

Housing Ombudsman Complaint Handling Code:

Self-assessment form: Tamil Housing

Date: 23/12/2020

Period: April 2020 to Dec 2020

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	<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>	Yes	
	<p>Does the policy have exclusions where a complaint will not be considered?</p>	Yes	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p> <p>Refer to clause 4.1.1 of the policy.</p> <p><i>There are some instances where the issue that you raise will not be dealt with via the complaints process, these include:</i></p> <ul style="list-style-type: none"> <i>• A routine first-time request for a service, for example reporting something that needs to be repaired or reports of anti-social behaviour which need to be investigated;</i> <i>• An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. This information will be considered as part of a new complaint;</i> <i>• Complaints which involve a personal injury claim or third-party liability claims are not dealt with under this process. Instead they would be investigated by an appropriate member of staff and if required, they would be passed to our Insurers or Solicitors;</i> <i>• Requests for consolation or goodwill payments or to renegotiate any amounts offered as full and final settlements;</i> 	Yes	

	<ul style="list-style-type: none"> • <i>Events that happened more than 6 months ago;</i> • <i>Our policies and procedures that have a separate right of appeal or review;</i> • <i>Reports of Anti-Social Behaviour (ASB) will not be treated as complaints as these issues are covered by our ASB Policy, except where our ASB policy and/or procedures have not been followed.</i> • <i>Issues that are in Court, likely to be in Court, or have already been heard by a Court, a tribunal, or the Independent Housing Ombudsman.</i> • <i>This is not an exhaustive list</i> 		
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	Yes	
	Is the complaints policy and procedure available online?	Yes	
	Do we have a reasonable adjustments policy? A draft policy is currently in place. This will be completed and published following the staff training scheduled for 15/02/2021.	Yes	.
	Do we regularly advise residents about our complaints process? Text message to all residents informing of complaint policy update and the below text will be included in our correspondences to residents: 'TCHA value your feedback. Your feedback will help us improve our services and recognise when our staff have gone an extra mile to support you. If you would like to make a compliment or a complaint, please visit our website on https://tamilhousing.org.uk/ .	Yes	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	Yes	
	Does the complaint officer have autonomy to resolve complaints?	Yes	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes? This is included in the complaints user manual for staff and will be covered in the training scheduled for staff on 15/01/2021	Yes	
	If there is a third stage to the complaints procedure are residents involved in the decision making?		No
	Is any third stage optional for residents?		No
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes	
	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes	
	At what stage are most complaints resolved?	Stage 1	

4	Communication		
	Are residents kept informed and updated during the complaints process?	Yes	
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Yes	
	Are all complaints acknowledged and logged within five days?	Yes	
	Are residents advised of how to escalate at the end of each stage?	Yes	
	What proportion of complaints are resolved at stage one?	80%	
	What proportion of complaints are resolved at stage two?	20%	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) 	63% 37% 50% 50%	
	Where timescales have been extended did we have good reason?	Yes	
	Where timescales have been extended did we keep the resident informed?	Yes	
	What proportion of complaints do we resolve to residents' satisfaction We do not currently carry out formal satisfaction surveys. Residents satisfaction texts will be introduced from January 2021.		To be introduced from Jan 2021.
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	Yes	
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	Yes	
	If advice was given, was this accurate and easy to understand? When advice is offered, we ensure a senior manager reviews this and the advice provided is accurate and easy to understand and jargon free for the complainant. Where possible the complainant is signposted with options for formal advice and further information.	Yes	
	How many cases did we refuse to escalate? What was the reason for the refusal?	NIL	

	Did we explain our decision to the resident?	N/A	
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right? Where things have gone wrong, this is put right immediately through repair/contractor actions.	Yes	
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints? New measures include: 1. Reviewing goodwill and compensation policy 2. Introduction of dehumidifier agreement. 3. Raised awareness through regular correspondence to residents. 4. Good record keeping through updating our system (OMNI ledger) 5. Supporting residents with painting and cleaning vouchers.	See below	
	How do we share these lessons with: a) residents? <ul style="list-style-type: none"> • Share website update to all residents. • Regular updates on lessons learnt introduced via newsletters from 2021. b) the board/governing body? <ul style="list-style-type: none"> • KPI's to ARC and MB c) In the Annual Report? <ul style="list-style-type: none"> • This will be included in the annual report to residents from 2021 including an summary. 	See below	
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made? 1. Reviewed policy and procedure 2. Raised awareness through regular correspondence to residents including summary complaints leaflet.	see below	

	<ul style="list-style-type: none">3. New webform available for complaints which is user friendly and a consistent manner for recording the complaints received by staff.4. Improved process for handling complaints, complaint guidance manual for staff and Staff training5. Space for reflection to proactively deal with complaints.6. Greater resident involvement in resolving complaints.		
--	--	--	--