

APPEALS AND COMPLAINTS COMMITTEE

14 September 2015

Present: Councillor John Hunter (Chair)
Councillors P Earley, D Lilly and J O'Shea

AQ13/09/15 Apologies

Apologies were received from Cllr C Davis.

AQ14/09/15 Declarations of Interest

There were no declarations of interest reported.

AQ15/09/15 Exclusion Resolution

RESOLVED that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part Two of Schedule 12A of the Act the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 1 of Part One of Schedule 12A of the Act.

AQ16/09/15 Corporate Complaint – Mr D

The Committee met to consider a complaint submitted by Mr D against the Council's North Tyneside Homes. Mr D had requested that the complaint proceed to Stage 3 of the Council's Corporate Complaints Procedure, which involved a hearing by the Committee.

Mr D was in attendance and was accompanied by his brother Mr J.

The officers in attendance from North Tyneside Homes were Ms L Foster, Service Development Officer (Tenant Feedback) and Mr P Worth -Senior Manager Housing Services.

Ms Foster set out the basis of the complaint from the Council's perspective and detailed the correspondence which had taken place between Mr D and the Council.

Ms Foster outlined the details of the complaint which related to Mr D's dissatisfaction in relation with the procedures followed and that officers did not take his complaints seriously and fairly when he reported incident of Anti Social Behaviour.

The complainant was given the opportunity to ask questions of the officer.

At this point in proceeding there was a request for a 10 minute comfort break.

Members were then given the opportunity to ask questions of the officer.

The complainant was then invited to explain why he remained dissatisfied with the response from North Tyneside Homes to the complaint. The officer and Committee Members were then given the opportunity to question the complainant on his submission.

The officer from the North Tyneside Homes and the complainant were then given the opportunity to sum up their respective cases and then left the meeting to enable the Committee to determine the complaint in private.

The Committee noted the steps that had been taken to resolve the complaint at stages 1 and 2 of the complaints process.

It also acknowledged information received immediately before the meeting from Mr D that referred to a medical assessment.

In reaching its decision it was satisfied that officers had communicated with Mr D and took appropriate actions when necessary in dealing with all concerns of neighbourhood nuisance within his communal block.

It understood and noted that the relationship with Mr D and his neighbour had broken down and officers had attempted to obtain an Acceptable Behaviour Agreement and that both had refused to engage with the Council in this regard.

RESOLVED that the complaint from Mr D be dismissed;