



NEW HOMES
OMBUDSMAN SERVICE

Scheme of Delegation



Scheme of Delegation

The New Homes Ombudsman will personally take decisions in a number of complaints which are referred to the New Homes Ombudsman Service. Some decisions are however delegated to other authorised staff.

This Scheme of Delegation sets out how this process works at the New Homes Ombudsman Service.

Stage 1: Caseworkers

Caseworkers decide whether a complaint is accepted for investigation by the New Homes Ombudsman Service and this decision is based on the eligibility requirements as set out in the Scheme Rules.

Caseworkers also have the authority to decide whether the case in question can go through a stage of early resolution, meaning the case may be resolved by agreement between the parties without the need for a formal decision.

Stage 2: Ombudsman

If a complaint is not suitable for early resolution [or a caseworker has not succeeded in helping the parties to reach an agreement], the caseworker will allocate the complaint file to either an Assistant Ombudsman, a Lead Ombudsman or the New Homes Ombudsman, depending on the complexity of the complaint.

Assistant Ombudsman

An Assistant Ombudsman can deal with complaints considered at a moderate level of complexity. Complaints of a more complex nature will be referred to a Lead Ombudsman or to the New Homes Ombudsman.

Lead Ombudsman

A Lead Ombudsman can deal with complaints considered at a higher level of complexity.

Quality Assurance

Decisions taken by the Assistant Ombudsman and a Lead Ombudsman are subject to a Quality Assurance process agreed by the New Homes Ombudsman.

Stage 3: New Homes Ombudsman

The New Homes Ombudsman will decide the most complex cases submitted to the Service and will have a role in reviewing cases decided by any Lead Ombudsman and the Assistant Ombudsman in line with the established quality assurance framework.



NEW HOMES
OMBUDSMAN SERVICE

 www.nhos.org.uk

 info@nhos.org.uk

 03308 084 286

New Homes Ombudsman Service

West Wing, First Floor,
The Maylands Building,
200 Maylands Avenue,
Hemel Hempstead,
HP2 7TG.