

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>	X	
	Does the policy have exclusions where a complaint will not be considered?	X	
	Are these exclusions reasonable and fair to residents? Evidence relied upon <ul style="list-style-type: none"> • ASB, Hate Crime, Domestic Abuse • Subject of Legal Action • Service failure over 12 months ago • Previously investigated 	X	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint? By mail, through our website/ customer portal, by telephone, letter, in person, through social media or via a representative/ advocate	X	
	Is the complaints policy and procedure available online?	X	
	Do we have a reasonable adjustments policy? Where customers require additional support, we will endeavour to provide a service that seeks to meet the needs of a particular individual or household	X	
	Do we regularly advise residents about our complaints process?	X	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post? All colleagues are responsible for complaints.	X	
	Does the complaint officer have autonomy to resolve complaints?	X	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	X	
	If there is a third stage to the complaints procedure are residents involved in the decision making? Yes. A Panel. Agreed in consultation with WHASP.	X	

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	Is any third stage optional for residents? Would consider on case by case and would always inform resident of right to contact Ombudsman.	X	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	X	
	Do we keep a record of complaint correspondence including correspondence from the resident?	X	
	At what stage are most complaints resolved?	1	
4	Communication		
	Are residents kept informed and updated during the complaints process?	X	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	X	
	Are all complaints acknowledged and logged within five days?	X	
	Are residents advised of how to escalate at the end of each stage?	X	
	What proportion of complaints are resolved at stage one?	38	
	What proportion of complaints are resolved at stage two?	2	
	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) 	38 2	
	Where timescales have been extended did we have good reason?	X	
	Where timescales have been extended did we keep the resident informed?	X	
	What proportion of complaints do we resolve to residents' satisfaction - Unsure as surveys not sent so reinstating Jan 21		
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days? One enquiry from HOS on behalf of a customer who contacted them who had not used WHA complaints process.	X	
	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?	X	
	If advice was given, was this accurate and easy to understand?	X	

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	How many cases did we refuse to escalate? What was the reason for the refusal?	None	
	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? Yes. We apologise as appropriate and work with the resident to put things right.	X	
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints? Refresher ASB training for CST Regular review of Estate Inspections and notes to inform Estate Events Cleaning Contract meetings reinstated A Contractor reminded to leave customer's homes clean and tidy Reviewed sales process		
	How do we share these lessons with: a) residents? Newsletter, Annual Report b) the board/governing body? Self-Assessment c) In the Annual Report?	X X X	
	Has the Code made a difference to how we respond to complaints?	X	
	What changes have we made? Consulted Scrutiny Panel over Code and WHA Policy Updated Complaints Policy, and will relaunch with colleagues in new year, with WHASP supporting to reinforce culture and the importance of the customer voice To rewrite letter templates to ensure reflect policy update Reintroducing reporting and satisfaction surveys for the way case is handled and outcome once complaints case management live in new housing system Jan 21	X	

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