



Old Town Hall  
Catford Road  
SE6 4RU  
0800 028 2 028

Complaints@lewishamhomes.org.uk

Ref: 1321634  
10 October 2018

Dear Mr Williams

## **FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your request regarding information concerning the logging of complaints.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

You asked the following,

‘According to your records, is there anything that could disincentivise the logging of complaints?’

‘For examples of potential such disincentivisations (but not limited to these):  
Is anyone in your organisation targeted (in anyway; financial or otherwise) on the number of complaints logged?’

‘Is your organisation \*as a whole\* targeted (in anyway; financial or otherwise) on the number of complaints logged?’

You added,

‘To add clarification:

‘... Even if it were just a \*policy\* (formal or otherwise) of trying to minimise the number of complaints logged (without it necessarily being 'targeted' per se) then that's absolutely the type of thing I'm interested in.

‘I expect there must be \*something\*, since I can think of no other rational explanation for such outrageous behavior .’

Lewisham Homes measures the numbers of complaints received and aims to respond within set timescales. However I can confirm that we do not hold any records relating to disincentives for staff logging complaints. There are no targets for staff or the organisation on the number of complaints logged.

Staff at Lewisham Homes try to avoid formal complaints by resolving issues quickly. Our complaint policy is available on our website at <https://www.lewishamhomes.org.uk/contact-us/complaints-and-compliments/our-complaints-policy/> and states the following,

Lewisham Homes' policy is to resolve all complaints at the earliest possible opportunity.

We can often resolve issues quickly, for example where an appointment needs to be rearranged. However, if we are not able to find a solution quickly, we will register your complaint formally.

Please find enclosed an information sheet regarding copyright protection and the Lewisham Homes complaints procedure in the event that you are not satisfied with the response.

Yours sincerely



Hilary Barber  
**Head of Governance**

Enclosure(s):

1. Copyright Protection and Complaints Information

## **Copyright Protection and Complaints Information**

Most of the information that we provide in response to FOI requests will be subject to copyright protection. In most cases the copyright will be owned by the Lewisham Homes. The copyright in other information may be owned by another person or organisation, as indicated in the information itself.

You are free to use any information supplied for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

For information where the copyright is owned by the Lewisham Homes you will need to gain approval under the Reuse of Public Sector Information Regulations. To obtain approval you need to submit the request in writing to the Customer Relations Team, with your name and address for correspondence, and specify the information you want to re-use and the purpose you intend to use it for. Please note that in some cases there may be a charge. For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission.

Lewisham Homes does operate a complaints procedure in the event that you are not satisfied with the response. Lewisham Homes would ask that you make any complaint within 3 months of receiving the original response. You can write to:

Customer Relations Team  
Old Town Hall  
Catford Road  
London  
SE6 4RU

You also have a right to ask the Information Commissioner to determine if the Lewisham Homes has complied with the provisions of the Freedom of Information Act 2000. You can write to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF