

RMBC Designated Person Protocol of Understanding

- On receipt of contact from a complainant refer the complaint to the Council within 5 working days.
- The Council will write back to you within 20 working days. (if further time is required you will be kept fully informed and given a revised timescale for response)
- Provide support and assistance to the complainant in order to resolve their complaint.
- Help the Council and complainant reach a mutually agreed outcome to the complaint.
- All contacts with the Council should be in writing (e-mail or letter).
- Deliberation will be completed by the Director of Housing and Neighbourhood Services.
- Refer any complaints that have not been subject to full consideration under the Council's complaint procedure back to the Council.
- All conflicts of interest must be avoided. If impartiality and fairness you should advise the customer to refer their complaint to any designated person.
- Assist the Council to learn from complaints and improve services.
- Refer complaints in writing to the Housing Ombudsman Service if resolution cannot be found.