

Your independent complaints panel

Guide to the independent complaints panel for customers of Derwent Living, Tuntum Housing Association and Luminus.



The complaints panel: what it is and what it does

The independent complaints panel (ICP) set up by Derwent Living, Luminus and Tuntum Housing Association is made of customers from all three housing providers.

These customers are appointed to resolve complaints. The members have both skills in complaints handling and experience as tenants and leaseholders. This brings a valuable new layer to the process that lessens dependence on the Ombudsman. The panel can resolve the complaint itself or refer it directly to the Ombudsman.

The ICP has been set up in the context of the Government's Localism Act, designed to increase the influence of local people when decisions are made. The Act

has introduced local complaints panels to look at cases that have exhausted an organisation's internal complaints processes before they can go to the Housing Ombudsman.

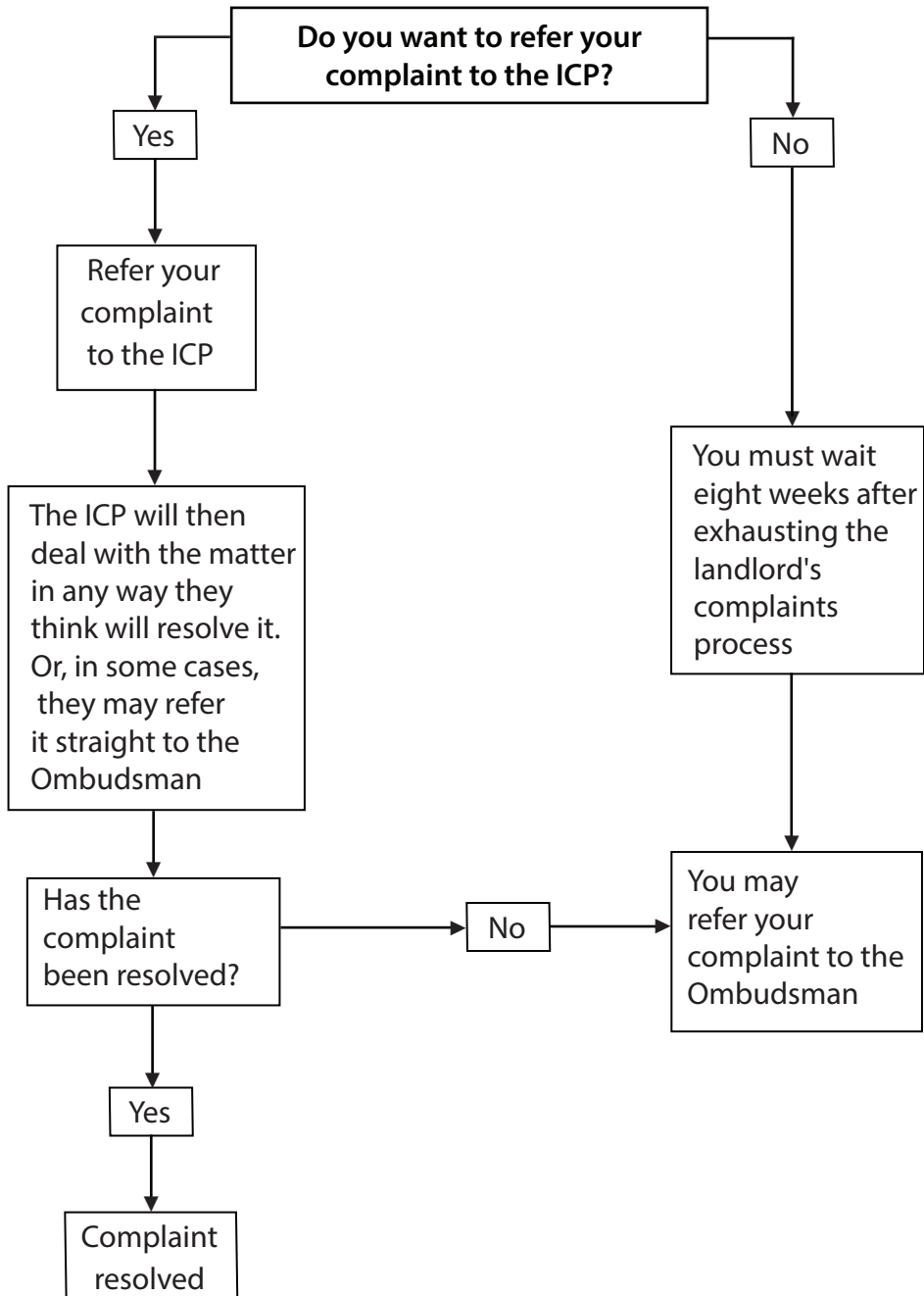
Although a complaint can go straight to the Ombudsman without taking it to the complaints panel, the complainant will however have to wait at least eight weeks after completing the landlord's complaints process to do this.

From April 2013 the Ombudsman will ask whether or not a complaint has been to the complaints panel before considering it.



How the independent complaints panel works

Your complaint has exhausted your landlord's internal complaints process.



Can I take my complaint to the independent complaints panel?

Yes, you can refer your complaint to the ICP once your complaint has reached the end of your landlord's own complaints process. If you have reached this stage and are still dissatisfied you can contact the appropriate team at your landlord. Their contact details are:



Derwent Living customer engagement team

Tel. 01332 346477

Email. getinvolved@derwentliving.com



Resident involvement team

Tel. 0345 2669760

Email. getinvolved@luminus.org.uk



Tuntum Housing Association Customer Services

Tel. 0115 9166066

Email. admin@tuntum.co.uk

Please note: you can only refer a complaint to the independent complaints panel once your complaint has fully passed through your landlord's internal complaint procedure.