

The Housing Ombudsman's Complaints Handling Code 2022
Proposals from the DMC Chairs of 2021/2 to the June 2022 DMC Round

Update for September Round as at 19th August

Following the debates at the June round of meetings the following actions are being progressed:-

A survey questionnaire has been drafted to go to the 22,400 of 34,000 tenants and residents with e-mail addresses on the Camden database. It -

- Asks about their experience of Camden's complaints system over the last two years when the first version of the Ombudsman's Code was introduced;
- Seeks comments on improvements to Camden's processes they would like to see;
- Invites volunteers to a panel to work with Camden on revising the system, and proposing further ongoing resident oversight;
- Seeks proposals for visits to homes and estates to improve them;
- Offers to send out updates on DMC activities to those who wish to see them.

A legal basis for issuing the questionnaire has been agreed; data control proposals made, and an ex-DMC member, Vice-Chair and recent Councillor has agreed to oversee data management. The aim is to produce an anonymised report of findings as soon as practicable.

The questionnaire should be issued before the September round, and an additional update will be provided as appropriate to supplement this report.