

saha Housing Ombudsman Complaint Handling Code: Self-assessment form

December 2020

Compliance with the Complaint Handling Code

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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> <i>Our policy has been reviewed (pending approval) and includes the new full definition.</i>	✓	
	Does the policy have exclusions where a complaint will not be considered? <i>Our policy has been reviewed (pending approval) and includes where complaints will not be considered.</i>	✓	
	Are these exclusions reasonable and fair to residents? Evidence relied upon <i>Our policy details where a complaint will not be considered.</i>	✓	
2	Accessibility		
	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?	✓	
	Do we regularly advise residents about our complaints process?	✓	
3	Complaints team and process		
	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? <i>We have reviewed our Complaints Policy (pending approval) which now sets out a 2 stage process.</i>	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?	✓	

	Do we keep a record of complaint correspondence including correspondence from the resident?	✓	
	At what stage are most complaints resolved? Stage 1		
4	Communication		
	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?	84% YTD	
	What proportion of complaints are resolved at stage two?	4% YTD	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) 	90% 75% 100%	
	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 There is no data available at this time. Transactional surveys with residents will be carried out as part of the new complaints handling process.		
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	✓	
	Where the timescale was extended did we keep the Ombudsman informed?	✓	
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	✓	
	If advice was given, was this accurate and easy to understand?	✓	
	How many cases did we refuse to escalate?	None	

	What was the reason for the refusal?	n/a	
	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?	✓	
8	Continuous learning and improvement		
	<p>What improvements have we made as a result of learning from complaints?</p> <ul style="list-style-type: none"> • Improvements to our rent arrears procedures • Improvements to our employee induction process on rent and allocations procedures • Improvements to resident sign up process 		
	<p>How do we share these lessons with:</p> <p>a) Residents? <i>Through the Annual Report for Residents</i></p> <p>b) The board/governing body? <i>Through the Customer Feedback Annual Assurance Report</i></p> <p>c) In the Annual Report? <i>Yes</i></p>		
	Has the Code made a difference to how we respond to complaints?	✓	
	<p>What changes have we made?</p> <ul style="list-style-type: none"> • We have reviewed the Policy and Procedure (pending approval) • We are improving our work flow process • We are implementing, monitoring and will report a complaint handling data set • We are improving the website content to ensure complaints information is easily accessible • We are implementing designated Complaints Officers across departments • We are implementing an employee training programme on complaint handling 		