

# Housing Ombudsman Complaint Handling Code: Self-assessment form

January 2022

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>	Yes	
	Does the policy have exclusions where a complaint will not be considered?	Yes	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon: We will not investigate a complaint under the following circumstances:-</p> <ul style="list-style-type: none"> <li>• A request for service, action or information</li> <li>• A report of antisocial behaviour -Noise Nuisance, Dog Fouling, Parking, or any issue with neighbours (Unless the issue relates to how we have managed it)</li> <li>• Matters that have previously been investigated and resolved under our complaint's procedure                             <ul style="list-style-type: none"> <li>• If the complaint is about an incident over 6 months old</li> </ul> </li> <li>• Matters that are, or have been, the subject of legal proceedings.</li> <li>• A query about a policy (unless the issue relates to failure to comply with the policy)                             <ul style="list-style-type: none"> <li>• Concerns about the level of rent/service charge or the amount of the rent/service charge increase (depending on whether a rent/tenancy is secure/affordable/social. Complaint and Compliments Procedure Date Approved: July 2021 Expiry Date: July 2024 customers can appeal to the government about their level of rent or service charge; customers can contact their housing officer in the first instance for information)</li> <li>• Concerns from leaseholders and shared owners about the reasonableness or increase of service charges. These customers may be able to appeal to the First-Tier Tribunal see: <a href="http://www.justice.gov.uk/tribunals/residential-property#leasehold">http://www.justice.gov.uk/tribunals/residential-property#leasehold</a> or for advice is available from the Leasehold Advisory Service at <a href="https://www.lease-advice.org/">https://www.lease-advice.org/</a>.</li> </ul> </li> <li>• Issues being pursued in an unreasonable manner</li> <li>• Issues the Ombudsman has already decided upon</li> </ul> <p>Under any of these circumstances we provide a full explanation to our customers so that they understand the routes they need to progress.</p>	Yes	

<b>2</b>	<b>Accessibility</b>		
	Are multiple accessibility routes available for residents to make a complaint?	<b>Yes</b>	
	Is the complaints policy and procedure available online?	<b>Yes</b>	
	Do we have a reasonable adjustments policy?	<b>Yes</b>	
	Do we regularly advise residents about our complaints process?	<b>Yes</b>	
<b>3</b>	<b>Complaints team and process</b>		
	Is there a complaint officer or equivalent in post?	<b>Yes</b>	
	Does the complaint officer have autonomy to resolve complaints?	<b>Yes</b>	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	<b>Yes</b>	
	If there is a third stage to the complaint's procedure are residents involved in the decision making?	<b>N/A</b>	
	Is any third stage optional for residents?		<b>No</b>
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	<b>Yes</b>	
	Do we keep a record of complaint correspondence including correspondence from the resident?	<b>Yes</b>	
	At what stage are most complaints resolved?	<b>Stage 1</b>	
<b>4</b>	<b>Communication</b>		
	Are residents kept informed and updated during the complaints process?	<b>Yes</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>Yes</b>	
	Are all complaints acknowledged and logged within five days?	<b>Yes</b>	
	Are residents advised of how to escalate at the end of each stage?	<b>Yes</b>	
	What proportion of complaints are resolved at stage one?	<b>90%</b>	
	What proportion of complaints are resolved at stage two?	<b>10%</b>	
	What proportion of complaint responses are sent within Code timescales?  <ul style="list-style-type: none"> <li>• Stage one Stage one (with extension)</li> <li>• Stage two Stage two (with extension)</li> </ul>	<b>100%</b>  <b>100%</b>	
	Where timescales have been extended did we have good reason?	<b>Yes</b>	
	Where timescales have been extended did we keep the resident informed?	<b>Yes</b>	

	What proportion of complaints do we resolve to residents' satisfaction	<b>88%</b>	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?	<b>Yes</b>	
	Where the timescale was extended did we keep the Ombudsman informed?	<b>N/A</b>	
<b>6</b>	<b>Fairness in complaint handling</b>		
	Are residents able to complain via a representative throughout?	<b>Yes</b>	
	If advice was given, was this accurate and easy to understand?	<b>Yes</b>	
	How many cases did we refuse to escalate?  What was the reason for the refusal?	<b>N/A</b>	
	Did we explain our decision to the resident?	<b>N/A</b>	
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	<b>Yes</b>	
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints? Policy: Looking to change from 'escalating to a Senior manager from a different Business area' to : escalate to relevant Senior Manager this will ensure continuity and understanding of complaint.  IT have resolved issues within tenant portal for logging of repairs.  We have identified the need for more communication with residents to be logged on Cx our Housing Management system. All staff are being reminded through their line managers and training.  Quarterly reports evidence Lessons learned and compared each quarter to highlight where we have / have not learned and any further action that might be required.		
	How do we share these lessons with:  a) residents? CHATT (Challenge Housing at Teign and Templar HomeBuild group) Ezine Digital Magazine – looking at web site when updated. Published in Annual report  b) the board/governing body? Quarterly report.	<b>Yes</b>  <b>Yes</b>	

	c) In the Annual Report? Publish on Website	<b>Yes</b>	
	<p>Has the Code made a difference to how we respond to complaints?          Having a designated Resolutions manager enables us to provide a focus on complaints and a clear route for our customers to engage with us. Acknowledgements and responses are carefully monitored to ensure the Residents voice is heard and we manage their issues efficiently and effectively. There is more capacity to call, email and send a letter dependent on the complainant's request as this is now a designated post.</p>	<b>Yes</b>	
	<p>What changes have we made?</p> <ul style="list-style-type: none"> <li>• Changed to a 2 Stage response.</li> <li>• Stage 2 has 15 days to respond</li> <li>• Designated Resolutions manager</li> <li>• Quarterly Lessons Learned reports/ comparisons</li> <li>• CHATT Group = involved residents meet quarterly to look at lessons learned from a resident's perspective and can be involved during the complaint stage 1 or 2 if appropriate and agreed with complainant.</li> </ul>		