

Complaint Handling Code: Self-assessment

1. Definition of a complaint			
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>	Yes		
Does the policy have exclusions where a complaint will not be considered? *No, unless tenant is subject to Limited Contact policy			No*
Are these exclusions reasonable and fair to residents? We rely on evidence	Yes		
2. Accessibility			
Are multiple accessibility routes available for residents to make a complaint?	Yes		
Is the complaints policy and procedure available online?	Yes		
Do we have a reasonable adjustments policy?			No but will do after consultation
Do we regularly advise residents about our complaints process?	Yes		
3. Complaints team and process			
Is there a complaint officer or equivalent in post?	Yes		
Does the complaint officer have autonomy to resolve complaints?		Not completely	
Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		Not completely	
If third stage available, are residents involved?	N/A		
Is any third stage optional for residents?	N/A		
Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes		
Do we keep a record of complaint correspondence including correspondence from the resident?	Yes		
At what stage are most complaints resolved?	stage 1		
4. Communication			
Are residents kept informed and updated during the complaints process?	Yes		
Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Yes		
Are all complaints acknowledged and logged within five days?	Yes		
Are residents advised of how to escalate a complaint at the end of each stage?	Yes		
What proportion of complaints are resolved at stage 1?	72% (2019/20)		
What proportion of complaints are resolved at stage 2?	28% (2019/20)		
What proportion of complaint responses are sent within Code timescales? • Stage 1; stage 1 (with extension) • Stage 2; stage 2 (with extension)			Not currently measured but will be going forward
Where timescales have been extended, did we have good reason?			Not currently measured but will be going forward
Where timescales have been extended, did we keep the resident informed?	Yes		
What proportion of complaints do we resolve to residents' satisfaction?		We will be taking action to improve response rates and survey satisfaction levels	
5. Cooperation with Housing Ombudsman Service			
Were all requests for evidence responded to within 15 days?	Yes		
Where the timescale was extended, did we keep the Ombudsman informed?	N/A		
6. Fairness in complaint handling			
Are residents able to complain via a representative throughout?	Yes		
If advice was given, was this accurate and easy to understand?	Yes		
How many cases did we refuse to escalate? What was the reason for the refusal?	None		
Did we explain our decision to the resident?	N/A		
7. Outcomes and remedies			
Where something has gone wrong, are we taking appropriate steps to put things right?		Sometimes. We need to improve	
8. Continuous learning and improvement			
What improvements have we made as a result of learning from complaints?			This is a current project across the organisation
How do we share these lessons with: a) residents? b) the Board/governing body? c) In the Annual Report?		At present this is patchy and we need to improve. See response below	
Has the Code made a difference to how we respond to complaints?	Yes		
What changes have we made?		We will report regularly to our tenants/Board (inc in Annual Report)	