

# Housing Ombudsman Complaint Handling Code: Self-assessment form for Saxon Weald

<b>Compliance with the Complaint Handling Code</b>		
<b>1. DEFINITION OF A COMPLAINT</b>		
	<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>	<b>YES</b>
	Does the policy have exclusions where a complaint will not be considered?	<b>YES</b>
	Are these exclusions reasonable and fair to residents? Evidence relied upon	<b>YES</b> (see 3.1 of policy)
<b>2. ACCESSIBILITY</b>		
	Are multiple accessibility routes available for residents to make a complaint?	<b>YES</b>
	Is the complaints policy and procedure available online?	<b>YES</b>
	Do we have a reasonable adjustments policy?	<b>YES</b>
	Do we regularly advise residents about our complaints process?	<b>YES</b>

<b>3. 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 complaint's 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 I
<b>4. 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?	96%
	What proportion of complaints are resolved at stage two?	4%
	<p>What proportion of complaint responses are sent within Code timescales?</p> <ul style="list-style-type: none"> <li>• Stage one Stage one (with extension)</li> <li>• Stage two Stage two (with extension)</li> </ul>	<p>81%</p> <p>100%</p>
	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?	26%
<b>5. 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. 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?	0

	What was the reason for the refusal?	N/A
	Did we explain our decision to the resident?	N/A
<b>7. OUTCOMES AND REMEDIES</b>		
	Where something has gone wrong, are we taking appropriate steps to put things right?	YES
<b>8. CONTINUOUS LEARNING AND IMPROVEMENT</b>		
	What improvements have we made as a result of learning from complaints?	Service charge enquiries now handled as complaints. CCTV drainage surveys carried out for all communal drainage repairs to improve diagnosis. This reduces timescales and potential costs. Recruitment of secondary contractors to act as back-up to in House HomeFix team. Open complaints report developed to improve management of complaints Regular in-house training for all staff focussing on areas raised as concern from complaint satisfaction surveys
	How do we share these lessons with:  a. residents? b the board/governing body? c. In the Annual Report?	a. In the annual performance report to tenants and in Spotlight, our residents' magazine where appropriate b. In our monthly complaints report c. Yes
	Has the Code made a difference to how we respond to complaints?	YES
	What changes have we made?	We have adopted the Ombudsman definition of a complaint and have clarified our handling of social media complaints in a revised complaints policy.