
From: Complaints <complaints@kctmo.org.uk>
Sent: 04 February 2016 10:05
To: 'Judith Blakeman'
Subject: Ms T Yilma, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Cllr Blakeman

Our records show that Ms Yilman accepted our compensation offer of £20 in full and final settlement on 10th January 2016.

Kind regards

Joanne Burke
Complaints Manager
t: [REDACTED]



w: www.kctmo.org.uk
a: Network Hub, 292a Kensal Road, London, W10 5BE
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From: Judith Blakeman [REDACTED]
Sent: 23 January 2016 16:07
To: Complaints
Subject: ExternalRE: Ms T Yilma, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Ms. Burke

I am now confused. You are stating that there is no new explanation of why Ms Yilma wishes to escalate her complaint. However, she has told you she does not accept a payment of £20 for a missed appointment since she lost a day's pay of £96. I think that constitutes a clear explanation.

Ms Yilma has made her complaint under the terms of the procedure that is set out on the TMO website; there is no other published complaints procedure available to her to follow.

Therefore she is unable to follow any procedure other than the published one. She cannot guess the terms of a new procedure that has yet to be communicated.

Cllr Judith Blakeman

From: Complaints [<mailto:complaints@kctmo.org.uk>]
Sent: 21 January 2016 13:59
To: Judith Blakeman (Cllr.Blakeman@rbkc.gov.uk)
Subject: Ms T Yilma, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Cllr Blakeman

Thank you for your email.

Our website is in the process of being updated and the new complaints procedure which was agreed by the Board should be uploaded early week. I agree that the online procedure differs slightly to the one we are using. However we do ask complainants to outline why they feel our response is not acceptable when we respond to their complaints.

Kind regards

Joanne Burke
Complaints Manager
t: [REDACTED]



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From: Cllr.Blakeman@rbkc.gov.uk [<mailto:Cllr.Blakeman@rbkc.gov.uk>]
Sent: 18 January 2016 14:00
To: Complaints
Cc: [REDACTED]
Subject: ExternalRE: Ms T Yilma, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Ms. De Oliveira Watts

The TMO Complaints Procedure, as set out on the TMO website, does not ask for additional evidence in support of complaints raised, it refers to where residents are "unhappy" with the response to a complaint. Are you therefore saying that Ms. Yilma should now be referring her complaint to the Housing Ombudsman? Can you please confirm this for me?

Many thanks.

Cllr Judith Blakeman

For ease of reference I set out below the TMO Complaints Procedure as currently on the TMO website.

TMO COMPLAINTS PROCEDURE

How to make a complaint

Stage one

We will acknowledge your complaint within two working days; and investigate and respond within 10 working days.

Stage two

If you are unhappy with the response at Stage One, or if we have taken longer than the agreed timescale to respond without an explanation, you can have your complaint considered at Stage Two. We will acknowledge this within two working days; and investigate and respond within 10 working days.

Stage three – review

If you are unhappy with the response at Stage Two, or if we have taken longer than the agreed timescale to respond without an explanation, you can have your complaint considered at Stage Three. You should outline the problem and what you think we can do to put it right.

We will acknowledge your complaint within two working days and arrange for your complaint to be reviewed by a panel. This may include the Chief Executive or a Director, a resident Board Member and a Council appointed or independent Board Member. You will receive a response within 28 working days. We may offer a mediation or arbitration service at any stage of the process.

Still not satisfied?

If you are unhappy with our response to your complaint you may wish to contact the Housing Ombudsman Service if you are a tenant or the Leasehold Valuation Tribunal if you are a leaseholder. These are both independent organisations that investigate complaints or disputes that tenants or leaseholders might have in relation to the services we provide. You can contact the Housing Ombudsman Service at any time, though they will usually only look at your complaint after it has been through our complaints procedure.

The Housing Ombudsman Service
Aldwych House
81 Aldwych
LONDON
WC2B4HN

Telephone [REDACTED]
Fax [REDACTED]

From: Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>] **On Behalf Of** Complaints
Sent: 14 January 2016 15:48
To: Cllr, Blakeman, Judith
Subject: Ms T Yilman, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Councillor Blakeman

Thank you for your email. The Complaints Team review requests for complaints to be escalated and if no additional evidence has been given in support of matters raised, then there are no grounds to escalate the complaint. I have informed Ms Yilman of this in my email to her of 5th January 2016.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk

292a Kensal Road, London W10 5BE

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From: Cllr.Blakeman@rbkc.gov.uk [<mailto:Cllr.Blakeman@rbkc.gov.uk>]

Sent: 14 January 2016 15:38

To: Complaints

Cc: Robert Black

Subject: ExternalRE: Ms T Yilman, Flat Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Ms. De Oliveira

I do not understand how this can still be at Stage One. The response from Mr or Ms Miah (attached) makes it quite clear that Ms. Yilma can refer her complaint to Stage Two and her e-mail clearly states her wish to proceed to the next stage of the complaints procedure.

Can you please clarify this matter?

