

Housing Ombudsman Complaint Handling Code: Self-assessment form – Data for 1 October 2019-1 October 2020

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	<p>Does the complaints process use the following definition of a complaint?</p> <p><i>An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i></p> <p>Yes – our Complaints Policy was reviewed in December 2020</p>	X	
	Does the policy have exclusions where a complaint will not be considered?	X	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon – We consulted with the Customer Experience Committee on our Policy.</p>	X	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	X	
	Is the complaints policy and procedure available online?	X	
	Do we have a reasonable adjustments policy?	X	
	Do we regularly advise residents about our complaints process?	X	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	X	
	Does the complaint officer have autonomy to resolve complaints?	X	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	X	
	<p>If there is a third stage to the complaints procedure are residents involved in the decision making?</p> <p>Yes - The three stage process gives the customer access to a review by Members of our Board and Committees and customer representatives wherever possible. This provides an opportunity for the customer to ask us to</p>	X	

	reconsider/challenge our decision. It also provides our Board and Committees the opportunity to hear our customers' concerns directly; creating further accountability for our decisions.		
	Is any third stage optional for residents?	X	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	X	
	Do we keep a record of complaint correspondence including correspondence from the resident?	X	
	At what stage are most complaints resolved? - Stage 1 – 90% of complaints are dealt with at this stage		
4	Communication		
	Are residents kept informed and updated during the complaints process?	X	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	X	
	Are all complaints acknowledged and logged within five days?	X	
	Are residents advised of how to escalate at the end of each stage?	X	
	What proportion of complaints are resolved at stage one?	90%	
	What proportion of complaints are resolved at stage two?	9%	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) 	75% 25% 89% 11%	
	Where timescales have been extended did we have good reason?	X	
	Where timescales have been extended did we keep the resident informed?	X	
	What proportion of complaints do we resolve to residents' satisfaction?	78%	
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	X	
	Where the timescale was extended did we keep the Ombudsman informed?		X
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	X	
	If advice was given, was this accurate and easy to understand?	X	
	How many cases did we refuse to escalate?	6	
	What was the reason for the refusal?		

	<ul style="list-style-type: none"> - No new information presented by the customer that would alter the outcome of original investigation 		
	Did we explain our decision to the resident?	X	
7	Outcomes and remedies		
	Where something has gone wrong, are we taking appropriate steps to put things right?	X	
8	Continuous learning and improvement		
	<p>What improvements have we made as a result of learning from complaints?</p> <ul style="list-style-type: none"> - Gas servicing processes - Repeating repair request escalation process - Defect scripts - Condensation guide to customers - Customer 1st project - Scripting reporting 		
	<p>How do we share these lessons with:</p> <p>a) residents?</p> <ul style="list-style-type: none"> - Round Your Way magazine – You said, we did - Website - Social media - Surveys - Spotlight Review group <p>b) the board/governing body?</p> <ul style="list-style-type: none"> - Customer in the Room report <p>c) In the Annual Report?</p> <ul style="list-style-type: none"> - Revised format in process of being signed off 		
	<p>Has the Code made a difference to how we respond to complaints?</p> <p>Yes – Policy amends as outlined above.</p>	X	
	<p>What changes have we made?</p> <p>Yes – increasing customers involvement in the third stage of our process.</p>	X	