



Complaints - all change!

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Housing
Ombudsman
Service



Localism Bill

[AS AMENDED IN COMMITTEE]

The Bill is divided into two volumes. Volume I contains the Clauses. Volume II contains the Schedules to the Bill.

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PART 1

LOCAL GOVERNMENT

CHAPTER 1

GENERAL POWERS OF AUTHORITIES

- 1 Local authority's general power of competence
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- 4 Limits on doing things for commercial purpose in exercise of general power
- 5 Powers to make supplemental provision
- 6 Limits on power under section 5(1)
- 7 Procedure for orders under section 5
- 8 Interpretation of Chapter



NOW

REPORT PROBLEM



**USE INTERNAL COMPLAINTS
PROCEDURE**



**CONTACT OMBUDSMAN
LGO or HOS**

REPORT PROBLEM

**COMPLETE INTERNAL
COMPLAINTS PROCEDURE**

DESIGNATED PERSONS

**REFERRAL TO
SINGLE OMBUDSMAN**



APR 2013

BUT...

REPORT PROBLEM

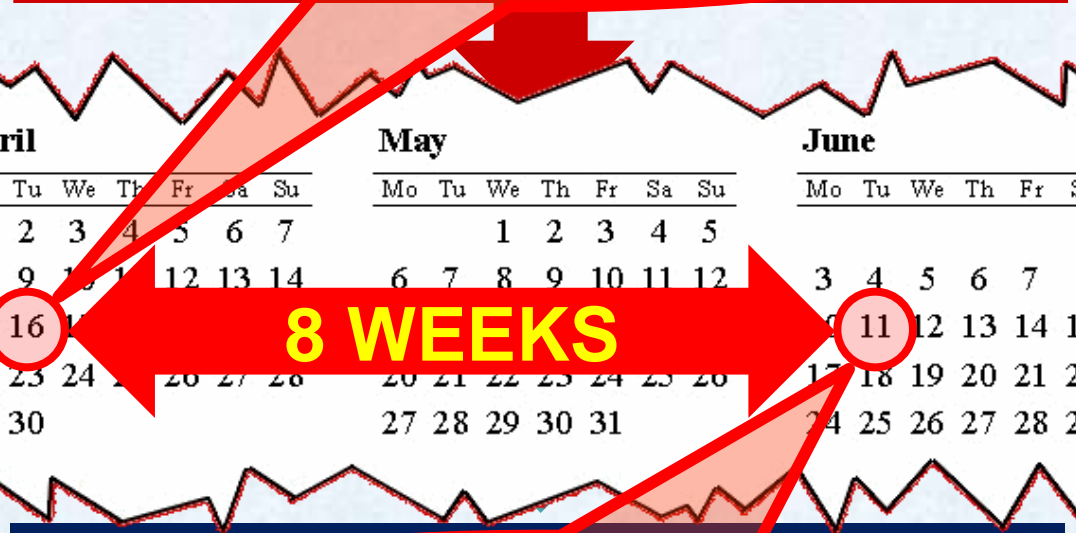


COMPLETE INTERNAL COMPLAINTS PROCEDURE



APR 2013

April							May							June							
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	
1	2	3	4	5	6	7			1	2	3	4	5							1	2
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REFERRAL TO SINGLE OMBUDSMAN

The new landscape...



Localism: government's actively-promoted shift in social housing regulation includes complaint-handling:

- Internal Complaints Procedure remains first-port-of-call – emphasis on improving case management, learning from outcomes
- Single Ombudsman for domain – enhanced power to enforce decisions in Court; possibly dealing with wider range of problems and complainants
- Continuing role of Ombudsman in support of effective dispute resolution, based on promoting key principles and behaviours
- Involvement of elected representatives and tenant panels but no legislative clarity for their roles or processes – it's a local thing!
- Effective complaint management and complainant satisfaction will be more significant as key performance indicators, as the consumer-facing regulatory standards move to the backburner



Don't panic!

The key date is
1 April 2013 –
*but the
clock is
ticking...*





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