing Ombudsman in January 2021.

## **3.0 Detail**

- 3.1 The Council's current complaints procedure was last reviewed in April 2016. Although it has been several years since it was last reviewed, it has served the Council well and not led to any known issues that have had an adverse effect on the Council's Governance arrangements when dealing with complaints.
- 3.2 The Housing Ombudsman issued a revised Complaints Handling Code in January 2021. The Council was assessed against this Code and this has led to some proposed amendments to its Complaints Procedure.
- 3.3 In principle, there are no significant changes and relate to making the Procedure clearer for staff and complainants in handling complaints in a proper manner. In addition, an opportunity has been taken to redraft the document, so it is addressed to the complainant rather than Council staff. In addition, reference is now made to reporting hate crime incidents, together with determining anonymous and vexatious complaints.
- 3.4 In addition, the monitoring form used to track complaints has also been updated to reflect the Handling Code. This form records complaints, at what stage they were settled, lessons to learn and satisfaction with the process.

3.5 This form has been updated to add an equality survey to the process so it can be assessed whether any sections of the community are disproportionately affected by an issue and therefore complain. The updated form is also appended to this report.

#### **4.0 Financial Implications**

4.1 None.

#### **5.0 Corporate Implications**

##### **Employment Implications**

5.1 None

##### **Legal Implications**

5.2 None

##### **Corporate Plan Implications**

5.3 None directly. The Policy and Procedure are part of ensuring sound Governance at the Council.

##### **Risk Impact**

5.4 None

#### **6.0 Community Impact**

##### **Consultation**

6.1 None required

##### **Equality and Diversity Impact**

6.2 As highlighted in Section 3.5 above.

##### **Social Value Impact**

6.3 None

##### **Environmental Sustainability**

6.4 None

#### **7.0 Background Papers**

7.1 None