

Message

From: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>
Sent: 06 July 2021 18:52
To: Nicola Hosfield
Cc: Andrew Dack
Subject: RE: Complaints definitions, Grenfell Inquiry

Importance: High

Hi Nici,

We do have records back that far but no one identifying as from KCTMO is recorded as having completed the e-learning (which was on our dispute resolution principles at that time) pre- June 17.

Thanks,

A

From: Nicola Hosfield <Nicola.Hosfield@communities.gov.uk>
Sent: 05 July 2021 17:58
To: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>
Cc: Andrew Dack <Andrew.Dack@communities.gov.uk>
Subject: RE: Complaints definitions, Grenfell Inquiry

Thanks Andrea.

Just one more query in fact -

There is a question about whether the TMO and/or RBKC ensured staff handling complaints at all levels had appropriate training, and whether any staff had undertaken the Housing Ombudsman's training for landlords, or dispute resolution training.

Would you hold records on whether TMO / RBKC had access training directly provided by HOS?

Thanks

Nici

Nici Hosfield

Social Housing White Paper Implementation Programme
Ministry of Housing, Communities and Local Government
3rd Floor, Fry Building
2 Marsham Street London SW1P 4DF
nicola.hosfield@communities.gov.uk

*I work Monday-Thursday, and on
Wednesdays I finish at 3pm. Friday is a
non-working day.*



Ministry of Housing, Communities & Local Government

From: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>
Sent: 05 July 2021 16:15
To: Nicola Hosfield <Nicola.Hosfield@communities.gov.uk>
Cc: Andrew Dack <Andrew.Dack@communities.gov.uk>
Subject: RE: Complaints definitions, Grenfell Inquiry
Importance: High

OK, will do my best!

From: Nicola Hosfield <Nicola.Hosfield@communities.gov.uk>
Sent: 05 July 2021 16:01
To: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>
Cc: Andrew Dack <Andrew.Dack@communities.gov.uk>
Subject: RE: Complaints definitions, Grenfell Inquiry

Thanks Andrea, much appreciated.

I think I will have a couple of other points to clarify, will revert!

Nici Hosfield

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Ministry of Housing, Communities & Local Government

From: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>

Sent: 05 July 2021 15:42

To: Nicola Hosfield <Nicola.Hosfield@communities.gov.uk>

Cc: Andrew Dack <Andrew.Dack@communities.gov.uk>

Subject: RE: Complaints definitions, Grenfell Inquiry

Importance: High

Hi Nici,

There wasn't any specific HOS guidance on definitions and timescales prior to the Code and therefore in place at the time of the fire. What was in place were our dispute resolution principles: be fair, put things right and learn from outcomes. Further detail available at the weblink below.

Kind regards,

A

[Principles of Dispute Resolution - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/principles-of-dispute-resolution)

From: Nicola Hosfield <Nicola.Hosfield@communities.gov.uk>

Sent: 05 July 2021 14:32

To: Andrea Keenoy <AKeenoy@housing-ombudsman.org.uk>

Cc: Andrew Dack <Andrew.Dack@communities.gov.uk>

Subject: Complaints definitions, Grenfell Inquiry

Hi Andrea

The issue of how complaints were defined by the TMO is one of the issue being addressed by the Grenfell Inquiry as you know.

Your Complaints Handling Code defines complaints and sets out procedures and timeframes for dealing with complaints.

Could you tell me what HOS guidance relating to the above existed at the time of the fire?

Thanks

Nici

Nici Hosfield

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