

# Housing Ombudsman Complaint Handling Code: Self-assessment form

Completed on behalf of Waltham Forest Housing Association

<b>Compliance with the Complaint Handling Code</b>			
<b>1</b>	<b>Definition of a complaint</b>	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 organisation, 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? Evidence relied upon	Yes – noted in policy – appendix 1	
<b>2</b>	<b>Accessibility</b>		
	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?	The complaints policy clearly sets out where the association will consider requests for reasonable adjustments providing that they meet the criteria set out in the Equality Act 2010.	No
	Do we regularly advise residents about our complaints process?	Yes	
<b>3</b>	<b>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 complaints 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 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?	92%	
	What proportion of complaints are resolved at stage two?	100%	
	What proportion of complaint responses are sent within Code timescales?  <ul style="list-style-type: none"> <li>• Stage one Stage one (with extension)</li> <li>• Stage two Stage two (with extension)</li> </ul>	100% n/a 100% n/a	
	Where timescales have been extended did we have good reason?	n/a	
	Where timescales have been extended did we keep the resident informed?	n/a	
	What proportion of complaints do we resolve to residents' satisfaction	100%	
<b>5</b>	<b>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</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?	n/a	
	How many cases did we refuse to escalate?  What was the reason for the refusal?	92%  Not refuse – resolved at stage one to our tenants satisfaction	
	Did we explain our decision to the resident?	n/a	
7	<b>Outcomes and remedies</b>		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	
8	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?	WFHA have created a Vexatious Complaints policy  Created a direct complaints email address	
	How do we share these lessons with:  a) residents?  b) the board/governing body?  c) In the Annual Report?	Information published in Tenant newsletters and surveys  Reports to Board  Annual complaints stats published in annual report	
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made?	Item included in regular tenant surveys  The definition of a complaint has been added to the Complaints policy  Residents to be involved in decision making	

