

<b>Compliance with the Complaint Handling Code</b>			
<b>1</b>	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No</b>
	<p>Does the complaints process use the following definition of a complaint?</p> <p>“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.”</p>	Yes	
	<p>Does the policy have exclusions where a complaint will not be considered?</p>	Yes	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Extract from our complaints policy –</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over six months ago or an issue that has already been investigated under the complaint procedure. Where the problem is a recurring issue, we will consider any older reports as part of the background to the complaint if this will help to resolve the issue for the customer. The exception to this is where complaints concern safeguarding or health and safety issues, which will always be investigated irrespective of when it occurred)</li> <li>• Legal proceedings have been started. However, we will make sure customers are not left without a response for lengthy periods of time, for example, where a letter before action has been received or issued but no court proceedings are started, or settlement agreement reached.</li> </ul>	Yes	
<b>2</b>	<b>Accessibility</b>		
	<p>Are multiple accessibility routes available for residents to make a complaint?</p>	Yes	
	<p>Is the complaints policy and procedure available online? The revised procedure and procedure has been added to our website.</p>	Yes	
	<p>Do we have a reasonable adjustments policy? Equality, Diversity &amp; Customer Care Policy, September 2018</p>	Yes	
	<p>Do we regularly advise residents about our complaints process? We promote customer feedback on our services and welcome complaints. Any negative feedback is responded to promptly and we proactively raise complaints without customers having to use the word “complaint”.</p>	Yes	

<b>3</b>	<b>Complaints team and process</b>		
	Is there a complaint officer or equivalent in post?	Yes	
	Does the complaint officer have autonomy to resolve complaints?	Yes	
	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?		No
	Is any third stage optional for residents?		No
	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	
<b>4</b>	<b>Communication</b>		
	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? Based on complaints raised since February 2020	96%	
	What proportion of complaints are resolved at stage two? Based on complaints raised since February 2020	4%	
	What proportion of complaint responses are sent within Code timescales? Based on complaints raised since February 2020. <ul style="list-style-type: none"> <li>• Stage one</li> </ul> Stage one (with extension)	69%	
	<ul style="list-style-type: none"> <li>• Stage two</li> </ul> Stage two (with extension)	75%	
	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 Based on complaints data raised since set up of Resolution team, February 2020, we are not aware of any complaints referred to the HOS	100%	
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>		
	Were all requests for evidence responded to within 15 days?	Yes	
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	

<b>6</b>	<b>Fairness in complaint handling</b>		
	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? What was the reason for the refusal?		None refused
	Did we explain our decision to the resident?		N/A
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints? We have created a Resolution team to handle complaints and a Service Improvement team whose role is to use customer feedback including complaints to ensure services are changed to reflect the voice of the customer. All service reviews include customer feedback in the diagnosis phase.		
	How do we share these lessons with:  a) residents? Via Website, 'you said, we did' and there is a link to this page in our quarterly newsletter. A new website page has been created to provide examples of changes we have made.		
	b) the board/governing body? Monthly KPI pack and committee reports.  c) In the Annual Report? Customer satisfaction reported but not learning outcomes from complaints. This information will be included in the next annual report.		
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made? <ul style="list-style-type: none"> <li>• Adopted HOS definition of a complaint</li> <li>• Added in agreement with customer to extend time at Stage 1 and 2 (as required) and provide written confirmation (by email wherever possible)</li> <li>• Added in written response (by email wherever possible) to Stage 1 and Stage 2</li> <li>• Changed the location of our complaints policy on our website to make it easier to find.</li> </ul>		