

Complaints Handling Code Self-Assessment

December 2020

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>	YES
	Does the policy have exclusions where a complaint will not be considered?	YES
	Are these exclusions reasonable and fair to residents?	YES
2. Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	YES
	Is the complaints policy and procedure available online?	YES <i>(policy only)</i>
	Do we have a reasonable adjustments policy? CDS COMMENT: Equality and Diversity Policy will be updated by April 2020. Complaints Policy has been updated to address reasonable adjustments.	NO
	Do we regularly advise residents about our complaints process?	YES
3. Complaints team and process		
	Is there a complaint officer or equivalent in post	YES
	Does the complaint officer have autonomy to resolve complaints?	YES
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	YES
	If there is a third stage to the complaints procedure are residents involved in the decision making?	N/A
	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?	YES
	Do we keep a record of complaint correspondence including correspondence from the resident?	YES
	At what stage are most complaints resolved? CDS COMMENT: Most complaints are resolved at Stage 1 (78% of all complaints closed since 1.4.2019).	
4. Communication		
	Are residents kept informed and updated during the complaints process?	YES
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	YES
	Are all complaints acknowledged and logged within five days?	YES
	Are residents advised of how to escalate at the end of each stage?	YES
	What proportion of complaints are resolved at stage one? CDS COMMENT: In 2019/20: 79% (44 of 56) of CDS complaints were	

	closed at Stage 1.	
	What proportion of complaints are resolved at stage two? CDS COMMENT: In 2019-20: 20% (11 of 56) of CDS complaints were closed at Stage 2.	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> Stage one 2019-20: 100% Stage one (with extension) N/A Stage two 2019-20: 100% Stage two (with extension) N/A 	
	Where timescales have been extended did we have good reason?	N/A
	Where timescales have been extended, did we keep the resident informed?	N/A
	What proportion of complaints do we resolve to residents' satisfaction? CDS COMMENT: In FY1920, residents' expected outcome was fully or partially met 61% of the time.	
5. Cooperation with Housing Ombudsman Service		
	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
6. Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	YES
	If advice was given, was this accurate and easy to understand?	YES
	How many cases did we refuse to escalate? None What was the reason for the refusal? N/A	
	Did we explain our decision to the resident?	YES
7. Outcomes and remedies		
	Where something has gone wrong, are we taking appropriate steps to put things right?	YES
8. Continuous learning and improvement		
	What improvements have we made because of learning from complaints? CDS COMMENT: Most 2019-20 upheld complaints related to our failure to follow-through, particularly related to repairs. Actions to improve included: <ul style="list-style-type: none"> - Housing and Repairs team staff all have responsibility for improving customer satisfaction and an expectation of excellent follow through explicitly written into their annual objectives. - Guiding Principles for the use of our housing management system were created and written down to set clear expectations on what information is held in the system, creating clear and actionable expectations. This will make it easier for staff to understand how to use the system most effectively and for managers to see and track work and follow through in their teams. We expect this will allow us to better use the system to improve follow through and to manage performance. 	

	<p>- A full suite of comprehensive written processes was created to allow anyone to carry out core functions in the repairs teams. This clarity should improve consistency and lead to improved visibility of work, which will contribute to improved follow through.</p> <p>- The capability issues in the Repairs Team are being actively managed. In the meantime, we are working to minimise the negative impact poor performance has on our residents whilst still giving the staff real responsibility so the work can be evaluated.</p>	
	<p>How do we share these lessons with:</p> <p>a) Residents?</p> <ul style="list-style-type: none"> - Quarterly complaints performance, including the percent responded to on time, is published on our website along with a summary of the learning from complaints that quarter and relevant actions. <p>b) the board/governing body?</p> <ul style="list-style-type: none"> - A complaints analysis, including themes and learning from complaints, is provided to the Services Committee of the Board quarterly. - The Services Committee is notified whenever a complaint is reviewed by the HOS. - Complaints performance, including the percent responded to on time and the percent upheld, is presented at each Board meeting. <p>c) In the Annual Report?</p> <ul style="list-style-type: none"> - The annual report will be published on our website and will summarise the performance, themes and learning of complaints closed throughout the previous financial year. 	
	<p>Has the Code made a difference to how we respond to complaints?</p>	<p>YES</p>
	<p>What changes have we made?</p> <p>CDS COMMENT: We updated our policy to</p> <ul style="list-style-type: none"> • Reference the Equality Act 2010, including making reasonable adjustments • Explicitly address complaints that are received via social media • Added HOS contact info to our website • Appointed a Complaints Officer <p>Adding themes and learning from complaints to our Annual Report</p>	