

Housing Ombudsman's Complaint Handling Code Self-Assessment Matrix and Action Plan

Complaint Handling Code Section	Requirement	Currently meeting the requirement		Action required
		Yes	No	
Section 1 Definition of a complaint	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>			New Complaints Policy developed and approved by Castles & Coasts Housing Association's (CCHA) Board in November 2020. This adheres to the Housing Ombudsman's (HO) Complaint Handling Code (CHC) definition of a complaint.
	Does the Policy have exclusions where a complaint will not be considered?			No action required.
	Are these exclusions reasonable and fair to residents?			No action required.
Section 2 Accessibility	Are multiple accessibility routes available for residents to make a complaint?			No action required.
	Is the Complaints Policy and Procedure available online?			No action required.
	Do we have a Reasonable Adjustments Policy?			No action required.
	Do we regularly advise residents about our Complaints Process?			No action required.
Section 3 Complaints Team and Process	Is there a Complaint Officer or equivalent in post?			No action required.
	Does the Complaint Officer have autonomy to resolve complaints?			No action required.
	Does the Complaint Officer have authority to compel engagement from other departments to resolve disputes?			No action required.
	If there is a third stage to the Complaint Procedure, are residents involved in the decision making?			CCHA's new Complaints Policy and Procedure now has two complaint stages, with senior manager and director involvement.
	Is any third stage optional for residents?			No action required.

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Section 3 Complaints Team and Process cont.	Does the final stage response set out residents' right to refer the matter to the HO Service?			No action required.
	Do we keep a record of complaint correspondence, including correspondence from the resident?			No action required.
	At what stage are most complaints resolved? Stage 1			No action required.
Section 4 Communications	Are residents kept informed and updated during the Complaints Process?			No action required.
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?			No action required.
	Are all complaints acknowledged and logged within five days?			No action required.
	Are residents advised of how to escalate at the end of each stage?			No action required.
	What proportion of complaints are resolved at Stage 1? 88%			No action required.
	What proportion of complaints are resolved at Stage 2? 10%			No action required.
	What proportion of complaint responses are sent within Code timescales? 97%			No action required.
	Where timescales have been extended, did we have good reason?			No action required.
	Where timescales have been extended, did we keep the resident informed?			No action required.
	What proportion of complaints do we resolve to residents' satisfaction? 98%			This is currently based on the percentage of complaints resolved within CCHA's current Complaints Procedure, without escalating to the HO. From December 2020, complainants will be asked to complete a Satisfaction Survey to let us know if they were satisfied with the complaint handling process.

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Section 5 Cooperation with the Housing Ombudsman Service	Were all requests for evidence responded to within 15 days?			No action required.
	Where the timescale was extended, did we keep the HO informed? Not applicable	N/A	N/A	No action required.
Section 6 Fairness in compliant handling	Are residents able to complain via a representative throughout?			No action required.
	If advice was given, was this accurate and easy to understand?			No action required.
	How many cases did we refuse to escalate? No Cases What was the reason for the refusal? Not applicable			No action required.
	Did we explain our decision to the resident? Not applicable	N/A	N/A	No action required.
Section 7 Outcomes and remedies	Where something has gone wrong, are we taking appropriate steps to put things right?			No action required.
Section 8 Continuous learning and improvement	What improvements have we made as a result of learning from complaints? This is a fundamental part of the Complaints Process.			Learning from complaints is reported to CCHA's Board and the Residents' Scrutiny Panel to inform service improvements.
	How do we share these lessons with: a) residents? With Residents' Scrutiny Panel (quarterly) and in Annual Report b) the Board/Governing Body? Bi-annual reports c) In the Annual Report? Yes			No action required.
	Has the Code made a difference to how we respond to complaints?			The Code has helped to provide a best practice framework and has helped CCHA to identify areas for improvement, which have been built into the updated Complaints Policy.
	What changes have we made?			Updated our Complaints Policy and Procedure, in addition to rolling out complaint handling training to managers.