

Housing Ombudsman Complaint Handling Code: Self-assessment form

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>	✓ Section 4.1 of the Complaints Policy	
	<p>Does the policy have exclusions where a complaint will not be considered?</p>	✓ Section 4.2 of the complaints policy	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon <i>Clearly set out in the Complaints Policy which has been updated in line with the Housing Ombudsman Complaint Handling Code.</i></p>	✓ The complaints policy has been signed off by the Customer Insight committee	
2	Accessibility		
	<p>Are multiple accessibility routes available for residents to make a complaint?</p>	✓ Section 6 of the Complaints Policy	
	<p>Is the complaints policy and procedure available online?</p>	✓ https://www.futureshg.co.uk/corporate/policies-and-compliance/comments-compliments-and-complaints/	
	<p>Do we have a reasonable adjustments policy?</p> <p><i>Each individual Futures Policy includes reasonable adjustments</i></p>		✓
	<p>Do we regularly advise residents about our complaints process?</p>	✓ Available online via	

		website. Complaints are reported to the Customer Insight Committee. Updates will also be posted to My Voice	
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?	N/A	
	Is any third stage optional for residents?	N/A	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	✓ Section 8 Complaints policy	
	Do we keep a record of complaint correspondence including correspondence from the resident?	✓	
	At what stage are most complaints resolved?	✓ <i>Stage 1</i>	
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?	96% (162) Financial Year 19/20	
	What proportion of complaints are resolved at stage two?	2% (4) Financial Year 19/20	
	What proportion of complaint responses are sent within Code timescales?	100%	
	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	96% (162) Financial Year 19/20	
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?	0	
	Did we explain our decision to the resident?	✓	
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? <i>The Complaints Officer acts as a coordinator of the complaint and a liaison with the customer, giving them a single point of contact. The Complaints Officer then coordinates service improvement identified through the complaints and liaises with teams to ensure these are implemented. These changes are shared on our website.</i>	✓	
	How do we share these lessons with: a) residents? <i>Website</i> <i>Annual report</i> <i>Directly with the complainant in any resolution</i> <i>Customer Insight Committee</i> <i>My Voice</i> b) the board/governing body? <i>Insight Committee reporting</i> <i>Performance reporting</i> <i>Annual report</i>	✓	

	c) In the Annual Report? <i>Complaints has its own section in the report</i>		
	Has the Code made a difference to how we respond to complaints?	✓	
	What changes have we made? <i>Updated Complaints Policy to use the standard definition of a complaint. Made the Complaints Policy available online, in addition to the Complaints Procedure.</i>	✓	