










Self-Assessment - Housing Ombudsman Code






We comply with:

-  We have multiple accessibility routes available to make a complaint and advise residents of the process, keeping them informed throughout. Residents are also able to complaint via a representative.
-  We have complaint officers who have the autonomy and authority to work with other departments to resolve complaints.
-  We have an optional third stage in the complaints process that is residents lead. We advise residents how they can escalate their complaint throughout the process.
-  We record all complaint correspondence and provide residents with the chance to challenge our response before the final decision.
-  We acknowledge complaints within 24 working hours, and respond to all Housing Ombudsman evidence requests within 15 working days.
-  We regularly check that where advice has been given, that it was accurate and easy to understand.






Work in progress:

-  Changing our complaint definition to be in line with the new code; adding complaint exclusions into our policy, as well as aligning our response timeframes.
-  Creating a customer friendly procedure to share on our websites alongside the complaints policy.
-  Creating an Unacceptable Behaviour and a Reasonable Adjustments policy which will be published by the 31st March 2021.

Key:

-  We are compliant with the code
-  We have work to do but will achieve this by the deadline.
-  Information as part of the self-assessment.
-  Customers facing point
-  Service delivery point

Reporting information:

-  We resolved 93% of our complaints at stage 1 and those that escalated to stage 2 during May 2020-October 2020, when our Group policy went live, were resolved. We can also confirm that we accepted all requests for complaints to be escalated.
-  During May 2020-October 2020, we responded to 99% stage 1 and 86% stage 2 complaints within the timescales of our policy. Where response timescales were extended we had good reason.
-  During May 2020-October 2020 66% of stage 1 complaints were resolved to the customers satisfaction.
-  We update Boards on a quarterly basis through board reports, and we update residents via our website the themes, trends and lessons learnt from complaints.
-  Where something has gone wrong we take the appropriate steps to put it right, such as reviewing policies and procedures and correspondence that has been sent to residents.