**Complaints Policy - Self assessment form - Old Isleworth Housing Co-op**

**Housing Ombudsman Self-Assessment form**

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|  | Area of Complaints Code | Notes | **Evidence of compliance** |
| Definition of a complaint | | | |
|  | Does the complaints process use the Housing Ombudsman definition of a complaint? | Yes – with minor changes to terminology to reflect the nature of the organisation. | **Covered in new Complaints policy Section 4 – What is a complaint (page 1).** |
|  | Does the policy have exclusions where a complaint will not be considered? | Yes | **Covered in new Complaints policy Section 4 – What is a complaint (page 2).** |
|  | Are these exclusions  reasonable and fair to  residents? | Yes – follows specific guidance from CCH | **Covered in new Complaints policy Section 4 – What is a complaint (page 2).** |
| Accessibility | | | |
|  | Are multiple accessibility routes  available for members to  make a complaint? | Yes | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
|  | Is the complaints policy and procedure available online? | Yes | **Covered in new Complaints policy Section 8 – Communications (page 3).** |
|  | Do we have a reasonable adjustments policy? | Yes | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
| Complaints team and process | | | |
|  | Is there a complaints officer or equivalent in post? | Yes, this is currently the Co-op Secretary | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the complaints officer  have autonomy to resolve  complaints? | The Co-op Complaints Officer has limited autonomy to solve minor complaints but will liaise over more serious issues with the other Co-op officers | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the Complaints Officer  have authority to compel  engagement from other  departments to resolve  disputes? | The Complaints officer has authority to engage with Co-op officers, other MC members and employees of our management agents as necessary | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | If there is a third stage to the  complaint procedure are  members involved in the  decision-making? | No | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | Is any third stage optional for members? | No | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | Does the final stage response set out member rights to refer the matter to the Housing Ombudsman Service? | Yes | **Covered in new Complaints policy Section 9 – Housing Ombudsman Service (page 4).** |
|  | Do we keep a record of complaint correspondence including correspondence from the member? | Yes | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | At what stage are most complaints resolved? | Historically, all complaints are resolved at the informal stage. resolved | **Covered in new Complaints policy Section 3 - Resolving complaints informally (page 1).**  **Also to be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Communication | | | |
|  | Are members kept informed  and updated during the  complaints process? | Yes | **Covered in new Complaints policy Section 7 – Complaints procedure and section 8 – Communication (page 3-4).** |
|  | Are members informed of the co-op’s position and given a chance to respond and challenge any area of dispute before the final decision? | Yes | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3)** |
|  | Are all complaints  acknowledged within a week? | This is the co-op’s  target | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | Are members advised of how to escalate at the end of each stage? | Yes | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | What proportion of complaints are resolved in the investigation stage? | This will be reported at the co-op's quarterly MC meetings | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints** |
|  | What proportion of complaints are resolved in the review stage? | This will be reported at the co-op's quarterly MC meetings | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints** |
|  | What proportion of complaint  responses are sent within Code  timescales?  • The investigation stage within two weeks  • The investigation stage within four weeks  • The review stage within four weeks  • The review stage within six  weeks | The involvement of volunteers  in our co-op may mean that  timescales may not be met.  The Co-op will document  where timescales have not  been met, the reasons why  they have not been met and  how members have been  informed if they have not or  will not be met | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where timescales have been  extended, did we have good  reason? | Any instances will be reported at the co-op's quarterly MC meetings | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where timescales have been  extended, did we keep the  member informed? | Any instances will be reported at the co-op's quarterly MC meetings | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | What proportion of complaints do we resolve to member satisfaction? | The co-op will ask members if they are satisfied with  complaint handling once the process is completed. This will be reported at the co-op's quarterly MC meetings | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Co-operation with the Housing Ombudsman Service - *to be completed after each complaint* | | | |
|  | Were all requests for evidence responded to within three weeks? |  | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where the timescale was extended, did we keep the Ombudsman informed? |  | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Fairness in complainthandling *–* to be completed after feedback from complainants | | | |
|  | Are members able to complain via a representative throughout? |  | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
|  | If advice was given, was this accurate and easy to understand? |  | **Covered in new Complaints policy section 8 – Communication (page 4).** |
|  | How many cases did we refuse to escalate? What was the reason for the escalation |  | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Did we explain our decision to the member? |  | **Covered in new Complaints policy Section 4 – What is a complaint (page 1).** |
| Outcomes and remedies - to be completed after each case | | | |
|  | Where something has gone wrong, are we taking appropriate steps to put things right? |  | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Continuous learning and improvement - to be completed after each annual review | | | |
|  | What improvements have we made because of learning from complaints? |  | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | How do we share these lessons with members, the governing body and in the annual report? | In a co-op, it will be members of the governing body that will consider complaints – all governors are ordinary members of the co-op. The annual report to all co-op members will include information about complaints | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Has the Complaint Handling Code made a difference to how we respond to complaints? | The co-op has changed its complaints policy and procedures as a result of the Code | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | What changes have we made? | As above | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |

**Adopted by Officers of the Committee of Management 8/12/20**

**To be ratified by the full committee at the first meeting of 2021**