

Co-op Homes - Housing Ombudsman Self-Assessment form

	Area of Complaints Code	Evidence of compliance
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).
4.	Are multiple accessibility routes available for customer 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).
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 customers involved in the decision-making?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3).
11.	Is any third stage optional for customers?	Covered in new Complaints policy Section 7 – Complaints procedure (page 3).
12.	Does the final stage response set out customer rights to refer the matter to the Housing Ombudsman Service?	Covered in new Complaints policy Section 10 – Housing Ombudsman Service (page 4).
13.	Do we keep a record of complaint correspondence including correspondence from the customer?	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 via CFG / Board reports.
15.	Are customers kept informed and updated during the complaints process?	Covered in new Complaints policy Section 7 – Complaints procedure and section 9 – Communication (page 3-4).

16.	Are customers 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 customers 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 12 – Learning from complaints
20.	What proportion of complaints are resolved in the review stage?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – 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 CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints.
22.	Where timescales have been extended, did we have good reason?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
23.	Where timescales have been extended, did we keep the customer informed?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
24.	What proportion of complaints do we resolve to customer satisfaction?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
25.	Were all requests for evidence responded to within three weeks?	Covered in new Complaints policy Section 7 – Complaints procedure. To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – 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 CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
27.	Are customers 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 9 – 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.
30.	Did we explain our decision to the customer?	Covered in new Complaints policy Section 4 – What is a complaint (page 1).
31.	Where something has gone wrong, are we taking appropriate steps to put things right?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
32.	What improvements have we made because of learning from complaints?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
33.	How do we share these lessons with customers, the governing body and in the annual report?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
34.	Has the Complaint Handling Code made a difference to how we respond to complaints?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints
35.	What changes have we made?	To be monitored in CFG / Board reports. Covered in new Complaints policy section 12 – Learning from complaints