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| Compliance with the Complaint Handling Code | | | | |
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| 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> | 👍 | | <p>Our policy states:</p> <p><i>We capture all expressions of dissatisfaction, however made, about the standard of service, actions, or lack of action by Bromford, our colleagues, or those acting on our behalf, whether the issue affects an individual customer or a group of customers.</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>We have developed our policy in line with the complaint handling code to ensure that any exclusions are reasonable and fair. We have also consulted with our involved customers through our Customer and Communities Influence Network.</p> |
| 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? | 👍 | | <p>Details on how to make a complaint and our complaints process is available on our website. We also share leaflets with customers during the lettings process and are also</p> |

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| | | | | provided on request. Frontline 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? |  | | |
| | Are all complaints acknowledged and logged within five days? | |  | We responded to 96% of complaints within 5 days year to date |

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| | 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) | | | 71% 68.1% 87% 80.8% |
| | 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 | |  | We are working through a new feedback programme which will allow us to deliver this measure |
| 5 | Cooperation with Housing Ombudsman Service | | | |
| | Were all requests for evidence responded to within 15 days? | |  | Some responses were delayed due to the complexity of the cases progress |
| | Where the timescale was extended did we keep the Ombudsman informed? |  | | Where we needed to extend the timescale, the Ombudsman were kept 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? | | | 13 - 8 of which we revisited the customer response and agreed a resolution without the need for escalation. 5 were where the customer did not provide any further evidence to enable a further review and our stage 1 response was |

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| | | | | 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? |  | | <p>We have overhauled our approach to damp/mould complaints to be more pro-active and preventative to these types of issues and to identify the types of properties that are prone to issues occurring</p> <p>We have implemented more rigorous management of contractors to deliver the levels of service expected</p> <p>Communicated to our customers who hold a preserved right to buy to ensure they have clarity on their options. Also implemented additional training on this subject for appropriate colleagues</p> |
| | How do we share these lessons with: <ul style="list-style-type: none"> a) residents? b) the board/governing body? c) In the Annual Report? |  | | <p>Monthly, quarterly and yearly reporting is produced for;</p> <ul style="list-style-type: none"> • Board • Monthly Business Reviews with senior leaders • Customer Representative Groups • 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"> • Built a new reporting tool for leaders in the business to all |

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| | | | | <p>see complaint volumes, drivers and trends</p> <ul style="list-style-type: none"> • Updated and revised our complaints policy and compensation policy • Increased the size of the Customer Solutions Team (complaints officer) to support the needs and requirements of the code and effective complaint handling • Trained frontline colleagues on the code • Updated our website to ensure customers are fully furnished with information on how to make a complaint and make the process easily accessible • Adapted our letting process to explain to new customers how they can complain • Designed a leaflet for those customers who are not online • Designed and implemented a new complaints management system |
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