



## NHG's self-assessment against the Housing Ombudsman's Complaint Handling Code - December 20

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	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 organization, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	
	Does the policy have exclusions where a complaint will not be considered?	Yes	
	Are these exclusions reasonable and fair to residents?	Yes	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	Yes	
	Is the complaints policy and procedure available online?	Yes	
	Do we have a reasonable adjustments policy?	Yes	
	Do we regularly advise residents about our complaints process?	Yes	
3	Complaints team and process		
	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?	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?	Yes	
	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes	
	At what stage are most complaints resolved?	Stage 1	
<b>4</b>	<b>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?	90.7%	
	What proportion of complaints are resolved at stage two?	9.3%	
	What proportion of complaint responses are sent within Code timescales? • Stage one	To be reported from Q4	

	Stage one (with extension) <ul style="list-style-type: none"> <li>• Stage two</li> </ul> Stage two (with extension)		
	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?	To be reported from Q4	
<b>5</b>	<b>Co-operation 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?	Yes	
<b>6</b>	<b>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? What was the reason for the refusal?	To be reported from Q4	
	Did we explain our decision to the resident?		
<b>7</b>	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	

<b>8</b>	<b>Continuous learning and improvement</b>	
	<p>What improvements have we made as a result of learning from complaints?</p>	<p>Improvements to complaints handling:</p> <ul style="list-style-type: none"> <li>- The heating services team have changed the way they and their contactors manage complaints and no longer hold cases at Quick Fix</li> <li>- A new process for how we manage stage 2 complaints internally; this involves a round table approach with those involved in the complaint, at various levels and across various teams to ensure quick decisions can be made in a joined-up way.</li> <li>- More consistency of redress when something has gone wrong through re-educating locals' officers and managers on the need to apply the compensation policy correctly. In January 21' a compensation project is being planned whereby a new framework will be created making the application of compensation easier and more prescriptive. This will be tested with business areas to test accuracy and understanding.</li> <li>- Clearly documenting any actions that are outstanding at the time of responding to their complaint, through action plans, which gives customers confidence that we are aware committed to resolving their issues.</li> <li>- A full complaints training package has been rolled out across housing (with participation from assets), heating services and homeownership. This focused on how to successfully manage a complaint whilst delivering a high level of customer focus.</li> <li>- A brand-new complaints dashboard has been developed for all staff at all levels to increase visibility of complaints information and deadlines.</li> </ul>
	<p>How do we share these lessons with:</p> <ul style="list-style-type: none"> <li>a) residents?</li> <li>b) the board/governing body?</li> <li>c) In the Annual Report?</li> </ul>	<ul style="list-style-type: none"> <li>a) Through Resident involvement groups and regular updates on our website and resident magazine</li> <li>b) Regular reports to EB Ops (monthly) and Board</li> <li>c) In our annual standards report and a section in the Annual Report</li> </ul>

	Has the Code made a difference to how we respond to complaints?	Yes			
	What changes have we made?	<ul style="list-style-type: none"> <li>- Amending our definition of complaints throughout</li> <li>- Reviewing/updating our policy and procedure overall – creating a resident focused procedure which is clear and focused</li> <li>- Reviewing our exclusion reasons</li> <li>- Creating a reasonable adjustments policy</li> <li>- Making sure we are confident that customers can easily make a complaint</li> <li>- Regularly updating customers on our complaints process</li> <li>- Contacting customers to discuss a resolution before sending the final response</li> <li>- Recording when we extend a response date, when we don't escalate and the reasons for both</li> <li>- Surveying customers who have had a complaint resolved</li> <li>- Sharing the improvements we have made</li> </ul>			