

Housing Ombudsman Complaint Handling Code Self Assessment

No.	Area	Response		Notes
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>	*		
	Does the policy have exclusions where a complaint will not be considered?	*		
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	*		
2	Accessibility	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?	*		

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3	Complaints team and process	Yes	No	
	Is there a complaint officer or equivalent in post?	*		PA TO CEO taken on this role from 1.12.20.
	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?	*		To improve collation as part of introducing complaint handling role
	At what stage are most complaints resolved?	Service Request (pre complaint)		This is anecdotal until we improve the collation of complaints centrally. We have a small number of complaints each year.
4	Communication	Yes	No	
	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?			To calculate for 2020
	What proportion of complaints are resolved at stage two?			To calculate for 2020

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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)			To calculate for 2020
	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			Not known to develop during 2021
5	Cooperation with Housing Ombudsman Service	Yes	No	
	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	
6	Fairness in complaint handling	Yes	No	
	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	
7	Outcomes and remedies	Yes	No	
	Where something has gone wrong are we taking appropriate steps to put things right?	*		

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8	Continuous learning and improvement	Yes	No		
	What improvements have we made as a result of learning from complaints?				
	How do we share these lessons with: a. residents? b. the board / governing body? c. In the annual report?			Resident Involvement Group (RIG) standard agenda item once meetings reconvene. Quarterly reporting to the Audit and Compliance Sub-committee and annually to the Board from 2021 (see Governance agenda schedules). Complaint data to be published in the 2020 Annual Report.	
	Has the Code made a difference to how we respond to complaints?				
	What changes have we made?	Updated the Complaints policy, Introduced Complaints Officer from the 1/12/20.		Note, we have historically received a small number of complaints.	