

## Housing Ombudsman Complaint Handling Code: Self-assessment form

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>	✓	
	Does the policy have exclusions where a complaint will not be considered?	✓	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon:</p> <p>A complaint should not cover:</p> <ul style="list-style-type: none"> <li>• Services for which RHS is not responsible;</li> <li>• Complaint(s) submitted six months or more after the issue occurred and is being brought to RHS's attention for the first time;</li> <li>• Where the complainant is an employee of RHS;</li> <li>• Reporting repairs, anti-social behaviour or bulk rubbish;</li> <li>• Complaints that relate to insurance or damage claims that have been passed to our insurers;</li> <li>• Complaints that relate to crimes that have been committed in communal parking areas or bike sheds. Vehicles are left at the owner's own risk;</li> <li>• Complaints that relate to ASB case management that is currently ongoing. These will be dealt with in line with RHS's Anti-Social Behaviour Policy in the first instance.</li> </ul>	✓	
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?	✓	
<b>3</b>	<b>Complaints team and process</b>		
	Is there a complaint officer or equivalent in post?	✓	
	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?	✓	
	If there is a third stage to the complaints procedure are residents involved in the decision making?		X
	Is any third stage optional for residents?		X
	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		
<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?	90%	
	What proportion of complaints are resolved at stage two?	10%	
	What proportion of complaint responses are sent within Code timescales?		
	<ul style="list-style-type: none"> <li>• Stage one</li> <li>Stage one (with extension)</li> <li>• Stage two</li> <li>Stage two (with extension)</li> </ul>	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	99%	
<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?	✓	
	How many cases did we refuse to escalate?  What was the reason for the refusal?	<b>0</b>	
	Did we explain our decision to the resident?	<b>N/A</b>	
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	✓	
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?  Radcliffe receives very few complaints from our tenants. Any complaints are generally resolved immediately without having to go through the formal complaints process. We call this Early resolution.  We have had one complaint that went to the Ombudsman, which was found in the favour of Radcliffe. This was because we had followed our Policy and Procedures, tried to resolve the problem for the tenant numerous times, putting in place specific measures for them, which unfortunately was not accepted by the tenant.		
	How do we share these lessons with:  a) residents?  b) the board/governing body?  c) In the Annual Report?  This will now become part of our Annual Report	✓  ✓	<b>X</b>
	Has the Code made a difference to how we respond to complaints?	✓	

<p>What changes have we made?</p> <p>We have changed our handling time for stage 2 responses from 10 days to 20 days.</p>	✓	
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