

Compliance with the Complaint Handling Code

1	Definition of a complaint	Yes	No
	<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>	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	

4	Communication		
	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?	Percentage to be reported from 2021/22	
	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% in 2020/21	
	What proportion of complaints are resolved at stage two?	9.3% in 2020/21	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) 	To be reported from 2020/21	
	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?	33% of complainants surveyed in Q4 were satisfied or very satisfied with the outcome of their complaint	
5	Co-operation 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	
6	Fairness in complaint handling		
	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 2021/22	

	Did we explain our decision to the resident?	
7	Outcomes and remedies	
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes
8	Continuous learning and improvement	
	<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"> - 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. - More consistency of redress when something has gone wrong through consistent application of the compensation policy - 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. - A full complaints training package has been rolled out focused on how to successfully manage a complaint whilst delivering a high level of customer focus. - A brand new complaints dashboard has been developed for all staff at all levels to increase visibility of complaints information and deadlines. - We have introduced daily complaint huddles where teams can review cases and bring all the relevant people needed to resolve the complaints together in one place to agree next steps <p>Service improvements:</p> <ul style="list-style-type: none"> - We have revised the letters we send about gas safety checks and updated the information on the website to make this more resident focused. - We have updated the information on our website for leaseholders impacted by EWS1 delays
	<p>How do we share these lessons with:</p> <ul style="list-style-type: none"> a) residents? b) the board/governing body? c) In the Annual Report? 	<ul style="list-style-type: none"> a) Through Resident involvement groups and regular updates on our website and resident magazine b) Regular reports to EB Ops (monthly) and Board c) In our annual standards report and a section in the Annual Report

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