

# Housing Ombudsman Complaint Handling Code: Self-assessment form

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	Does the complaints process use the following definition of a complaint?  <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>	x	
	Does the policy have exclusions where a complaint will not be considered?	x	
	Are these exclusions reasonable and fair to residents?  Evidence relied upon  A number of exemptions are listed in our complaints policy where a statutory appeal process is in place.	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	
	If there is a third stage to the complaints procedure are residents involved in the decision making?		x
	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?	1	

<b>4</b>	<b>Communication</b>		
	Are residents kept informed and updated during the complaints process?	<b>x</b>	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	<b>x</b>	
	Are all complaints acknowledged and logged within five days?	<b>x</b>	
	Are residents advised of how to escalate at the end of each stage?	<b>x</b>	
	What proportion of complaints are resolved at stage one? (Calculation on cases received between 1 <sup>st</sup> December 2019 and 30 <sup>th</sup> November 2020)	<b>75%</b>	
	What proportion of complaints are resolved at stage two?	<b>21%</b>	
	What proportion of complaint responses are sent within Code timescales?  <ul style="list-style-type: none"> <li>• Stage one 43%</li> <li>    Stage one (with extension) 57%</li> <li>• Stage two 50%</li> <li>    Stage two (with extension) 50%</li> </ul>	<b>As set out</b>	
	Where timescales have been extended did we have good reason?	<b>x</b>	
	Where timescales have been extended did we keep the resident informed?	<b>x</b>	
	What proportion of complaints do we resolve to residents' satisfaction (based on number of complaints that do not escalate beyond stage 1)	<b>75%</b>	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?	<b>x</b>	
	Where the timescale was extended did we keep the Ombudsman informed?	<b>x</b>	
<b>6</b>	<b>Fairness in complaint handling</b>		
	Are residents able to complain via a representative throughout?	<b>x</b>	
	If advice was given, was this accurate and easy to understand?	<b>x</b>	
	How many cases did we refuse to escalate? 0  What was the reason for the refusal? n/a		
	Did we explain our decision to the resident? n/a		
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	<b>x</b>	
<b>8</b>	<b>Continuous learning and improvement</b>		

	<p>What improvements have we made as a result of learning from complaints?</p> <ul style="list-style-type: none"> <li>• Overhaul of void properties process</li> <li>• Refreshed process for disabled facilities grants</li> <li>• Succession for housing tenancies training undertaken by housing officers</li> <li>• Complaints handling training will be delivered to all housing officers in early 2021</li> </ul>	<p><b>See list</b></p>	
	<p>How do we share these lessons with:</p> <p>a) residents?</p> <ul style="list-style-type: none"> <li>• Explain to residents in complaint responses changes made to process or policy and/or lessons learned</li> <li>• Information on complaints will be included in the Housing Annual report from 2021</li> </ul> <p>b) the board/governing body?</p> <ul style="list-style-type: none"> <li>• Reports are shared with our Chief Executive and Heads of Service on a quarterly basis, as well as within the senior housing team at regular briefings</li> </ul> <p>c) In the Annual Report?</p> <ul style="list-style-type: none"> <li>• Complaints are reported annually to Standards Committee</li> <li>• In October</li> </ul>	<p><b>See list</b></p>	
	<p>Has the Code made a difference to how we respond to complaints?</p>	<p><b>x</b></p>	
	<p>What changes have we made?</p> <ul style="list-style-type: none"> <li>• Additional monitoring of response timescales implemented</li> </ul>		