

No.	Area	Response	
1	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No/Comment</b>
	Does the complaints process use the Ombudsman's definition of a complaint?	X	See Policy T01H
	Does the policy have exclusions where a complaint will not be considered?	X	See Policy T01H
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	X	Example: Duplication of Complaint Ref: SG071 by Complaint Ref: SG073.
2	<b>Accessibility</b>	<b>Yes</b>	<b>No/Comment</b>
	Are multiple accessibility routes available for residents to make a complaint?	X	See Policy T01H
	Is the complaints policy and procedure available online?	X	See website - CESSAHA Contact tab
	Do we have a reasonable adjustments policy?	X	Annex to Complaints policy T01H
	Do we regularly advise residents about our complaints process?	X	Via the Tenants Handbook, the policy, leaflet and reporting form (developed following tenant input) in the Tenants' information folder. It is highlighted at coffee mornings and in Scuttlebutt. It will be included in the Tenants Annual Reports and the Directors' Annual Report.
3	<b>Complaints team and process</b>	<b>Yes</b>	<b>No/Comment</b>
	Is there a complaint officer or equivalent in post?	X	DoH
	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?	N/A	Now only a 2-stage process as HOS recommended.
	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?	X	See Policy T01H
	Do we keep a record of complaint correspondence including correspondence from the resident?	X	Held on tenant's housing management folder and in the Complaints folder, by service, scheme and complaint reference no.
At what stage are most complaints resolved?		Informal Complaint	
4	<b>Communication</b>	<b>Yes</b>	<b>No/Comment</b>
	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	Not in 2020 (see proportion of complain responses within Code timescales below)
	Are residents advised of how to escalate at the end of each stage?	X	See Policy T01H
	What proportion of complaints are resolved at stage one?		100% in 2020
	What proportion of complaints are resolved at stage two?		0% in 2020

What proportion of complaint responses are sent within Code timescales? * Stage one * Stage one (with extension) * Stage 2 * Stage 2 (with extension)	0% in 2020 - there was only one Stage 1 complaint and although the response was written promptly, it was subsequently discovered that it had not actually been sent. This was immediately redressed to the complainant's satisfaction. However, this single complaint generates 'no' answers in several boxes of this section: not acknowledged or replied to within the timescale required, extension not agreed nor the tenant kept informed. It also led to some of the learning/changes listed in Section 8 - the separate folder, calendar appointments and improvements to the log.	
Where timescales have been extended did we have good reason?	X	(see above)
Where timescales have been extended did we keep the resident informed?	X	(see above)
What proportion of complaints do we resolve to residents' satisfaction	100% in 2020	
<b>5 Cooperation with Housing Ombudsman Service</b>	<b>Yes</b>	<b>No/Comment</b>
Were all requests for evidence responded to within 15 days?	N/A	
Where the timescale was extended did we keep the Ombudsman informed?	N/A	
<b>6 Fairness in complaint handling</b>	<b>Yes</b>	<b>No/Comment</b>
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?	0 in 2020	
What was the reason for the refusal?	N/A	
Did we explain our decision to the resident?	N/A	
<b>7 Outcomes and remedies</b>	<b>Yes</b>	<b>No/Comment</b>
Where something has gone wrong are we taking appropriate steps to put things right?	X	
<b>8 Continuous learning and improvement</b>	<b>Yes</b>	<b>No/Comment</b>
What improvements have we made as a result of learning from complaints?	A restricted-access complaints folder has been created on P drive and calendar appointments initiated to prompt responses within timescales. Tenant complaints about smoking close to a building prompted an amendment to the Smoking and Vaping policy. The inability to hold regular scheme meetings with tenants during the pandemic has resulted in changes to communication with residents over informal concerns.	
How do we share these lessons with: a. residents? b. the board / governing body? c. In the annual report?	a) Tenants Annual Report & Annual Report. b) Annually via the March Housing Committee meeting. c) Annually via the Annual Report posted on the HA website and the Mutualls Register.	
Has the Code made a difference to how we respond to complaints?	X	
What changes have we made?	Updated the Complaints policy, improved the process about keeping tenants informed during their complaint, and provided hyperlink access to information on how to refer concerns to a designated person if complainants remain unhappy with our response. Updated and added fields to the complaints log to ensure better recording and documentation of complaint outcomes to allow improve data analysis.	