



Member Responsible for Complaints Statement

As the Member Responsible for Complaints (MRC) I have scrutinised and challenged the self-assessment, and I am satisfied that it is an accurate reflection of our current position.

Derive currently provides services through third-party organisations, which is managed through formal Service Level Agreements (SLA's) and I have identified that the following risks have been highlighted as part of the review:

- Contractors and Service Providers not fully adopting or operating on accordance the Complaints Policy.
- Insufficient or inconsistent training for complaints staff.
- Complaints not analysed and assessed within a timely manner.
- Risks associated with defects management, construction quality, design oversight and property handovers.

These are being addressed through the implementation of the following:

- Revising and Strengthening the Complaints Policy.
- Training for Contractors and Service Providers.
- Training for all staff throughout the organisation.
- Complaints to be reported to Board and assessed via a Scrutiny Committee.
- Development of revised performance quality assurance framework to ensure that our customers are receiving highest possible standard of service through our SLA partners.
- Development of a revised Development Policy to ensure effective governance and oversight construction design, quality and effective handovers to customers.

I recognise that complaints provide a valuable opportunity to obtain feedback, learn and improve our services. The Board is committed to ensuring a positive, transparent and proactive approach to complaint handling and actively encourages feedback so that meaningful improvements can be made.

Complaints performance, processes and procedures are reviewed regularly as a standing item on the Board's Forward Plan and meeting agenda. To further strengthen oversight and assurance, Derive RP will establish a Scrutiny Committee to provide additional independent challenge and detailed review of customer insight, including complaints and case studies. This enhanced governance arrangement will ensure customers remain at the heart of our work and that we continue to operate in a compliant and transparent manner.

We use customer feedback, including complaints and compliments to identify learning and drive service improvement. This includes reviewing and strengthening policies, improving website information, refining systems and enhancing how we respond to and record concerns. We will continue to strengthen our approach through ongoing self-assessment and by reflecting on learning from Housing Ombudsman Spotlight reports.

Robin Lawler

Chair of Derive RP Board