



EQUALITY ASSESSMENT

PART 1 - INITIAL SCREENING

Name of Policy/Function:		This is new
		This is a change to an existing policy
		This is an existing policy, Function, not previously assessed
	x	This is an existing policy/function for review

Date of screening	26/05/2020
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1. Briefly describe its aims & objectives

The Complaints Policy is designed to provide members of public and staff clear guidance on how Oadby & Wigston Borough Council handle complaints.

2. Are there external considerations?

e.g. Legislation/government directive etc

Complaints, complements and comments guidance – Local Government Ombudsman Equality Act 2010, the General Data Protection Regulation and the Data Protection Act 2018. The Regulator for Social Housing’s Regulatory Framework for Social Housing in England and the Housing Ombudsman’s Complaint Handling Code (July 2020).

3. Who are the stakeholders and what are their interests?

The Council – want to ensure that all customers making complaints have clear guidance to follow and can understand the process followed to handle complaints

Staff – want to have a policy to follow when handling and investigating complaints

Customers – want to be able to access clear guidance in the event they need to make a complaint

4. What outcomes do we want to achieve and for whom?

The council want to achieve the outcomes listed below:

- Make it easier for customers to make a complaint.
- Focus on early resolution and try to solve the issue for the customer.
- Consider all aspects and contact the complainant for more information when we need to.
- Deal with complaints in an open – minded and impartial way.
- Customers who make a complaint will be treated fairly, and will not be disadvantaged in anyway for raising their issue.
- When responding to a complaint, we will explain what happened, admit when things go wrong and do our best to put them right. If a complaint is unjustified we will explain why we believe this to be the case.
- We will regularly monitor all complaints to ensure timescales and satisfaction levels are met.
- We will learn from complaints so that we can improve our services

5. Has any consultation/research been carried out?

Yes, Staff were consulted with and surveyed and customer feedback was considered.

6. Are there any concerns at this stage which indicate the possibility of Inequalities/negative impacts?

Consider and identify any evidence you have -equality data relating to usage and satisfaction levels, complaints, comments, research, outcomes of review, issues raised at previous consultations, known inequalities) If so please provide details.

No

7. Could a particular group be affected differently in either a negative or positive way?

Positive – *It could benefit*

Negative – *It could disadvantage*

Neutral – *Neither positive nor negative impact or not sure.*

	Type of impact, reason & any evidence
Disability	Positive - Telephone and face to face complaints are now accepted, members of the customer service team and other staff are permitted to assist customers to make complaint and this benefits people who would struggle to put their complaint in writing themselves.
Race (including Gypsy & Traveller)	Neutral
Age	Neutral
Gender Reassignment	Neutral
Sex	Neutral
Sexual Orientation	Neutral
Religion/Belief	Neutral
Marriage and Civil Partnership	Neutral
Pregnancy and Maternity	Neutral

8. Could other socio-economic groups be affected?

e.g. carers, ex-offenders, low incomes, homeless?

Allowing Customer Service Offices and other staff to raise complaints on behalf of customers will allow socio-economic and hard to reach groups to be heard.

These type of customers often offer verbal feedback, but would struggle to put their complaint in writing in their own words. Customer Service Officers being able to assist people would encourage people to engage in our complaints process.

9. Are there any human rights implications?

Yes/No (If yes, please explain)

No

10. Is there an opportunity to promote equality and/or good community relations?

Yes/No (If yes, how will this be done?)

Yes, we are going to create a section on our website called "You said, We Listened" we will highlight the positive changes from this policy on this page of the website.

11. If you have indicated a negative impact for any group is that impact legal?

i.e. not discriminatory under anti-discrimination legislation

No

12. Is any part of this policy/service to be carried out wholly or partly by contractors?

Customers are able to complaint about contractors or partners (carrying out services on the councils behalf).

Complaints about our partners - the initial investigation will be undertaken, where appropriate by the organisation that provided the service that is being complained about. If the complainant is dissatisfied with the response, an independent review of the complaint will usually be undertaken by an officer of the Council.

Complaints about our contractors

The Council use private contractors for some repairs in council owned homes. Any complaints by a council tenant or leaseholder relating to repairs carried out by contractors should be directed to the Council.

Where a tenant or leaseholder reports a repairs issue the Council will consider whether this should be dealt with as a service request or a complaint. A service request is a contact from a customer that brings a matter to the council's attention for the first time for example reporting a repair. A complaint is a where the customer expresses dissatisfaction about the standard of a service, actions, or lack of actions by the council or those carrying out work on behalf of the council and there staff.

13. Is a Part 2 full Equality Assessment required?

No

14. Date by which a Part 2 full Equality Assessment is to be completed with actions.

N/A

Please note that you should proceed to a Part 2, the full Equality Impact Assessment if you have identified actual, or the potential to cause, adverse impact or discrimination against different groups in the community.

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required*** (please delete as appropriate).

Completed by: **Trish Hatton**
(Policy/Function/Report written)

Date **08/09/2020**

Countersigned by:**Philippa Fisher**.....
(*Head of Service*)

Date:**08/09/2020**

Screened by:.....Date:.....

Please forward an electronic copy to: veronika.quintyne@oadby-wigston.gov.uk
(*Community Engagement Officer*)

Equality Assessments shall be published on the Council website with the relevant and appropriate document upon which the equality assessment has been undertaken.