

# Orwell Housing Association

## Housing Ombudsman Complaint Handling Code: Self-assessment form

Compliance with the Complaint Handling Code			
<b>1</b>	<b>Definition of a complaint</b>	<b>Yes</b>	
	<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>	<b>Yes</b>	
	Does the policy have exclusions where a complaint will not be considered?	<b>Yes</b>	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon –  <b>*The policy has been scrutinised by a residents task and finish group and then considered by our Residents Steering Group</b></p>	<b>Yes *</b>	
<b>2</b>	<b>Accessibility</b>		
	<p>Are multiple accessibility routes available for residents to make a complaint?</p> <p><b>*phone, face to face, website, letter, email &amp; via social media</b></p>	<b>Yes *</b>	
	<p>Is the complaints policy and procedure available online?</p> <p><b>*Easy read &amp; assessable version also available</b></p>	<b>Yes *</b>	
	<p>Do we have a reasonable adjustments policy?</p> <p><b>*We do not have a separate policy but it is included in our Equality policy</b></p>	<b>Yes *</b>	
	<p>Do we regularly advise residents about our complaints process?</p> <p><b>E-news, Tenants annual reports and posters are displayed in supported schemes.</b></p>	<b>Yes *</b>	
<b>3</b>	<b>Complaints team and process</b>		
	Is there a complaint officer or equivalent in post?	<b>Yes</b>	
	<p>Does the complaint officer have autonomy to resolve complaints?</p> <p><b>*However, the officer does manage the procedure and ensures complaints are fully responded to within our timeframes and will challenge responses if considered necessary.</b></p>		<b>No *</b>

	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? <b>*Designated Tenant panel offered as part of the designated person/panel</b>		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?	Yes	
	Are all complaints acknowledged and logged within five days?	Yes	
	Are residents advised of how to escalate at the end of each stage?	Yes	
	What proportion of complaints are resolved at stage one?	89.53%	
	What proportion of complaints are resolved at stage two?	10.47%	
	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>	62.35% 37.65% 50% 50%	
	Where timescales have been extended did we have good reason?	Yes	
	Where timescales have been extended did we keep the resident informed?	Yes	
	What proportion of complaints do we resolve to residents' satisfaction <b>*1) satisfied with the complaints process &amp; 2) with the outcome</b> <b>The satisfaction figure is based on returned surveys only. Surveys not returned are neither classified as satisfied or dissatisfied.</b> <b>The complaints survey procedure is currently under review to try and achieve a better return rate and satisfaction.</b>	1)33%* 2)43%*	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Where all requests for evidence responded to within 15 days?	Yes	
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	

<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>*2 x went via a legal route and 1 x a data protection complaint</b>	<b>3*</b>	
	Did we explain our decision to the resident?	<b>Yes</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? <b>Following the closure of a complaint the Officer responsible will complete an assessment form, to evidence any learning/ changes made as a result of the issues raised.</b> <b>*Changes/improvement in procedures, better practice, training/refresher training of staff, agreement to works being carried out &amp; an improved monitoring system</b>	<b>See details *</b>	
	How do we share these lessons with:  a) residents? <b>E-News, annual report for Tenants and annual review of complaint to Residents Steering Group</b>  b) the board/governing body? – <b>Annual review of complaints</b>  c) In the Annual Report? <b>No</b>	<b>Yes</b>	
	Has the Code made a difference to how we respond to complaints?	<b>Yes</b>	
	What changes have we made? <b>*Introduction of an acknowledgment letter within 5 days, reduced our 3-stage procedure to only 2, extended stage 2 response timescale from 10 calendar days to 20 calendar days. Introduced a tenancy panel as part of our designated person/panel</b>	<b>Please see *</b>	