

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

Compliance with the Complaint Handling Code			
1	<b>Definition of a complaint</b>	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>	√	
	Does the policy have exclusions where a complaint will not be considered?	√	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon:</p> <p><b>CHA's Complaints Policy States:</b></p> <p><b>CHA recognises that that a resident must have the opportunity to challenge any decision by correcting errors or sharing concerns via an appeal process and CHA therefore operate a two-stage process.</b></p> <p><b>Complaints which are about the anti-social behaviour (ASB) of other CHA customers are dealt with under a separate ASB policy.</b></p>	√	
2	<b>Accessibility</b>		
	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	<b>Complaints team and process</b>		
	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?	N/A	
	Is any third stage optional for residents?		√
	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 one	
<b>4</b>	<b>Communication</b>		
	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?	95%	
	What proportion of complaints are resolved at stage two?	100%	
	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>	95%	
	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	95%	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?	No cases	
	Where the timescale was extended did we keep the Ombudsman informed?	No cases	
<b>6</b>	<b>Fairness in complaint handling</b>		
	Are residents able to complain via a representative throughout?	√	
	If advice was given, was this accurate and easy to understand?	N/A	
	How many cases did we refuse to escalate?  What was the reason for the refusal?	0  N/A	
	Did we explain our decision to the resident?	N/A	

<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	√	
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?  <b>We have terminated a partner provider of services to our customers, as a result of complaints from customers.</b>		
	How do we share these lessons with:  a) residents?  b) the board/governing body?  c) In the Annual Report?  <b>CHA agreed a new Complaints Policy at the Board in December 2020. It incorporates more actions to ensure increased visibility of lessons learnt for customers to view and firmer arrangements to publicly share this information in the annual report the annual report. An annual complaint report is now part of the Board timetable and will be subject to resident engagement at the Customer Committee.</b>		√  √  √
	Has the Code made a difference to how we respond to complaints?	√	
	What changes have we made?  <b>CIH has introduced a new policy and processes. A data base has been created to record requirements from the Code. Standard letters have been amended to reflect the code. A training programme for staff is to be introduced.</b>	√	

#### **CHA Actions as a result of this self-assessment:**

1. Complaints Policy will be placed on CHA's website
2. This self-assessment will appear on the CHA website
3. Lessons learnt will be published on the CHA website
4. The Equality and Diversity Policy will be Published on CHA Website
5. The annual report 2019/20 (for year-end Aug 2020), due in March 2021, will carry lessons learnt
6. This self-assessment will be reviewed in Oct/November each year by the Customer Committee and then in December each year, by the board, along with an annual review of complaints and lessons learnt.