**Water Tower Housing Co-operative**

**Housing Ombudsman Self-Assessment form**

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|  | Area of Complaints Code | **Evidence of compliance** |
| Definition of a complaint  |  |
|  | 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).**  |
|  | 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).** |
|  | Are these exclusionsreasonable and fair toresidents? | **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? | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
|  | Is the complaints policy and procedure available online? | **Covered in new Complaints policy Section 8 – Communications (page 3).** |
|  | Do we have a reasonable adjustments policy? | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
| Complaints team and process |
|  | Is there a complaints officer or equivalent in post? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the complaints officerhave autonomy to resolvecomplaints? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the Complaints Officerhave authority to compelengagement from otherdepartments to resolvedisputes? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | If there is a third stage to thecomplaint procedure aremembers involved in thedecision-making? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | Is any third stage optional for members? | **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? | **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? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | 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 |  |
|  | Are members kept informedand updated during thecomplaints process? | **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? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3)** |
|  | Are all complaintsacknowledged within a week? | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | Are members advised of how to escalate at the end of each stage? | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | 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** |
|  | 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** |
|  | What proportion of complaintresponses are sent within Codetimescales?• The investigation stage within two weeks• The investigation stage within four weeks• The review stage within four weeks• The review stage within sixweeks | **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 beenextended, did we have goodreason? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where timescales have beenextended, did we keep themember informed? | **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? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Co-operation with the Housing Ombudsman Service |
|  | 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 complaint hand |  |
|  | 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 |  |
|  | 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 |  |
|  | 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? | **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? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | What changes have we made? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |