

**Corporate Services and Housing**

Kensington Town Hall, Hornton Street, Kensington, London, W8 7NX

**Town Clerk**

Mr Nicholas Holgate

**Director of Housing**

■ Laura Johnson

Mr R Briggs



My reference: RBKC/06336

Your reference:

Please ask for: Laura Johnson

30 March 2017

Dear Mr Briggs,

**Stage 2 Complaint**

I am writing in response to your email of 11 March 2017, about the Council's monitoring of the KCTMO's performance on complaints. The Council responded to you regarding this matter under Stage 1 of its complaints procedure on 8 March 2017 and I understand that you now wish to take the complaint to Stage 2. This matter has been referred to me in my capacity as the Director of Housing, with this letter constituting the formal response at Stage 2 of the Council's complaints procedure.

My understanding of your complaint is that you remain unhappy because you do not believe RBKC has a Performance Indicator (PI) for complaints against the KCTMO. You question once more whether the Council's monitoring of the TMO's performance is robust enough and suggest that your perception that its complaints process is not accurately followed is symptomatic of its general lack of fitness for purpose in managing and maintaining the Council's social housing stock.

■ Johnson, Head of Housing Commissioning provided the Stage 1 response to your complaint, in which she confirmed the contract management and governance rearrangements that the Council deploys in monitoring the performance of the TMO and her position that these are satisfactory.

In your response to this you have stated that there is a conflict of interest in the TMO reviewing its complaints. I do not consider this to be an issue; the TMO has well established procedures in place to monitor its handling of complaints and its Board provides the necessary scrutiny.

Direct Line: ■  
Email: [Laura.Johnson@rbkc.gov.uk](mailto:Laura.Johnson@rbkc.gov.uk)  
Web: [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

Ultimately, in the event that an individual has exhausted the TMO's complaints process and they remain dissatisfied with the response, they have the choice to refer the matter to the Ombudsman who will review the complaint independently. Both the Council and the TMO have an obligation to take any learnings from their respective complaints procedures and ensure that shortfalls in their services are addressed appropriately.

The Council has robust monitoring arrangements in place for assessing the TMO's performance and I am confident that these are of a high standard and that the collection of performance management information is appropriate. I am also satisfied that these arrangements provide the necessary oversight and that the TMO Board's scrutiny of complaints along with any complainant's recourse to the Ombudsman provide the necessary safeguards.

We have raised your concerns with the TMO and they are keen to resolve any issues you have. Stuart Hill, Assistant Director of Policy and Performance, will contact you next week to discuss your concerns in respect of their complaint handling process and any specific issues you have identified.

If you are dissatisfied with this response, you should write stating the reasons why and request that the matter be referred to Stage 3 of the complaints process. This will require that the Town Clerk, Mr Nicholas Holgate undertakes a review of your complaint and provides you with a full written response.

Yours sincerely,

Laura Johnson  
**Director of Housing**