

Housing Ombudsman Service – Compliance with the Complaint Handling Code - 2020

Compliance with the Complaint Handling Code			
<b>1</b>	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No</b>
	Does the complaints process use the HOS 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>		No
	Does the policy have exclusions where a complaint will not be considered?	Partial	
	Are these exclusions reasonable and fair to residents?	Yes	
<b>2</b>	<b>Accessibility</b>		
	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
	Do we regularly advise residents about our complaints process?	Yes	
<b>3</b>	<b>Complaints team and process</b>		
	Is there a complaint officer or equivalent in post?	Yes	
	Does the complaint officer have autonomy to resolve complaints?	Yes	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	Yes	
	If there is a third stage to the complaints procedure are residents involved in the decision making?		No
	Is any third stage optional for residents?		No
	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?	1	
<b>4</b>	<b>Communication</b>		
	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?		No
	Are all complaints acknowledged and logged within five days?	Yes	
	Are residents advised of how to escalate at the end of each stage?		No
	What proportion of complaints are resolved at stage one?	93%	
	What proportion of complaints are resolved at stage two?	50%	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> <li>• Stage one</li> <li>    Stage one (with extension)</li> <li>• Stage two</li> <li>    Stage two (with extension)</li> </ul>	68% 32% 38% 38%.	
	Where timescales have been extended did we have good reason?	Partial	
	Where timescales have been extended did we keep the resident informed?	Partial	
	What proportion of complaints do we resolve to residents' satisfaction.	97%	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?		No
	Where the timescale was extended did we keep the Ombudsman informed?	Yes	
<b>6</b>	<b>Fairness in complaint handling</b>		
	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?	Yes	
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?	Review of No Access process with external contractors	

	How do we share these lessons with: a) residents?	Partial	No
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	<p>b) the board/governing body?</p> <p>c) In the Annual Report?</p>	C&C Report	No
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made?	Action plan in place	