**Housing Ombudsman Complaint Handling Code:**

**Tuntum Housing Association self-assessment form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Compliance with the Complaint Handling Code** | | | |
| **1** | **Definition of a complaint** | **Yes** | **No** |
|  | Does the complaints process use the following definition of a complaint?  *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.* | **x** |  |
|  | Does the policy have exclusions where a complaint will not be considered? | **x** |  |
|  | Are these exclusions reasonable and fair to residents?  Evidence relied upon:   * *Tuntum list the exclusions within the complaints policy, so that this provides transparency.* * *Tuntum also advise that there may be other circumstances where it is not appropriate to follow the complaints policy – for example, where a complaint relates to a Right to Buy or Right to Acquire process. In these circumstances the policy advises that a member of the Directorate team will contact the complainant in writing to explain why the complaint cannot be considered under the policy; they will also signpost the complainant to the most appropriate service or team to progress the matter in the suitable way*. |  |  |
| **2** | **Accessibility** |  |  |
|  | Are multiple accessibility routes available for residents to make a complaint?  *Residents can complain: online, over the telephone and in person* | **x** |  |
|  | Is the complaints policy and procedure available online?  *Yes on our website* | **x** |  |
|  | Do we have a reasonable adjustments policy?  *Yes this policy was last reviewed in February 2021.* | **x** |  |
|  | Do we regularly advise residents about our complaints process?  *Yes when dealing with concerns, and the information is provided on our website.* | **x** |  |
| **3** | **Complaints team and process** |  |  |
|  | Is there a complaint officer or equivalent in post?  *Yes – Customer Excellence Leader* | **x** |  |
|  | Does the complaint officer have autonomy to resolve complaints? | **x** |  |
|  | Does the complaint officer have authority to compel engagement from other departments to resolve disputes? | **x** |  |
|  | If there is a third stage to the complaints procedure are residents involved in the decision making?  *Resident involvement begin should a resident wish to take their complaints to the Independent Complaint Panel.* | **x** |  |
|  | Is any third stage optional for residents? | **x** |  |
|  | Does the final stage response set out residents’ right to refer the matter to the Housing Ombudsman Service? | **x** |  |
|  | Do we keep a record of complaint correspondence including correspondence from the resident? | **x** |  |
|  | At what stage are most complaints resolved?  *The vast majority of complaints are resolved at stage 1 of the complaints process.* |  |  |
| **4** | **Communication** |  |  |
|  | Are residents kept informed and updated during the complaints process? | **x** |  |
|  | Are residents informed of the landlord’s position and given a chance to respond and challenge any area of dispute before the final decision? | **x** |  |
|  | Are all complaints acknowledged and logged within five days? | **x** |  |
|  | Are residents advised of how to escalate at the end of each stage? | **x** |  |
|  | What proportion of complaints are resolved at stage one?  *In 2019/20 - 88.37% were resolved at Stage 1*  *In 2020/21 – 88.64% were resolved at Stage 1 or earlier* |  |  |
|  | What proportion of complaints are resolved at stage two?  *In 2019/20 - 100% were resolved at Stage 2*  *In 2020/21 – 90.91% were resolved at Stage 2 or earlier* |  |  |
|  | What proportion of complaint responses are sent within Code timescales?  *Stage one – 88.37% - 88.64%*  *Stage one (with extension) – 11.63% - 13.64%*  *Stage two – 100% – 90.91%*  *Stage two (with extension) – N/A - same* |  |  |
|  | Where timescales have been extended did we have good reason? | **x** |  |
|  | Where timescales have been extended did we keep the resident informed? | **x** |  |
|  | What proportion of complaints do we resolve to residents’ satisfaction?  *2019/20 - 100%*  *2020/21 – 90.91%* |  |  |
| **5** | **Cooperation with Housing Ombudsman Service** |  |  |
|  | Were all requests for evidence responded to within 15 days? | **x** |  |
|  | Where the timescale was extended did we keep the Ombudsman informed?  *N/A as all requests adhered to.* | **N/A** |  |
| **6** | **Fairness in complaint handling** |  |  |
|  | Are residents able to complain via a representative throughout? | **x** |  |
|  | If advice was given, was this accurate and easy to understand? | **N/A** |  |
|  | How many cases did we refuse to escalate?  *In 2019/20 Tuntum refused to escalate one case*  *In 2020/21 Tuntum did not refuse to escalate any cases*  What was the reason for the refusal?  *In 2019/20 the case did not meet the criteria for escalation*. |  |  |
|  | Did we explain our decision to the resident? | **x** |  |
| **7** | **Outcomes and remedies** |  |  |
|  | Where something has gone wrong are we taking appropriate steps to put things right? | **x** |  |
| **8** | **Continuous learning and improvement** |  |  |
|  | What improvements have we made as a result of learning from complaints?   * *We reviewed our ASB service level standards, to ensure they meet our residents needs.* * *We engaged with residents in the creation of a Contractor Service Standards Agreement.* * *We track our contractors’ visits and hold weekly performance meetings with them.* * *We send condensation advice leaflets to all residents at least once a year to keep them informed with the best advice.* * *We write to our residents to inform them when their upgrade will happen.* * *We upgrade showers in our empty properties where needed.* * *We contact residents every 10 days by telephone, then follow up with a letter on ASB cases. We create an action plan agreed with you at the start of the ASB case.* * *We changed our telephone system so we can track how many calls we receive and resource each line to the right levels.* * *We make appointments prior to visiting.* * *We now audit our accounts that are in credit and have put in place a process for contacting those residents to make them aware.* * *Our new telephone system enables us to record our calls and use them to coach our staff to give our residents the best experience when speaking to us.* * *We now conduct regular audits of the cleaning that takes place at all our properties, so that we can pick up on any issues that may arise.* * *We spoke to Home Link to make sure our staff have the latest training to be able to help you find a home.* |  |  |
|  | How do we share these lessons with:   1. residents?   *To be publicised in Engage – resident newsletter, the Tuntum website and Tuntum social media platforms.*   1. the board/governing body?   *regular updates on the volume, category and outcome of complaints and confirmation that the complaint handling code is being applied to be reported to Board/sub-committee*   1. In the Annual Report?   *Annual report for 2020/21 includes details on how we’ve learnt from our complaints.* |  |  |
|  | Has the Code made a difference to how we respond to complaints? | **x** |  |
|  | What changes have we made?  *Upon release of the Code we made the following changes:*   * *Complaints policy revised* * *Timescales revised* * *Dedicated lead on complaints* * *Template letters for staff to use* * *Updated website with information in this area* * *Tuntum’s response letters provide early advice to residents regarding their right to access the Housing Ombudsman Service, not only at the point they have exhausted the landlord’s complaints process.* * *Publish the self-assessment online.*   *Following re-assessment of Code:*   * *We now perform quality checks on the response letters that get sent to our residents so that we’re happy with the content, format of the letter, and level of signposting.* |  |  |