

# HOS Self Assessment

## Compliance with the Complaint Handling Code

		Yes	No
<b>1</b>	<b>Definition of a complaint</b>		
	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>		✓
	<a href="#">We are updating our complaints policy to align with the new universal definition.</a>		
	Does the Policy have exclusions where a complaint will not be considered?	✓	
	Are these Exclusions reasonable and fair to residents?	✓	
	<a href="#">Evidence replied upon: Explanations are provided in our policy and in some cases, there are alternatives.</a>		
<b>2</b>	<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 adjustment policy?		✓
	<a href="#">We do not have a separate policy on reasonable adjustments but we currently offer responses in different formats, and use a translation service, as well as accepting complaints from third parties. An updated statement will be included in the revised Complaints policy.</a>		
	Do we regularly advise residents about our complaints process?	✓	
<b>3</b>	<b>Complaints team &amp; Process</b>		
	Is there a complaint officer or equivalent in post?	✓	
	Does the complaint officer have autonomy to resolve complaints?		✓
	<a href="#">Autonomy currently sits with the complaint handlers who have the authority to deal with low level compensation, refering to heads of service for more complex decisions.</a>		
	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?	✓	
	<a href="#">The majority of complaints are resolved at Stage 1.</a>		
<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?		
	<a href="#">2020/21 - 91%</a>		
	What proportion of complaints are resolved at stage two?		
	<a href="#">2020/21 - 9%</a>		
	What proportion of complaint responses are sent within Code timescales?		
	<a href="#">55% Stage 1 64% Stage 2 We did not previously report seperatley on extension of target date for complaints. This is now in place from Dec 2020.</a>		
	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?		
	<a href="#">91% of complaints are closed at stage 1. However, satisfaction with the overall complaints is a priority for 2021.</a>		
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?		✓
	Where the timescale was extended did we keep the Ombudsman informed?	✓	
<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
	<a href="#">This will be included in our satisfactions surveys going forwards.</a>		
	How many cases did we refuse to escalate? What was our reason for refusal?		N/A
	<a href="#">We do not collect this insight.</a>		
	Did we explain our decision to the resident?		N/A
<b>7</b>	<b>Outcomes &amp; Remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put it right?	✓	
<b>8</b>	<b>Continous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?		
	<a href="#">The learning outcomes are shared regularly with teams and Board. Some examples are below, and more examples can be found on our Annual Report.</a>		
	1. <a href="#">We have put in place dedicated complex repair owners to ensure residents are kept informed about progress and understand what needs to be done.</a>	✓	
	2. <a href="#">We have increased our planned works teams to include two additional dedicated resident liaison officers to work with residents and contractors while improvements are taking place in their homes.</a>		
	3. <a href="#">We launched a new complaints system in January 2020, focussing on outcomes and feedback from residents and an earlier resident scrutiny.</a>		
	How do we share these lessons with:		
	a) <a href="#">Residents? - Via the Annual Report, Involved Residents - via performance reports.</a>	✓	
	b) <a href="#">Board? - Via an Annual Complaint Review and regular performance reports.</a>		
	c) <a href="#">In the Annual Report? - Via the Annual Report 2019-2020</a>		
	Has the code made a difference to how we respond to the complaints?	✓	
	What changes have we made?		
	<a href="#">We have reviewed and made changes to our service delivery, improved our comms &amp; further embedded a customer driven culture around our complaints approach.</a>	✓	