

Housing Ombudsman Complaint Handling Code: Self-assessment form December 2020

Compliance with the Complaint Handling Code				
1	Definition of a complaint	Yes	No	Comments
	<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>	👍		Policy has been developed in line with the HO complaint handling code, FAQ's and general guidance. We have also sought feedback from our involved customers through the Customer and Communities Influencing Network.
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?	👍		We want to improve our reasonable adjustment principles which are linked to our current Equality and Diversity Policy. Bromford are currently working with an external organisation to develop our overall approach to the important subject of EDI
	Do we regularly advise residents about our complaints process?	👍		Information is available through our websites. Leaflets are shared with our customers during the lettings process and are available on request. Front line colleagues

				are trained to raise awareness if they deal with an unhappy customer
3	Complaints team and process			
	Is there a complaint officer or equivalent in post?			
	Does the complaint officer have autonomy to resolve complaints?			
	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?			
	Is any third stage optional for residents?			We do not believe in delaying escalation or resolution of complaints by adding in a further stage to our policy
	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		We currently resolve 99% of complaints at stage 1
4	Communication			
	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?	99%		
	What proportion of complaints are resolved at stage two?	1%		
	<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) 			The current 3 complaint management systems are unable to measure complaint response times in-line with the code expectations. A new complaint management system has been designed and will be implement form the 4 th January 2021. From March 2021 we will update performance against the specific code timeframes.
	Where timescales have been extended did we have good reason?			Current systems do not enable accurate tracking of complaint extension reasons. From Jan 4 th a new system will enable accurate tracking and in March 2021 we will update this document. Colleagues will however, note any agreements onto the complaint case notes.
	Where timescales have been extended did we keep the resident informed?			
	What proportion of complaints do we resolve to residents' satisfaction			We currently measure advocacy, and our measures are now under review
5	Cooperation with Housing Ombudsman Service			
	Were all requests for evidence responded to within 15 days?			
	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?			

	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?			Current systems do not enable accurate tracking of refusals to escalate or the reasons given. However, this would be very limited. Our new policy effective the 1 st Jan 2021 confirmed the limited reasons for a refusal, and these will be tracked from the 4 th January 2021.
	Did we explain our decision to the resident?			A full explanation is always provided to the customer
7	Outcomes and remedies			
	Where something has gone wrong are we taking appropriate steps to put things right?			
8	Continuous learning and improvement			
	What improvements have we made as a result of learning from complaints?			Improvements will be reported as part of our Governance Structure
	How do we share these lessons with: a) residents? b) the board/governing body? c) In the Annual Report?			Monthly, quarterly and yearly reporting is produced for; <ul style="list-style-type: none"> • Board • Customer Experience Forum • Leaders • Involved Customers • From 2021 Lessons Identified will be included in our Annual Customer Report
	Has the Code made a difference to how we respond to complaints?			
	What changes have we made?			<ul style="list-style-type: none"> • Revised our complaints policy • Improved colleague guidance • Complaints training.

				<ul style="list-style-type: none">• Designed and implement a new complaints management system• Development of a new reporting suite to provide leaders with robust complaint information to drive improvements in our services• Changed our website to ensure we provide customers with relevant information on how to make a complaint and make the complaint process easy and accessible.• Adapted our lettings process to explain to new customers how they complain• Designed a leaflet for those customers who are not online
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