

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	<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> <p>Complaint – Expression of dissatisfaction with our service(s)</p>	<p>Yes/Page 4 of Complaints Procedure. The Policy and Procedure are being reviewed and updated</p>	
	Does the policy have exclusions where a complaint will not be considered?	Yes (Page 7/ 7.16)	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon:</p> <p>Anti-social behaviour cases where the complaint involves the person's behaviour rather than the service we provide</p> <p>Other first-time service requests such as a repairs</p> <p>Challenges to policies and procedures rather than how they are used</p> <p>Events that occurred more than 12 months ago unless they have been continuous over that period</p> <p>Situations where either legal action is being taken, they have been referred to insurers or they are being dealt with by the Housing Ombudsman</p>	Yes	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint? i.e. Via Email, phone, member of staff	Yes	
	Is the Complaints Policy and Procedure available online?	Yes	
	Do we have a reasonable adjustments policy?		

	Do we regularly advise residents about our complaints process?	Yes	
3	Complaints Team and Process		
	Is there a Complaint Officer or equivalent in post?	Yes	
	Does the Complaint Officer have autonomy to resolve complaints?		No - Management are also involved
	Does the Complaint Officer have authority to compel engagement from other departments to resolve disputes?	Yes	
	If there is a third stage to the complaints procedure are residents involved in the decision making?	Yes	
	Is any third stage optional for residents?	Yes	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes	
	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes	
	At what stage are most complaints resolved?	Stage 1	
4	Communication		
	Are residents kept informed and updated during the complaints process?	Yes	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Yes	
	Are all complaints acknowledged and logged within five days?	Yes	
	Are residents advised of how to escalate at the end of each stage?	Yes	
	What proportion of complaints are resolved at stage one?	97%	
	What proportion of complaints are resolved at stage two?	3%	
	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 1 - 76% Stage 2 - 100%	

	Stage two (with extension)		
	Where timescales have been extended did we have good reason?	Yes	
	Where timescales have been extended did we keep the resident informed?	Yes	
	What proportion of complaints do we resolve to residents' satisfaction	No sufficient data currently. Being addressed with training and updated processes	
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	Yes	
	Where the timescale was extended did we keep the Ombudsman informed?	Yes	
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	Yes	
	If advice was given, was this accurate and easy to understand?	Yes	
	How many cases did we refuse to escalate?	None	
	What was the reason for the refusal?	NA	
	Did we explain our decision to the resident?	NA	
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints?	Complaint Officer role in place Review of Complaint Procedure being undertaken Closer monitoring of Complaints Lessons Learnt Report being implemented Complaints Training for all Lead Handlers Improvement Plan implemented for Repairs Service Complaints regularly reviewed in Team Meetings, 1:1s and for Board	

	How do we share these lessons with: a) residents?	We will publish report in the News letter and on our website	
	b) the board/governing body? c) In the Annual Report?	Complaints on Agenda of regular Board Meetings Also in Annual Report	
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made?	Timescales for response Record keeping and processes More focus, training and dedicated coordinator Introduce Customer Satisfaction Survey	