



Part 1 – Details			
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Comments, Compliments & Complaints Policy & Procedure		
Date Conducted	August 2024		
Name of Lead Officer and Service Area	Zoe Wolicki Assistant Director - People		
Commissioning Team (if applicable)	N/A		
Director Responsible for project/service area	Anica Goodwin		
Who are the main stakeholders	Employees / Customers, Current Tenants, Current Leaseholders, MP and Councillors, Relevant Ombudsman		
Describe what consultation has been undertaken. Who was involved and what was the outcome	The policy has been ratified by the Tenant Consultative Group, with input by Heads of Service, CMT and Housing Advisory Board with comments noted and considered prior to submission to Cabinet for endorsement.		
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)			
What are you assessing? Indicate with an 'x' which applies	<table border="1"> <tr> <td>A decision to review or change a service</td> <td><input type="checkbox"/></td> </tr> </table>	A decision to review or change a service	<input type="checkbox"/>
A decision to review or change a service	<input type="checkbox"/>		

	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input type="checkbox"/>
	Being reviewed	<input checked="" type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

The Policy acts as a guide designed to provide members of the public, tenants, leaseholders, and staff clear with guidance on how Tamworth Borough Council handles complaints and what they should expect when they complain, in addition to ensuring that complaints are resolved promptly, politely, and fairly.

This Policy (version 010104) has been reviewed following the implementation of a revised Code in April 2024 and the new statutory link to the Regulator for Social Housing to be fully compliant with the Code.

Who will be affected and how?

Employees / Customers, Current Tenants, Current Leaseholders, MP and Councillors, Relevant Ombudsman will or maybe effected.

Are there any other functions, policies or services linked to this impact assessment?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If you answered 'Yes', please indicate what they are?			
Unreasonable Behaviour Policy			
Reasonable Adjustment Guidance			
Data Protection Policy			
Information Security Policy			

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The policy applies consistent and fair treatment irrespective of age.</p> <p>Where people are unable to access the info via the website due to technological barriers, we will support residents through paper based communications.</p> <p>Reasonable Adjustments Guidance</p>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The policy applies consistent and fair treatment irrespective of disability and explicitly references reasonable adjustments</p> <p>Accessible Communication: Ensure that all information related to the change is communicated in accessible formats such as large print or easy to read formats. Accessible online resources and communication channels will be available, considering the needs of individuals with visual impairments or cognitive disabilities</p>

			Reasonable Adjustments Guidance
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of gender reassignment
Marriage & Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of marital status.
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of pregnancy and maternity
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The policy applies consistent and fair treatment irrespective of race</p> <p>Communication and Information: We ensure that information about this policy is communicated in a culturally sensitive and inclusive manner, addressing potential language barriers and catering to the needs of diverse racial communities. The focus is on promoting equity, fairness, and inclusive service provision for all members of community.</p> <p>Where people are unable to access the application form, via the website or internet, our officers assist them and also directs them to places such as community groups or libraries where they can access the internet if applicable.</p>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of religion or belief.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sexual orientation
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sex

Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment for all groups
Those with Caring/Dependent responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of those with caring responsibilities
Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	May have limited capacity to make complaint but support from Officers, other partners, community groups and in direct communication with carers is available.
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those who are homeless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Homeless may not have access to technology or telephony to make complaints.
Those on low income	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Drug or Alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Mental Health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	May have limited capacity to make complaint but support via other partners, community groups and in direct communication with carers is available.
Those with Physical Health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical health may require a reasonable adjustment
Social inclusion Please include refugees and asylum seekers,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	May not have a good command or written or spoken english
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered			
Health and Wellbeing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Climate Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Other (Please Detail)	<input type="checkbox"/>	<input type="checkbox"/>	

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk
Homelessness	Homeless may not have access to technology or telephony to make complaints	The policy recognises and supports reasonable adjustments. Officer support is available to support our customers through the comments compliments, complaints policy.
Mental Health	May have limited capacity to make complaint	The policy recognises and supports reasonable adjustments. Officer support is available to support our customers through the complaints process.
Refugees and asylum seekers	May not have good command of written and spoken english	A translation service is available to ensure accessibility.
Physical Health	May have limited capacity to make a complaint	The policy recognises and supports reasonable adjustments. Officer support is available to support our customers through the complaints process.
Vulnerable Adults	May have limited capacity to make a complaint	

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
n/a				

Date of Review (If applicable)

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