

Name of policy COMPLAINTS	Has this policy had an impact assessment? If so, when? Does it need reviewing again?
SLDC CORPORATE COMPLAINTS POLICY	
CUSTOMER ACCESS STRATEGY SLH	March 2008
CUSTOMER CARE POLICY SLH	
COMPLAINTS REMEDIES COMPENSATION SLH	March 2009

An Equality Impact Assessment is an equality and diversity review of SLH’s policies, procedures, functions, services, customs, practices, systems and services, whether they are formal or informal, written or unwritten. The aim is for you to highlight the examples of good practice and the areas of disadvantage that need to be addressed. There are six equality strands to the SLH’s Comprehensive Equality Policy:

- Ethnicity
- Gender
- Disability
- Religion/belief
- Sexuality
- Age

1. PURPOSE

What are the aims, objectives and purpose of the policy?	South Lakes Housing recognises that customers have a right to complain about the provision, or non-provision, of services. As such, South Lakes Housing aims to provide an accessible, fair and effective complaints procedure for tenants, leaseholders, Housing Register applicants and other customers. South Lakes Housing takes complaints seriously as an important part of a commitment to customer care.		
Who is intended to benefit from this policy and in what way?	All customers of SLH are to benefit from this policy by giving them redress in times of service failure.		
What are the intended outcomes of the policy?	To improve customer service and learn from our mistakes and to resolve issues fairly.		
Who are the individual stakeholders of the policy?	Board Employees SLDC Customers of SLH Contractors working on behalf of SLH		
Who implements the policy?	SLH		
Based on the above answers, does this policy have a high, medium or low relevance to equality?	High	Medium	Low LOW

2. DATA

List examples of background information that you think is relevant. This may include official statistics such as Census or Household Survey information, or data held by the organisation, such as service uptake, workforce or complaints data. Information from focus groups and consultation should also be included where you think it is relevant.

What quantitative data do you have on this policy?	<ul style="list-style-type: none"> • Complaints database • Complainants Monitored by E & D strands
What qualitative data do you have on this policy?	<ul style="list-style-type: none"> • Monthly review of complaints • Twice yearly analysis of complaints reported to Board, Tenants Committee & SLDC • Quarterly Performance Report to key stakeholders. • Audited on annual basis as part of ISOQAR
What data do I need to get or am I missing?	None identified
How can I generate this data?	

3. ISSUES

From the evidence you have seen, please indicate where you think the policy disadvantages a particular group based on the findings in Table 2. Please also indicate where you think the policy is having a good impact in promoting equality and diversity. Wherever possible use monitoring data to support the issue. You should also rate the policy for relevance:

- High: Affects most of the group and has a major impact.
- Medium: Affects some of the group and has a variable impact.
- Low: Affects few people in the group and has a minimal impact.

General	Low (Empirical evidence does not indicate any particular group is adversely affected)
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Ethnicity:

Is there any concern that this policy could cause differential impact on the grounds of ethnicity? All ethnic groups recognised under the Race relations Act including Asian, Black, East Asian and white minority ethnic groups, including Eastern Europeans, Irish people and Gypsy Travellers.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Ethnicity	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Home visits can be arranged.	None identified

Disability:

Is there any concern that this policy could cause differential impact on the grounds of disability? All forms of disability recognised under the Disability Discrimination Act including sensory impairment, mental health, learning disabilities, mobility related conditions, conditions such as heart disease, diabetes, asthma.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Disability	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Hearing loops have been installed in our reception area as well as main meeting room. Pens and magnifiers at reception to help those with sight issues or dexterity issues. Home visits can be arranged	None identified

Gender:

Is there any concern that this policy could cause differential impact on the grounds of gender? Including men, women and transgender people.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Gender	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Male and female staff are available for appointments or public calling into reception / home visits.	None identified

Sexuality:

Is there any concern that this policy could cause differential impact on the grounds of sexuality? Including heterosexual, gay, lesbian and bisexual people.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Sexuality	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Home visits can be arranged	None identified

Age:

Is there any concern that this policy could cause differential impact on the grounds of age? All age groups.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Age	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Home visits can be arranged. Complaints will also be received via Scheme Managers on behalf of tenants	Awareness training on mental health issues as well as dementia as a high proportion are elderly, this also affects younger people as well. (41% over 60, March 2008)

Religion/belief:

Is there any concern that this policy could cause differential impact on the grounds of religion or faith? All faiths including Christianity, Islam, Judaism, Hinduism, Buddhism, Sikhism and non religious beliefs such as Humanism.

Area	Relevance High Medium Low	Positive Impact	Negative impact
Religion/belief	Low	SLH accepts complaints in all formats (i.e. letters, text, website, verbal) Access to translation if required, member of staff BSL trained. Home visits are available as well as male / female staff.	Awareness training to recognise different cultural differences

4. CONSULTATION

Is consultation needed?	Yes	No
	Yes	

Details of consultation results:

Customer Access SIG
 Tenants Committee
 Policy Committee
 Board
 Staff Group
 SLDC
 Audit by.....of the EIA

5. ACTIONS

Negative Impact	Actions proposed	Lead officer	When	Outcome
None identified	<ul style="list-style-type: none"> • Training identified – arrange training session • Rolling programme of staff requiring E & D Awareness 	SAB SAB		Enable staff to have a better understanding To improve understanding and awareness

[Add rows as necessary]

Date completed	
Signature	