

Self-assessment form

Compliance with the Complaint Handling Code				
1	Definition of a complaint	Yes	No	Evidence
	Does the complaints process use the following definition of a complaint? <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>	Yes		Complaint Policy - 1.6.1
	Does the policy have exclusions where a complaint will not be considered?	Yes		Complaint Policy - 3.1.10, 3.1.11, 3.1.12
	Are these exclusions reasonable and fair to residents? Evidence relied upon	yes		Same exclusions as included in the HO Code
2	Accessibility			
	Are multiple accessibility routes available for residents to make a complaint?	yes		Website, telephone, email, face-to-face, social media, letter and Complaint Leflet. Source of complaint recorded on Pentana.
	Is the complaints policy and procedure available online?	yes		https://ovh.org.uk/policies/
	Do we have a reasonable adjustments policy?		No	1.7.1 and 1.7.2 and 1.8 of the complaint policy states we will make reasonable adjustments when accepting complaints/appeals. Also, Equality Diversity and Inclusion Policy.
	Do we regularly advise residents about our complaints process?	yes		On our website. Front line staff are trained in how to identify and raise.
3	Complaints team and process			
	Is there a complaint officer or equivalent in post?	yes		Complaint Coordinator and several investigating officers,
	Does the complaint officer have autonomy to resolve complaints?	yes		Investigating Officers have autonomy to investigate, offer compensation and resolve without seeking Manager/Complaint Team approval.
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	yes		Investigating Officers can make contact with OVH Assets and SPS (and other sub-contractors if necessary). They can also request attendance at meetings.
	If there is a third stage to the complaints procedure are residents involved in the decision making?	na	na	
	Is any third stage optional for residents?		no	2 stage process but have a Tenant Mediation Panel

	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	yes	S:\Sovini Corporate\Performance Management\Private\Feedback\Letter Templates\Complaint Letters\OVH Letter Updates 2019-20 - Copy
	Do we keep a record of complaint correspondence including correspondence from the resident?	yes	Held on Pentana
	At what stage are most complaints resolved?	Stage 1	88% resolved at stage 1 19/20
4 Communication			
	Are residents kept informed and updated during the complaints process?	yes	Acknowledgement within 2 days, personal contact with 3, other phone calls/emails if necessary and letter within 10 days. Notes kept on Pentana
	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	IO are asked to explain the outcome pre sending the letter but if this is not possible the IO's number is provided on the letter to make contact to discuss outcome if they wish too
	Are all complaints acknowledged and logged within five days?	yes	100% acknowledged within 2 days
	Are residents advised of how to escalate at the end of each stage?	yes	Yes aspart of final letter S:\Sovini Corporate\Performance Management\Private\Feedback\Letter Templates\Complaint Letters\OVH Letter Updates 2019-20 - Copy
	What proportion of complaints are resolved at stage one?		88% in 19/20
	What proportion of complaints are resolved at stage two?		68% in 19/20 - 32% approached Ombudsman minimal numbers of maladministration
	What proportion of complaint responses are sent within Code timescales?	100%	
	• Stage one		
	Stage one (with extension)		
	• Stage two		
	Stage two (with extension)		
	Where timescales have been extended did we have good reason?	yes	Form completed outlining reasons must be signed by a Director

	Where timescales have been extended did we keep the resident informed?	yes		letter template available
	What proportion of complaints do we resolve to residents' satisfaction			58% 2019/20
5 Cooperation with Housing Ombudsman Service				
	Were all requests for evidence responded to within 15 days?	yes		
	Where the timescale was extended did we keep the Ombudsman informed?	yes		Only one case because of Covid S:\Sovini Corporate\Performance Management\Private\Feedback\Complaint Management\Housing Ombudsman Cases
6 Fairness in complaint handling				
	Are residents able to complain via a representative throughout?	yes		Any advocate (as long as auth contact form in place). Advised to customers on Complaint leaflet, website and over the phone.
	If advice was given, was this accurate and easy to understand?	yes		Where tenant is dissatisfied with process/outcome. End to end reviews are completed to identify if dissatisfaction could have been avoided.
	How many cases did we refuse to escalate?	none		
	What was the reason for the refusal?			
	Did we explain our decision to the resident?	na	na	
7 Outcomes and remedies				
	Where something has gone wrong are we taking appropriate steps to put things right?	yes		Quarterly meetings with managers regarding trends, lessons learnt. Where something is identified that needs attention quicker than ad hoc meetings can be arranged. End to end reviews and letter audits completed monthly.
8 Continuous learning and improvement				
	What improvements have we made as a result of learning from complaints?	yes		see board reports

	How do we share these lessons with:		
	a) residents?	yes	you said we did on our website and quarterly reports
	b) the board/governing body?	yes	
	c) In the Annual Report?	yes	see annual report
	Has the Code made a difference to how we respond to complaints?	yes	
	What changes have we made?		Amend policy: more exclusions and definition