

July 2008

Redress

How do I get swift and fair redress when things go wrong and make sure it doesn't happen to someone else?

Communities in control: real people, real power was launched on 9 July 2008. This White Paper is about passing power to communities and giving real control and influence to more people. Please visit www.communities.gov.uk for more information.

We would like to encourage community groups to discuss and feedback to us about the topics raised in the White Paper. Please use this topic discussion guide in conjunction with the Community Power Pack which is also available from our website.

Points to consider

There will unfortunately be occasions where services do not meet people's expectations. The White Paper looks at:

- how to make sure that people know what they can expect
- how citizens can seek redress
- how redress can be used to improve performance in the future.

People want:

- systems and services that match their busy lifestyles and working patterns
- their complaints to be dealt with promptly and with courtesy when systems fail
- to have the confidence that they know who is responsible for providing their services.

Key policies

- Extending **Community Contracts** or 'charters' pilot schemes – voluntary agreements between local communities and local service providers creating clear obligations on both sides
- Commissioning a review into the feasibility of introducing and extending **redress for citizens** when services fail to meet agreed targets.

Questions for discussion

- In your view has the White Paper captured the correct points on how people can get redress when things go wrong?
- How far do you think that these policies will address the issues raised?
- What more do you think needs to be done to address these issues?