

The Housing Ombudsman Code – Self Assessment – Compliance Report			
1	Definition of a complaint	Evidence	Further Actions
	<p>Does the complaints process use the following definition of a complaint?</p> <p><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>	Statement in Complaints, Comments and Compliments policy - Section 2.0	None
	Does the policy have exclusions where a complaint will not be considered?	Yes, exclusions are included within Section 3.0 of the policy	None
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p>	Exclusions have been scrutinised by TSIP (CBH's Tenant Scrutiny Improvement Panel)	None
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	Yes, Section 7.0 of the policy outlines how complaints can be raised	None
	Is the complaints policy and procedure available online?	The policy is available via CBH website and portal	Website & Social Media have been updated to reflect the Code
	Do we have a reasonable adjustments policy?	Reasonable adjustments are available on request and a statement is included within the complaints policy	None

	Do we regularly advise residents about our complaints process?	Evidenced in CBH news and on the CBH webpage	Will be added to the Quarterly CBH news incorporated with the “you said, we did”
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	There is a complaints team that administer and acknowledge the complaint, identifying all aspects of the complaint and who then advise the resident of their investigating officer and next steps	None
	Does the complaint officer have autonomy to resolve complaints?	The complaint officer has autonomy to resolve complaints as needed, subject to the Compensation Policy	None
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	The investigating officer is ordinarily from the relevant service area and therefore resolved in the appropriate area of the business allowing learning to happen. The complaint officer engages with all required departments to resolve the complaint effectively	None
	If there is a third stage to the complaint’s procedure are residents involved in the decision making?	There is no longer a three-stage process in accordance with the Code. At stage 2 the Complaints Review Panel is made up of one Board member, this should be a tenant Board member, the other an Executive of CBH. There is also a representative of TSIP.	The two-stage process has been documented in the Policy. Training has been provided to all investigating officers.
	Is any third stage optional for residents?	No, CBH is moving to a two-stage process as detailed in the Code	None

	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes	None
	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes	None
	At what stage are most complaints resolved?	A high proportion of complaints are resolved at Stage one	None
4	Communication		
	Are residents kept informed and updated during the complaints process?	Acknowledgement email sent within 3 working days Investigating officer will then make contact and advise of next steps	None
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	This approach has been adopted and included in the policy	Training has been provided
	Are all complaints acknowledged and logged within five days?	Acknowledgement email sent within 3 working days	None
	Are residents advised of how to escalate at the end of each stage?	Yes	None
	What proportion of complaints are resolved at stage one?	90.09% based on last 3 years complaints	None
	What proportion of complaints are resolved at stage two?	7.09% based on last 3 years complaints The remaining complaints reached the final third stage in the process	None
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> Stage one Stage one (with extension) 	Stage 1 – 72% Stage 1 with agreed extension – 94.4%	CBH have changed to a 2 stage complaints process as recommended by the housing ombudsman code. Timescales have

	<ul style="list-style-type: none"> Stage two Stage two (with extension) 	<p>No time limit on stage 2</p> <p>Under the previous 3 stage complaint process a stage 3 panel must be held within 6 weeks of the tenant's request. 100% of the stage 3 panels have taken place within 6 weeks</p>	been reviewed to reflect this change.
	Where timescales have been extended did we have good reason?	Agreed with the customer based on either customer request or length of time to collect evidence needed to fully investigate	None
	Where timescales have been extended did we keep the resident informed?	Agreed with the customer via phone or email, with notes added to the case record	None
	What proportion of complaints do we resolve to residents' satisfaction	85% of complaints are resolved to resident satisfaction (based on last 3 years complaints)	This will be continually reviewed in the complaints learning process as we aim to achieve 90%
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	Yes	None
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	None
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	Yes, a 3rd party authorisation form is sent to the resident to approve contact to go through a representative	None

	If advice was given, was this accurate and easy to understand?	Yes	None
	How many cases did we refuse to escalate? What was the reason for the refusal?	None	Policy has been reviewed to ensure it is clear around refusal
	Did we explain our decision to the resident?	N/A	None
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right?	Each complaint conversation is centred around understanding what will resolve the complaint for the customer and embedding any learning as required so reduce failure of service in the future	None
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints?	There have been many changes to service area processes that are shared with customers via the annual report and Board	None
	How do we share these lessons with: a) residents? b) the board/governing body? c) In the Annual Report?	Lessons are shared with customers via CBH news and in the annual report Lessons are presented to Board We share these via the annual report to customers. TSIP also scrutinise these each quarter	None

	<p>Has the Code made a difference to how we respond to complaints?</p>	<p>Yes, as set out below:</p> <p>Policy has been amended to reflect these changes</p>	<p>None</p>
	<p>What changes have we made?</p>	<p>The 3 stage complaints process has now changed to a 2-stage process. We currently resolve a high proportion of cases at Stage 1. We anticipate improved customer service and an increase in efficiency for Investigating Officers from a two-stage process</p> <p>Reviewed our approach to reasonable adjustments</p> <p>Added additional step to contact customer before sharing final response via letter</p>	<p>Policy has been updated</p> <p>Training has been rolled out to all investigating officers</p> <p>CBH website and social media have been updated</p>