Cllr Judith Blakeman

From: Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>] **On Behalf Of** Complaints

Sent: 14 January 2016 15:22

To: Cllr, Blakeman, Judith

Subject: Ms T Yilman, Flat Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Councillor Blakeman

Thank you for your email. For clarification please note that issues Ms Yilman raises in her email of 2nd January 2016 are a stage 1 complaint and not stage 2. We have already replied to issues raised by Ms Yilman, please see my email below of 5th January 2016, our position on these issues remain unchanged.

With regard to additional points 1, 2, 3 and 4 of your email of 14th January 2016 I have requested for a reply to each point and we will email you further once this is received. These are additional issues and therefore are not part of the current stage 1 complaint.

Kind regards

Dulce De Oliveira Watts
Complaints Officer

www.kctmo.org.uk

292a Kensal Road, London W10 5BE

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From: Dulce De Oliveira On Behalf Of Complaints

Sent: 05 January 2016 12:22

To: [REDACTED]

Subject: Ms T Yilman, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Ms Yilman

Stage 1 complaint reference 234855

Thank you for your email. I do understand that this is not the outcome you expected, however we have reviewed your request for your complaint to be escalated and as no additional evidence has been given in support of matters raised, we have found no grounds to escalate your complaint.

1 -We do not compensate for time taken off work and have awarded you the £20 missed appointment in line with our Compensation Policy. Please complete and return the compensation acceptance form previously provided by 18th January 2016 in the free post envelope provided, once received payment will be processed accordingly.

2- As stated in our letter of 29th December 2015, the contractor will revisit the decoration issues. Please inform us of possible dates so we can instruct the contractor to contact you and schedule an appointment.

3 - As stated in our letter of 29th December 2015, should you wish to progress the kitchen flooring matter you should complete the insurance claim form previously provided for consideration.

Kind regards

Dulce De Oliveira Watts
Complaints Officer

[REDACTED]

www.kctmo.org.uk

292a Kensal Road, London W10 5BE

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-----Original Message-----

From: Turufat [REDACTED]

Sent: 02 January 2016 19:22

To: Complaints

Cc: Blakeman

Subject: Process Ref: 234855. Add: 44 Grenfell Tower

Dear Complaints team

Process Ref 234855

I am writing this letter to proceed to the next stages of the complaints procedure.

I have received a letter from Mainu Miah on the 30th December 2015 with the outlined of 3 issues.

1- the missing appointment compensation of £20 pounds is like a slap in my face, I have missed my full day job payment of £96

2 - re decoration that has been viewed and witnessed by Surveyor John.

3 - re my kitchen flooring, I will prove that Ben and the guy who did the job admitted that he did the damage on my flooring and I have all the prove and wittiness for that.

First of all it is very upsetting and worried that you have contacted such a denial company that goes to decent people home and they do whatever they want (damage) and they have a way of getting out of it and on your letter you have a courage to say "Unfortunately I am unable to progress this matter any further". This is very upsetting, I am taking about my HOME, not a shelter, not a hotel room or guest room.

I will make sure I will do all it take to make them to pay the price and to prevent future incident in my community. I have all the telephone record with Ben about this incident and he knows what he exactly said to me including the guy who done the job and I kindly ask you to investigate closely before he and his company goes to embarrassment in public.

I hope to your response as soon as possible.

Kind regards

Turufat Yilma
44 Grenfell Tower
Grenfell Road
W11 1TG

Sent from my iPad

-----Original Message-----

From: Cllr.Blakeman@rbkc.gov.uk [<mailto:Cllr.Blakeman@rbkc.gov.uk>]

Sent: 14 January 2016 13:43

To: Complaints

Cc: Robert Black

Subject: ExternalProcess Ref: 234855. Add: 44 Grenfell Tower

I met Ms. Yilma recently to discuss the continuing problems she is encountering in addition to those outlined in her e-mail below and I would be grateful if these can also be investigated and a response provided under the terms of the Complaints Procedure. These are as follows:

1. one of the bathroom taps does not turn off properly and is permanently dripping. This was identified during the surveyor's visit but has not been dealt with
2. some of her windows do not close properly
3. she asked for the central heating pipes to be boxed in at ground floor level, because her small son keeps standing on the pipes and she fears they may become damaged
4. she was told that the pipes at ceiling level will not be boxed in, but I have seen a number of other flats where the pipes at ceiling level are boxed in, so I cannot understand why this is not to be carried out in Ms. Yilma's flat.

This complaint is now at Stage Two in the procedures.

Many thanks.

Cllr Judith Blakeman

-----Original Message-----

From: Turufat [REDACTED]

Sent: 02 January 2016 19:22

To: Complaints@kctmo.org.uk

Cc: Blakeman

Subject: Process Ref: 234855. Add: 44 Grenfell Tower

Dear Complaints team

Process Ref 234855

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I have all the telephone record with Ben about this incident and he knows what he exactly said to me including the guy who done the job and I kindly ask you to investigate closely before he and his company goes to embarrassment in public.

I hope to your response as soon as possible.

Kind regards

Turufat Yilma
44 Grenfell Tower
Grenfell Road
W11 1TG

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If you know someone who has made an outstanding contribution to the life of the Royal Borough then nominate them for an award and tell us why they are special.

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