

Housing Ombudsman Complaint Handling Code: Self-assessment form

Compliance with the Complaint Handling Code			
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>	Y	
	Does the policy have exclusions where a complaint will not be considered?	Y	
	Are these exclusions reasonable and fair to residents? Evidence relied upon	Y They are the exclusions listed in the guidance.	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	Y Phone / Email / Letter	
	Is the complaints policy and procedure available online?	Y	
	Do we have a reasonable adjustments policy?	Y	
	Do we regularly advise residents about our complaints process?	Herefordshire Council have only recently become an RP. Our current (X Units) stock is all supported accommodation managed by a 3 rd Party provider. The complaints procedure is on the website and will also be promoted through our 3 rd party provider as well as in our annual report.	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	Y	
	Does the complaint officer have autonomy to resolve complaints?	Y	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	Y	
	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?		N
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Y	
	Do we keep a record of complaint correspondence including correspondence from the resident?	Y	

	At what stage are most complaints resolved?	Not yet known as we are a new provider.	
4	Communication		
	Are residents kept informed and updated during the complaints process?	Y	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Y	
	Are all complaints acknowledged and logged within five days?	Y	
	Are residents advised of how to escalate at the end of each stage?	Y	
	What proportion of complaints are resolved at stage one?	Not yet known as we are a new provider.	
	What proportion of complaints are resolved at stage two?	Not yet known as we are a new provider.	
	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) 	Not yet known as we are a new provider.	
	Where timescales have been extended did we have good reason?	N/A	
	Where timescales have been extended did we keep the resident informed?	N/A	
	What proportion of complaints do we resolve to residents' satisfaction	Not yet known as we are a new provider.	
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	N/A	
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	Y	
	If advice was given, was this accurate and easy to understand?	N/A Not yet known as we are a new provider.	
	How many cases did we refuse to escalate? What was the reason for the refusal?	N/A Not yet known as we are a new provider.	
	Did we explain our decision to the resident?	N/A Not yet known as we are a new provider.	
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right?	N/A Not yet known as we are a new provider.	
8	Continuous learning and improvement		

	<p>What improvements have we made as a result of learning from complaints?</p>	<p>N/A</p> <p>Not yet known as we are a new provider.</p>	
	<p>How do we share these lessons with:</p> <p>a) residents?</p> <p>b) the board/governing body?</p> <p>c) In the Annual Report?</p>	<p>We have not yet received any complaints, but when we do we will communicate this directly with our residents, via our internal housing board and via our annual report.</p>	
	<p>Has the Code made a difference to how we respond to complaints?</p>	<p>This is a new undertaking for Herefordshire Council..</p>	
	<p>What changes have we made?</p>	<p>We have added a specific housing complaints section to our existing complaint webpages</p>	