

# 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 complain 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.

## We also comply with:

-  Our complaint definition is in line with the new code; complaint exclusions have been added into our policy, as well as our response timeframes being aligned.
-  We have a customer friendly procedure on our websites alongside the complaints policy.
-  We have published an Unacceptable Behaviour and a Reasonable Adjustments policy on our websites.

**Key:**

-  We are compliant with the code
-  Information as part of the self-assessment.
-  Customers facing point
-  Service delivery point

## Reporting information:

-  We resolved 70% of our complaints at stage 1 and 89% of those that escalated to stage 2 during April 2020-March 2021, were resolved. We can also confirm that we accepted all requests for complaints to be escalated.
-  During April 2020-March 2021, we responded to 84% stage 1 and 72% stage 2 complaints within the timescales of our policy. Where response timescales were extended we had good reason.
-  During April 2020-March 2021 67% 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.