**Housing Ombudsman Complaint Handling Code:**

**Self-assessment form**

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| **Compliance with the Complaint Handling Code** | | | |
| **1** | **Definition of a complaint** | **Yes** | **No** |
|  | Does the complaints process use the following definition of a complaint?  *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*.  Draft policy updated to include this definition.  Views of residents and consultation with primary Co-op management committees to take place before finalising. | **Yes** |  |
|  | Does the policy have exclusions where a complaint will not be considered? | **Yes** |  |
|  | Are these exclusions reasonable and fair to residents?  Evidence relied upon  Five exceptions listed in policy.   * Three exceptions are taken from the Code. * One relates to services that CSS does not have responsibility for. * One relates to the fact that CSShas no legal relationship with any individual tenant member of the Co‑ops and its sole relationship is with the housing co-op management committees. As such any issues relating to CSS’ performance as landlord should be raised by the Management Committee of the Co‑operative concerned. CSS will not respond to complaints made by individual Co‑op tenant members. Any such complaints received will be referred to the Chair of the relevant Co‑op. | **Yes** |  |
| **2** | **Accessibility** |  |  |
|  | Are multiple accessibility routes available for residents to make a complaint? | **Yes** |  |
|  | Is the complaints policy and procedure available online? | **Yes** |  |
|  | Do we have a reasonable adjustments policy?  All reasonable adjustments would be taken into account on request.  Action: Full policy to be drafted. |  | **No** |
|  | Do we regularly advise residents about our complaints process?  Policy available on website.  Action: Updated policy circulated to Co-op management Committees and managing agents. | **Yes** |  |
| **3** | **Complaints team and process** |  |  |
|  | 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?  CSS has no legal relationship with any individual tenant member of the Co‑ops and its sole relationship is with the housing co-op management committees.  In the first instance any issues relating to CSS’ performance as landlord should be raised by the Management Committee of the Co‑operative concerned | **N/A** | **N/A** |
|  | Is any third stage optional for residents? | **N/A** | **N/A** |
|  | Does the final stage response set out residents’ right to refer the matter to the Housing Ombudsman Service?  Template response sets out Housing Ombudsman details. | **Yes** |  |
|  | Do we keep a record of complaint correspondence including correspondence from the resident?  Action: We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. | **Yes** |  |
|  | At what stage are most complaints resolved?  Stage 1  2019/20 Complains: 100% resolved at stage one.  Action: We recognise that we need to improve our data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. |  |  |
| **4** | **Communication** |  |  |
|  | 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?  2019/20 Complains: 100% were acknowledged within five days.  Action: We recognise that we need to improve our data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard | **Yes** |  |
|  | Are residents advised of how to escalate at the end of each stage?  Action: Template response to set out how to escalate and Housing Ombudsman details. |  | **No** |
|  | What proportion of complaints are resolved at stage one?  2019/20 Complains: 100% resolved at stage one. |  |  |
|  | What proportion of complaints are resolved at stage two?  2019/20 Complains: N/A |  |  |
|  | What proportion of complaint responses are sent within Code timescales?   * Stage one – 2019/20 Complains: 0%   Stage one (with extension) - 2019/20 Complains: 0%   * Stage two – N/A   Stage two (with extension) – N/A  Action: We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. |  |  |
|  | Where timescales have been extended did we have good reason? | **Yes** |  |
|  | Where timescales have been extended did we keep the resident informed?  Action: We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. |  | **No** |
|  | What proportion of complaints do we resolve to residents’ satisfaction  Customer satisfaction has not been conducted but will be part of complaints procedure in 2020/21. |  |  |
| **5** | **Cooperation with Housing Ombudsman Service** |  |  |
|  | Were all requests for evidence responded to within 15 days? | **N/A** | **N/A** |
|  | Where the timescale was extended did we keep the Ombudsman informed? | **N/A** | **N/A** |
| **6** | **Fairness in complaint handling** |  |  |
|  | Are residents able to complain via a representative throughout? | **Yes** |  |
|  | If advice was given, was this accurate and easy to understand? | **N/A** | **N/A** |
|  | How many cases did we refuse to escalate?  None  What was the reason for the refusal?  N/A |  |  |
|  | Did we explain our decision to the resident? | **N/A** | **N/A** |
| **7** | **Outcomes and remedies** |  |  |
|  | Where something has gone wrong are we taking appropriate steps to put things right? | **Yes** |  |
| **8** | **Continuous learning and improvement** |  |  |
|  | What improvements have we made as a result of learning from complaints?  Action: We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. Information on improvements will be documented on the complaint’s dashboard. |  |  |
|  | How do we share these lessons with:   1. residents? Complaints dashboard, via Co-op Management Committees 2. the board/governing body? Via complaints dashboard 3. In the Annual Report? Reported annual via dashboard to residents and board.   Action: We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard. |  |  |
|  | Has the Code made a difference to how we respond to complaints? | **Yes** |  |
|  | What changes have we made?   * Complaints Policy changed (Views of residents and consultation with primary Co-op management committees to take place before finalising.) * Template complaints response created which includes how to escalate at the end of each complaint stage and Housing Ombudsman details. * Details of the Ombudsman Service published on website. * A number of actions:   We recognise that we need to improve our response times, data collection and intelligence on complaints and seek to do this as a priority with the creation of a complaints dashboard.  The dashboard will include information on improvements we have made as a result of learning from complaints, Customer satisfaction, number of complaints received, stage of resolution, meeting time scales, any requests for information from the Ombudsman.  The dashboard will be provided to Co-op Management Committees and the CSS Management Committee annually. We will also seek the above information from the Co-op managing agents in relation to the primary Co-ops.    Reasonable adjustments policy to be drafted.  Template response to set out how to escalate and Housing Ombudsman details. |  |  |