

Bedfont Stoney Wall Housing Co-operative

Housing Ombudsman Self-Assessment form

Area of Complaints Code		Evidence of compliance
Definition of a complaint		
1.	Does the complaints process use the Housing Ombudsman definition of a complaint?	Covered in new Complaints policy Section 4 – What is a complaint (page 1).
2.	Does the policy have exclusions where a complaint will not be considered?	Covered in new Complaints policy Section 4 – What is a complaint (page 2).
3.	Are these exclusions reasonable and fair to residents?	Covered in new Complaints policy Section 4 – What is a complaint (page 2).
Accessibility		
4.	Are multiple accessibility routes available for members to make a complaint?	Covered in new Complaints policy Section 5 – Receiving complaints (page 2).
5.	Is the complaints policy and procedure available online?	Covered in new Complaints policy Section 8 – Communications (page 3).
6.	Do we have a reasonable adjustments policy?	Covered in new Complaints policy Section 5 – Receiving complaints (page 2).
Complaints team and process		
7.	Is there a complaints officer or equivalent in post?	Covered in new Complaints policy Section 6 – Complaints Officers (page 2).
8.	Does the complaints officer have autonomy to resolve complaints?	Covered in new Complaints policy Section 6 – Complaints Officers (page 2).
9.	Does the Complaints Officer have authority to compel engagement from other departments to resolve disputes?	Covered in new Complaints policy Section 6 – Complaints Officers (page 2).
10.	If there is a third stage to the complaint procedure are members involved in the decision-making?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3).
11.	Is any third stage optional for members?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3).
12.	Does the final stage response set out member rights to refer the matter to the Housing Ombudsman Service?	Covered in new Complaints policy Section 9 – Housing Ombudsman Service (page 4).
13.	Do we keep a record of complaint correspondence including correspondence from the member?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3).
14.	At what stage are most complaints 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		
15.	Are members kept informed and updated during the complaints process?	Covered in new Complaints policy Section 7 – Complaints procedure and section 8 – Communication (page 3-4).
16.	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?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3)
17.	Are all complaints acknowledged within a week?	Covered in new Complaints policy Section 7 – Complaints procedure
18.	Are members advised of how to escalate at the end of each stage?	Covered in new Complaints policy Section 7 – Complaints procedure
19.	What proportion of complaints are resolved in the investigation stage?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints
20.	What proportion of complaints are resolved in the review stage?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints
21.	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • The investigation stage within two weeks • The investigation stage within four weeks • The review stage within four weeks • The review stage within six 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.
22.	Where timescales have been extended, did we have good reason?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.
23.	Where timescales have been extended, did we keep the member informed?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.
24.	What proportion of complaints do we resolve to member satisfaction?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.
Co-operation with the Housing Ombudsman Service		
25.	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.
26.	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 complaint hand		
27.	Are members able to complain via a representative throughout?	Covered in new Complaints policy Section 5 – Receiving complaints (page 2).
28.	If advice was given, was this accurate and easy to understand?	Covered in new Complaints policy section 8 – Communication (page 4).

29.	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.
30.	Did we explain our decision to the member?	Covered in new Complaints policy Section 4 – What is a complaint (page 1).
Outcomes and remedies		
31.	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		
32.	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.
33.	How do we share these lessons with members, the governing body and in the annual report?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.
34.	Has the Complaint Handling Code made a difference to how we respond to complaints?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.
35.	What changes have we made?	To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.