

Housing Ombudsman Complaint Handling Code:

Self-assessment form for period January to 30 April 2021

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>Does the policy have exclusions where a complaint will not be considered?</p>	👎	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p>	👍	<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.</p>
2	Accessibility		
	<p>Are multiple accessibility routes available for residents to make a complaint?</p>	👍	
	<p>Is the complaints policy and procedure available online?</p>	👍	
	<p>Do we have a reasonable adjustments policy?</p>	👍	<p>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</p>

	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?			We do not believe that adding a third stage to our complaints policy supports customers with early resolution.
	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 98% 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?			We will always review a challenge to our responses during our process
	Are all complaints acknowledged and logged within five days?			We responded to 99% of complaints within 5 days year to date (but 100% in April 2021)
	Are residents advised of how to escalate at the end of each stage?			
	What proportion of complaints are resolved at stage one?	98%		
	What proportion of complaints are resolved at stage two?	2%		
	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 two (with extension) 			90% 77% 90% 100%
	Where timescales have been extended did we have good reason?			Current systems now allow us to record the reason for extending complaints; third party information needed, complexity of complaint or legal advice required
	Where timescales have been extended did we keep the resident informed?			
	What proportion of complaints do we resolve to residents' satisfaction			We are embarking on a new feedback programme to deliver this measure
5	Cooperation with Housing Ombudsman Service			
	Were all requests for evidence responded to within 15 days?			Responses were delayed due to the complexity of cases
	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?			3 – 2 of which we revisited the customer response and agreed a resolution without the need for escalation. The third was where the customer did not provide any further evidence to enable a further review and our stage 1 response was therefore confirmed as our final response which enabled the customer to progress through the delegated authority or Housing Ombudsman route.
	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?			We are reviewing our approach to damp and mould to be more preventative to those types of properties prone to this issue.
	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 . • 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 on line
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