

Housing Ombudsman Complaint Handling Code Self Assessment 2022

No.	Area	Response		Notes
1	<b>Definition of a complaint</b>	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>	*		
	Does the policy have exclusions where a complaint will not be considered?	*		
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	*		
2	<b>Accessibility</b>	Yes	No	
	Are multiple accessibility routes available for residents to make a complaint?	*		
	Is the complaints policy and procedure available online?	*		
	Do we have a reasonable adjustments policy?	*		Included within CP8 Equality and Diversity
	Do we regularly advise residents about our complaints process?	*		

<b>3</b>	<b>Complaints team and process</b>	<b>Yes</b>	<b>No</b>	
	Is there a complaint officer or equivalent in post?	*		
	Does the complaint officer have autonomy to resolve complaints?	*		
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	*		
	If there is a third stage to the complaints procedure are residents involved in the decision making?	N/A	N/A	
	Is any third stage optional for residents?	N/A	N/A	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	*		
	Do we keep a record of complaint correspondence including correspondence from the resident?	*		
	At what stage are most complaints resolved?	Informally		
<b>4</b>	<b>Communication</b>	<b>Yes</b>	<b>No</b>	
	Are residents kept informed and updated during the complaints process?	*		
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	*		
	Are all complaints acknowledged and logged within five days?	*		
	Are residents advised of how to escalate at the end of each stage?	*		
	What proportion of complaints are resolved at stage one?	80%		
	What proportion of complaints are resolved at stage two?	20%		

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	What proportion of complaint responses are sent within Code timescales? * Stage one * Stage one (with extension) * Stage 2 * Stage 2 (with extension)	40% 60% 100% N/A	
	Where timescales have been extended did we have good reason?	*	
	Where timescales have been extended did we keep the resident informed?	*	
	What proportion of complaints do we resolve to residents' satisfaction	No negative feedback received and only 1 complaint progressed to next stage.	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>	<b>Yes</b>	<b>No</b>
	Were all requests for evidence responded to within 15 days?	N/A	N/A
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	N/A
<b>6</b>	<b>Fairness in complaint handling</b>	<b>Yes</b>	<b>No</b>
	Are residents able to complain via a representative throughout?	*	
	If advice was given, was this accurate and easy to understand?	N/A	N/A
	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	N/A
<b>7</b>	<b>Outcomes and remedies</b>	<b>Yes</b>	<b>No</b>
	Where something has gone wrong are we taking appropriate steps to put things right?	*	

		Yes	No	
<b>8</b>	<b>Continuous learning and improvement</b>			
	What improvements have we made as a result of learning from complaints?			Any lessons are captured on complaint register.
	How do we share these lessons with: a. residents? b. the board / governing body? c. In the annual report?			Quarterly reporting to the Audit and Compliance Sub-committee and annually to the Board. Complaint data published in the annual resident report. Approach to complaint handling published from time to time in resident magazine.
	Has the Code made a difference to how we respond to complaints?	*		A standard approach to all complaint responses, reflecting best practice produced by the Housing Ombudsman. As a result responses are more detailed and clearly detail the next step, if complainants remain dissatisfied.
	What changes have we made?			No additional changes made during 2021. We are still to improve complaint handling reporting and this is due to be completed by June 2022. To add complaint handling data to the standard agenda item for RIG during 2022.