

Housing Ombudsman Complaints Code – Board Electronic Approval (20 June 2024)

Board Report Recommendation:

- That the Board approves the Housing Ombudsman Self Assessment
- That the Board reviews and comments on the annual complaints report, noting that comments will be published alongside the self assessment
- That the Board notes the recently reviewed complaints policy, as an integral element of achieving compliance with the complaints code.

Report Author: Matt Jones, Executive Director Customers

Supporting Information:

Appendix One - Housing Ombudsman Complaints Code Self-Assessment (June 24)

Appendix Two - MSV Complaints Policy and Process (February 24)

Appendix Three - Annual Complaints Report for 2023/24

Summary Table of Board Responses & Approvals

No.	Name	Comment / Response	Approve – Yes/No
1	S Goodman	I approve the self assessment and Annual Report.	Yes
2	T Edwards	<p>Happy to approve the report, pleasing to see the evidence behind the self-assessment. Just a few points:</p> <ol style="list-style-type: none"> 1 Do we need a specific Compensation Policy given the focus that levels of redress seems to be getting by the Ombudsman? 2 Do we monitor % of L2 escalations and feedback to stage 1 respondents to improve the overall effectiveness of responses? 3 Have all complaint respondents had suitable training? 4 I assume behind the policy are proformas re the format and guidance on correspondence? 5 On the learning from complaints in future it would be good to track the impact of the changes made resulting from the learning from complaints to close the loop <p>M Jones – EDC:</p> <p>Thanks for the comments, helpful as we can incorporate these into the Board’s response section of the self-assessment. Just to respond to the questions you have posed as follows:</p> <ul style="list-style-type: none"> • We have a compensation policy, which is supplementary to the complaints policy. Most recent version approved at Customer Committee last year. • We do monitor % of Stage 2 escalations and % of HOS escalations and have started to incorporate into reports. Rick and Gill have now introduced quality checks of S1 responses with feedback shared with management teams, including any recurring themes. • Yes all complaints respondents (case handlers as we call them) have had training as part of the new policy 	Yes

		<p>implementation. We keep this under review and also will pick up when new people join e.g. the new Head of Neighbourhoods who starts in 2 weeks. Currently working with People and Talent as we need to ensure that complaints training is covered as part of the corporate induction for any new starters who are managers/leads in operational services type roles.</p> <ul style="list-style-type: none"> • Yes, behind the policy there are templates for the letters and guidance on how to set out responses. The central Complaints Team are the custodians of this. • With regards to the learning from complaints I think that's much more prominent in our overall complaints approach and governance reporting. We do though continue to perpetuate the same service failures too often and this is something we are seeking to address in the next phase of our service improvement activity in respect of complaints. Certainly, we can endeavour to make 'changes made as a result of learning from complaints' more visible in the reporting- thanks for this suggestion. <p>I hope this helps clarify these points.</p> <p>T Edwards: Many thanks for the information all reassuring. Should also say had a very positive session yesterday with Rick and the Service Centre team, really evident how and why performance has improved through a team who are clearly working well together with a very positive can do attitude. Critically as well the rest of the business seems to be providing the responsiveness to support the team which is critical to provide effective service. Some positive further improvements through systems also in the pipeline Thanks to you and the team for making the visit possible.</p>	
3	S Webb	As per Gareth's email I'm happy to approve/note all points. Looks great. Sally	Yes
4	G Hall	Having read the Reports and cross referenced a sample of the Assessment assertions with the policy I'm very happy to <ul style="list-style-type: none"> a) Approve the Complaints code self-assessment (really helpful end column detailing the related policy coverage) b) Note the Annual Complaints performance and Service Improvement Report (particularly around the improving response target times) c) Note the consequent amended Complaints policy. 	Yes
5	A Spencer	I've noted Matt's responses to the board queries and I'm happy to approve the HOS Assessment and accept/note the complaints report and note the amendments to the complaints policy.	Yes
6	L Baptiste	Code self assessment approved, report and policy noted. Good work.	Yes
7	Ibby Ismail	After reading the report I'm happy to approve.	Yes
8	Nick Byrne	Approved.	Yes
9	Kam Urwin	I approve the revised HOS complaints code self assessment.	Yes
10	Michelle Hill	I am happy to approve it	Yes