
Subject: **COMPLAINTS SELF-ASSESSMENT**

Meeting and Date: **GOVERNANCE – 7 JULY 2022**

Report of: **DEMOCRATIC AND CORPORATE SERVICES MANAGER**

Classification: **UNRESTRICTED**

Purpose of the report: This report sets out details of the self-assessment undertaken in respect of the Council's complaints process

Recommendation: That Members note the report and note that the self-assessment will be published on the Council's website.

1. **Summary**

A self-assessment has been undertaken using the Housing Ombudsman Service toolkit in respect of the Council's complaints process.

2. **Introduction and Background**

2.1 The Housing Ombudsman Service requires the Council to undertake an annual self-assessment of its complaint's procedure specifically in relation to housing complaints. As housing complaints are dealt with as part of the Council's overarching Complaints Policy, in undertaking the assessment consideration has been given to issues that apply to other service areas arising from this assessment to provide a holistic overview of the Council's Complaints Policy.

2.2 As a result of the self-assessment, the Council has revised its Complaints Policy. The updated Complaints Policy will be submitted to Cabinet and Council for adoption at the next cycle of meetings.

2.3 Following the consideration of this report, the self-assessment will be published on the Council's website and the Housing Ombudsman advised that this has been done. The Housing Management team will also share the details of the self-assessment with Council tenants.

3. **Identification of Options**

3.1 Option 1: To note the report and that the self-assessment will be published on the Council's website.

3.2 Option 2: To not note the report and/or publish the self-assessment of the Council's website.

4. **Evaluation of Options**

4.1 Option 1 is the recommended option. The Council has undertaken the assessment as required by the Housing Ombudsman and officers have made changes to the Complaints Policy and internal procedures where necessary as a result. The revised Complaints Policy will be considered by Cabinet and Council in July 2022.

4.2 Option 2 is not the recommended option as it will delay the publication of the self-assessment.

5. **Resource Implications**

5.1 There are no resource implications arising from this report.

6. Climate Change and Environmental Implications

6.1 There are no climate change or environmental implications directly arising from this report.

7. Corporate Implications

7.1 Comment from the Director of Finance (linked to the MTFP): Accountancy has been consulted in the writing of this report and have no further comment to add (AC)

7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

7.3 Comment from the Equalities Officer: This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

8. Appendices

Appendix 1 – Self Assessment

9. Background Papers

None.

Contact Officer: Rebecca Brough, Democratic and Corporate Services Manager, rebecca.brough@dover.gov.uk, 01304 872304