

<b>Compliance with the Complaint Handling Code</b>				
<b>1</b>	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No</b>	<b>Shian's Feedback</b>
1.1	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		Added HOS's complaint definition to our Complaint Procedure
1.2	Does the policy have exclusions where a complaint will not be considered?	Yes		What can't I complain about?
1.3	Are these exclusions reasonable and fair to residents?  Evidence relied upon	Yes		What can't I complain about?
<b>2</b>	<b>Accessibility</b>			
2.1	Are multiple accessibility routes available for residents to make a complaint?	Yes		
2.2	Is the complaints policy and procedure available online?	Yes		
2.3	Do we have a reasonable adjustment policy?	Yes		
2.4	Do we regularly advise residents about our complaints process?	Yes		Information on email signature, newsletter, and on the website about the location of our policy and procedures
<b>3</b>	<b>Complaints team and process</b>			
3.1	Is there a complaint officer or equivalent in post?	Yes		All TSO has the authority to deal with Stage 1 Frontline Resolution OD has the authority to deal with Stage 2
3.2	Does the complaint officer have the autonomy to resolve complaints?	Yes		

3.3	Does the complaint officer have the authority to compel engagement from other departments to resolve disputes?	Yes		
3.4	If there is a third stage to the complaints procedure are residents involved in the decision making?		No	
3.5	Is any third stage optional for residents?		N/A	
3.6	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes		
3.7	Do we keep a record of complaint correspondence including correspondence from the resident? At what stage are most complaints resolved?	Yes		Frontline Resolution
<b>4</b>	<b>Communication</b>			
4.1	Are residents kept informed and updated during the complaints process?	Yes		Currently complaints have been updated verbally with notes kept on the system. Going forward these notes will also be sent to them.
4.2	Are residents informed of the landlord's position and given a chance to respond and challenge any area of the dispute before the final decision?	Yes		A pre-decision letter has been introduced for both stages.
4.3	Are all complaints acknowledged and logged within five days?	Yes		Review our Complaints Policy and changed the acknowledgment target from 3 to 5 working days.
4.4	Are residents advised of how to escalate at the end of each stage?	Yes		
4.5	What proportion of complaints are resolved at stage one?	Yes		80%

4.6	What proportion of complaints are resolved at stage two?			20%
4.6	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>			This has been adopted on our KPIs.
4.7	Where timescales have been extended did we have good reason?			We responded within the timescale
4.8	Where timescales have been extended did we keep the resident informed?			N/A
4.9	What proportion of complaints do we resolve to residents' satisfaction			Currently not measured. To set up a new Complaint satisfaction Survey
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>			
5.1	Were all requests for evidence responded to within 15 days?	Yes		
5.2	Where the timescale was extended did we keep the Ombudsman informed?	N/A		
<b>6</b>	<b>Fairness in complaint handling</b>			
6.1	Are residents able to complain via a representative throughout?	Yes		
6.2	If advice was given, was this accurate and easy to understand?	Yes		We aim to use plain English in our correspondence.
6.3	How many cases did we refuse to escalate?  What was the reason for the refusal?		No	One complaint has been refused as it was a complaint 2019-20 significantly out of time.
6.4	Did we explain our decision to the resident?	Yes		
<b>7</b>	<b>Outcomes and remedies</b>			

7.1	Where something has gone wrong are we taking appropriate steps to put things right?	Yes		Offer apology & Compensation where appropriate
<b>8</b>	<b>Continuous learning and improvement</b>			
8.1	What improvements have we made as a result of learning from complaints?	Yes		Reviewed policy and procedure,
8.2	How do we share these lessons with: a)the residents? b)the board/governing body? c)in the annual report?			Board of Manages – Regular reports Customer Satisfaction as 1 <sup>st</sup> report To annoyname complaints on newsletter and lesson learnt
8.3	Has the Code made a difference to how we respond to complaints?	Yes		Introducing pre-decision letter
8.4	What changes have we made?			As above