

# Your Independent Complaints Panel



We're here  
to listen

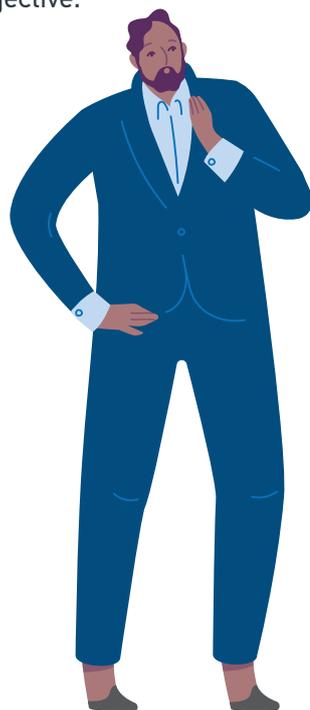


## → What is the Independent Complaints Panel?

The Independent Complaints Panel (ICP) is a joint project run in partnership by Longhurst Group, Places for People, Chorus Homes, Cotman, Derwent Living, Living Plus, and Tuntum Housing Association, consisting of customers from all these housing providers.

Customers are appointed to resolve complaints by helping to mediate an outcome between the housing provider and complainant. The members have both skills in complaint handling and experience as tenants and leaseholders.

The members are supported by the Tenant Participation Advisory Service to ensure that the process is fully independent and objective.

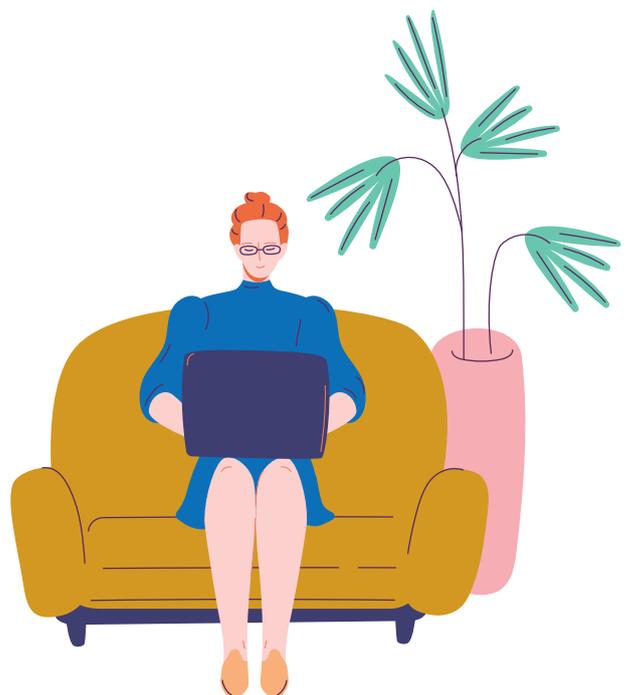


## → The role of the ICP

The ICP has been set up in response to the Government's Localism Act, designed to increase the influence of local people when decisions are made. The Act introduced local complaints panels to look at cases that have exhausted an organisation's internal complaints processes. This role is termed the 'designated person'.

The panel can resolve the complaint itself or refer it directly to the Ombudsman.

Although a complaint can go straight to the Ombudsman without taking it to a designated person, the complainant will have to wait at least eight weeks after completing the housing provider's complaint process before doing this. However, the Ombudsman can assist with a complaint at any point.



# The Independent Complaints Panel (ICP) process

Your complaint has exhausted your housing provider's internal complaints process.

Do you want to refer your complaint to the ICP?

Yes

## Referral

The complaint is passed to the ICP

**Case handling**  
The ICP will then deal with the matter in any way they think will resolve it. Or, in some cases they may refer it straight to the Ombudsman

**Resolution**  
Has the complaint been resolved?

Yes

Complaint resolved

No

You must wait eight weeks after exhausting your housing provider's complaints process

You can refer your complaint to the Ombudsman

No

→ **Can I take my complaint to the ICP?**

Yes, you can refer your complaint to the ICP once your complaint has fully passed through Longhurst Group's internal complaint procedure.

Our complaints officer will let you know when this referral will take place and what you need to do.

→ **Our contact details**

Email your complaint to:

**TalkToUs@longhurst-group.org.uk**

or contact us on Facebook at:

**Facebook.com/LonghurstGroupHome**

or phone our customer services team on:

**0300 123 1745**

Leaseholders — **0345 608 8006**

