

1	Definition of a complaint	Yes	No
	<p>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></p>	✓	
	Does the policy have exclusions where a complaint will not be considered?	✓	
	<p>Are these exclusions reasonable and fair to residents? Evidence relied upon: <i>The only exclusions for C&S are generally where complaints made by a third party and the customer does not give consent to disclose information to the third party</i></p>	✓	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	✓	
	Is the complaints policy and procedure available online?	✓	
	Do we have a reasonable adjustments policy?	✓	
	Do we regularly advise residents about our complaints process?	✓	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	✓	
	Does the complaint officer have autonomy to resolve complaints?	✓	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	✓	
	If there is a third stage to the complaints procedure are residents involved in the decision making?	n/a	
	<p>Is any third stage optional for residents? <i>Our Policy has two internal stages, however, the complainant can approach our Customer Panel for intervention at any point</i></p>		
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	✓	
	Do we keep a record of complaint correspondence including correspondence from the resident?	✓	
	<p>At what stage are most complaints resolved? <i>In Care and Support , 91% were resolved at Stage 1</i></p>		

4	Communication	Yes	No
	Are residents kept informed and updated during the complaints process?	✓	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	✓	
	Are all complaints acknowledged and logged within five days? <i>Our Policy stipulates that we acknowledge complaints within two working days</i>	✓	
	Are residents advised of how to escalate at the end of each stage? <i>This is included in the Resolution Letter</i>	✓	
	What proportion of complaints are resolved at stage one? <i>In the year 2019/2020 88% of complaints were resolved at Stage 1</i>		
	What proportion of complaints are resolved at stage two? ? <i>In the year 2019/2020 100% of complaints were resolved at Stage 2 for Care and Support</i>		
	What proportion of complaint responses are sent within Code timescales? <i>(for Q2 of the current year)</i> Stage one <i>80%</i> Stage one (with extension) <i>80%</i> Stage two <i>75%</i> Stage two (with extension) <i>75%</i>		
	Where timescales have been extended did we have good reason? <i>The number extended in C&S reflects the complexity of complaints and requirement in some cases to:</i> <i>a. Obtain third party consent</i> <i>b. Await the go ahead from safeguarding teams or other public bodies</i> <i>c. Interview staff who may work remotely varied shift patterns.</i> <i>In Direct Health branded services, the integration of the Accord complaint procedure resulted in a move from a 28 day response to 10 day response; following a period of adjustment, these services are now working more efficiently to meet the timescale.</i>	✓	
	Where timescales have been extended did we keep the resident informed?	✓	
	What proportion of complaints do we resolve to residents' satisfaction? <i>We measure customer satisfaction with the complaints process through our annual satisfaction survey; we did not generate any responses from issuing questionnaires post complaint resolution.</i>		
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	✓	
	Where the timescale was extended did we keep the Ombudsman informed?	n/a	

6 Fairness in complaint handling	Yes	No
Are residents able to complain via a representative throughout?	✓	
If advice was given, was this accurate and easy to understand?	✓	
How many cases did we refuse to escalate? <i>No cases</i>	n/a	
What was the reason for the refusal?	n/a	
Did we explain our decision to the resident?	n/a	
7 Outcomes and remedies		
Where something has gone wrong are we taking appropriate steps to put things right?	✓	
8 Continuous learning and improvement		
What improvements have we made as a result of learning from complaints? <i>Learning outcomes are shared with appropriate teams, and a summary of learning is shared more widely via our quarterly learning logs. In C&S, as a learning outcome, we have introduced a new training programme in relation to managing customers who decline care and support as a result of complaints in this area.</i>		
How do we share these lessons with: a. Residents? <i>Via resident meetings or newsletters for customers living in their own home</i> b. The board/governing body? <i>Via performance reports and the annual complaints report</i> c. In the Annual Report? <i>Via annual complaint reports</i>		
Has the Code made a difference to how we respond to complaints?	✓	
What changes have we made? <i>In September, we changed to a two stage process.</i>		