

Housing Ombudsman Complaint Handling Code: Peter Bedford Housing Association 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>		✓
	Does the policy have exclusions where a complaint will not be considered?	✓	
	Are these exclusions reasonable and fair to residents? Evidence relied upon Vexatious complaints are excluded, and reference to using other procedures such as the Anti-social behaviour policy	✓	
2	Accessibility		
	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	Complaints team and process		
	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?		N/A
	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 1	
4	Communication		
	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?		96%
	What proportion of complaints are resolved at stage two?		4%
	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) 		62% 100%
	Where timescales have been extended did we have good reason?		✓
	Where timescales have been extended did we keep the resident informed?		✓
	What proportion of complaints do we resolve to residents' satisfaction	Unknown	
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?		✓
	Where the timescale was extended did we keep the Ombudsman informed?	✓	
6	Fairness in complaint handling		
	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?		0
	What was the reason for the refusal?		

	Did we explain our decision to the resident?		N/A
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right?	✓	
8	Continuous learning and improvement		
	<p>What improvements have we made as a result of learning from complaints?</p> <p>a. We are recording repairs in greater detail on SASSHA the repairs system, to ensure all our work is fully apparent</p> <p>b. We are training housing staff in Mental Health First Aid</p> <p>c. We are implementing a new Customer Service strategy, including training in Complaints</p> <p>d. We have asked additional contractors for second opinions on repairs</p> <p>e. We have contracted with a security service to monitor noisy tenants out of hours</p> <p>f. We have trained our contractor to follow procedures to agree times to repair properties and lettable standards</p>		
	<p>How do we share these lessons with:</p> <p>a) residents? Through the Rising Star newsletter, the Annual Performance report and the Value for Money statement in the Annual Accounts</p> <p>b) the board/governing body? Through quarterly KPI reporting and Annual Services report</p> <p>c) In the Annual Report? No, we could add a section into the Annual Impact Review from 2020-21 onwards</p>		
	<p>Has the Code made a difference to how we respond to complaints?</p> <p>We are implementing changes to the Complaints policy and training as suggested by the Code in quarter 4, 2020-21</p>		
	<p>What changes have we made?</p> <p>a) We will revise the Complaints and Compensation policies</p> <p>b) We will improve the data we gather and can learn from</p> <p>c) We will instruct an external agency to gather complaints satisfaction data for us from tenants</p>		

	d) We will improve how we communicate how to complain to residents		
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