

Housing Ombudsman Complaint Handling Code: Self-assessment form – Reside Housing Association

(Completed October 2020 using 30 months data ie from March 2018)

1	Definition of a complaint	Yes	No	Comments and Update after the review if changed
	<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>		X	Yes

	<p>Does the policy have exclusions where a complaint will not be considered?</p>	<p>Some areas of dissatisfaction fall outside the scope of our complaints policy These include:</p> <ul style="list-style-type: none">• A first request for service, such as a repair.• Neighbour disputes or antisocial behaviour, unless the complaint is in relation to how we have managed the issue.• Complaints relating to services where the policy for the area of service has been applied correctly.• In situations where legal action has been commenced either by Reside or against Reside.		
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		<ul style="list-style-type: none"> • Situations where a claim is being dealt with by our insurers. • Complaints about data breaches. <p>These areas are subject to separate procedures or policies</p>		
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p>	<p>In certain circumstances we may refuse to accept a complaint that has already been through Reside's complaints policy. Where this is the case, we will provide a full explanation to the complainant about why the matter may not be considered again.</p> <p>Evidence: complaints records</p>		

2	Accessibility			
	Are multiple accessibility routes available for residents to make a complaint?	X		
	Is the complaints policy and procedure available online?	X		
	Do we have a reasonable adjustments policy?	X		
	Do we regularly advise residents about our complaints process?		X	Yes – we already advise at tenancy start, in the handbook left with tenants and staff know how to signpost but we will also add it as standard item to our newsletters
3	Complaints team and process			
	Is there a complaint officer or equivalent in post?		X	Yes – the tracking function was always managed but

				has now been more formalised
	Does the complaint officer have autonomy to resolve complaints?		X	Yes – and direct access to the CEO and if needed Chair
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		X	Yes – and direct access to the CEO and a routine reporting spot on a monthly all managers meeting
	If there is a third stage to the complaints procedure are residents involved in the decision making?		X	No – given our tenant group and national dispersal this is more complex to achieve – 3 rd stage being removed
	Is any third stage optional for residents?	X		3 rd Stage has been eliminated
	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?	Stage 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		

	<p>What proportion of complaints are resolved at stage one?</p>	<p>44% (or 74% of formal complaints)</p>		<p>NOTE 33% resolved informally but still recorded</p>
	<p>What proportion of complaints are resolved at stage two?</p>	<p>11% (or 19% of formal complaints)</p>		<p>NOTE for completeness 2 or 4% went to stage 3</p>
	<p>What proportion of complaint responses are sent within Code timescales?</p> <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) 	<p><u>45 complaints in total over 30 months ie March 2018 – Sept 2020</u></p> <p>Stage 1 – 100%</p> <p>Stage 2 – 100%</p>		<p>NOTE 2 complaints went over our 10 day timeline at stage 2 one by 1 day and one by 2 – but all met the code maximum 20 day rule</p>
	<p>Where timescales have been extended did we have good reason?</p>	<p>Timescales were longer for formal responses over the Christmas and new year period – however the tenant support team were in contact with the tenant in the gap</p>		<p>This will be monitored and recorded on Complaints Tracker</p>

	Where timescales have been extended did we keep the resident informed?	X		
	What proportion of complaints do we resolve to residents' satisfaction	96% - 2 complaints were made to the Ombudsman		The substantive content of both complaints was upheld or out of scope for the ombudsmen – there was one finding of maladministration dating back to 2013
5	Cooperation with Housing Ombudsman Service			
	Were all requests for evidence responded to within 15 days?	X		
	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?	X		
	If advice was given, was this accurate and easy to understand?	X		Yes – easy read policy produced
	How many cases did we refuse to escalate? What was the reason for the refusal?	One Repeat complaint which already had an outcome with no new information		Added to the updated policy
	Did we explain our decision to the resident?	X		
7	Outcomes and remedies			
	Where something has gone wrong are we taking appropriate steps to put things right?	X		
8	Continuous learning and improvement			

	<p>What improvements have we made as a result of learning from complaints?</p>	<p>Complaints are reviewed and shared with the management team at monthly Business Review Meeting.</p> <p>Examples of learning we have implemented from complaints are:</p> <ul style="list-style-type: none"> a) Staff taking ownership for resolving a complaint/resolving a service failure b) Improvements to our email and phone systems so people can make complaints easily 		
	<p>How do we share these lessons with:</p>	<ul style="list-style-type: none"> a) In our newsletter we give information 		<p>Future Board reports will include lessons learnt from complaints to allow the</p>

	<p>a) residents?</p> <p>b) the board/governing body?</p> <p>c) In the Annual Report?</p>	<p>to tenants about how they can speak to Reside if they are not happy. We also publish a report on the results of our Tenant Satisfaction Survey which includes information about complaints. This is available through our website and included in our Annual Report.</p> <p>b) The Board receives information on complaints received during the quarter</p>		<p>Board oversight and consider any changes to policy.</p> <p>Future reports will include information on lessons learned.</p>
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		c) Details on number of complaints received is included within the Annual report.		
	Has the Code made a difference to how we respond to complaints?	Yes		
	What changes have we made?	See last column		

