

Housing Ombudsman Complaint Handling Code: Self-assessment form

| Compliance with the Complaint Handling Code | | | |
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| 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 | |
| | Does the policy have exclusions where a complaint will not be considered? | Yes | |
| | <p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon: Residents have recourse to the complaints policies of our managing housing association partners and those of care organisations and also to FAHHA's associated policies. Where any exclusion applies, a clear written explanation will be provided to the complainant</p> | Yes | |
| 2 | Accessibility | | |
| | Are multiple accessibility routes available for residents to make a complaint? | Yes | |
| | <p>Is the complaints policy and procedure available online?</p> <p>We are in the process of creating a webpage for FAHHA (accessible via the main Funding Affordable Homes webpage) and the policy and procedure will be uploaded to that, along with this self-assessment, by 31 December 2020. As noted below, an update will also be sent directly to the residents of our Independent Living portfolio</p> | | No |
| | Do we have a reasonable adjustments policy? | Yes | |

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| | <p>Do we regularly advise residents about our complaints process?</p> <p>Our updated Complaints Policy and Procedure will be communicated to our residents. This will be done in a targeted way as most of FAHHA's properties have housing management services provided by other housing associations as managing agents so their complaints policies apply. In our very small number of independent living properties, care provider complaints policies apply for the care element. These factors also account for FAHHA not having received any complaints to date</p> | | No |
| 3 | Complaints team and process | | |
| | <p>Is there a complaint officer or equivalent in post?</p> <p>FAHHA's Head of Housing, Dapo Olugbodi, is our designated complaints officer, with responsibility for ensuring complaints are dealt with in line with our policies and procedures</p> | 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? | Yes | |
| | <p>If there is a third stage to the complaints procedure are residents involved in the decision making?</p> <p>There is no third stage</p> | | No |
| | Is any third stage optional for residents? | N/A | |
| | Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service? | Yes | |
| | <p>Do we keep a record of complaint correspondence including correspondence from the resident?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| | <p>At what stage are most complaints resolved?</p> <p>Not relevant as no complaints to date</p> | N/A | |

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| 4 | Communication | | |
| | Are residents kept informed and updated during the complaints process? Not relevant as no complaints to date | N/A | |
| | Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision? Not relevant as no complaints to date | N/A | |
| | Are all complaints acknowledged and logged within five days? Not relevant as no complaints to date | N/A | |
| | Are residents advised of how to escalate at the end of each stage? This is set out in our Complaints Procedure | Yes | |
| | What proportion of complaints are resolved at stage one? Not relevant as no complaints to date | N/A | |
| | What proportion of complaints are resolved at stage two? Not relevant as no complaints to date | N/A | |
| | What proportion of complaint responses are sent within Code timescales? Not relevant as no complaints to date <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) | N/A | |
| | Where timescales have been extended did we have good reason? Not relevant as no complaints to date | N/A | |
| | Where timescales have been extended did we keep the resident informed? Not relevant as no complaints to date | N/A | |

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| | <p>What proportion of complaints do we resolve to residents' satisfaction</p> <p>Not relevant as no complaints to date</p> | N/A | |
| 5 | Cooperation with Housing Ombudsman Service | | |
| | <p>Were all requests for evidence responded to within 15 days?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| | <p>Where the timescale was extended did we keep the Ombudsman informed?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| 6 | Fairness in complaint handling | | |
| | <p>Are residents able to complain via a representative throughout?</p> <p>We accept complaints from representatives acting on behalf of a customer</p> | Yes | |
| | <p>If advice was given, was this accurate and easy to understand?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| | <p>How many cases did we refuse to escalate?</p> <p>Not relevant as no complaints to date</p> <p>What was the reason for the refusal?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| | <p>Did we explain our decision to the resident?</p> <p>Not relevant as no complaints to date</p> | N/A | |
| 7 | Outcomes and remedies | | |
| | <p>Where something has gone wrong are we taking appropriate steps to put things right?</p> <p>Not relevant as no complaints to date</p> | N/A | |

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| 8 | Continuous learning and improvement | | |
| | <p>What improvements have we made as a result of learning from complaints?</p> <p>Not relevant as no complaints to date, but further consideration to be given to individual staff training</p> | N/A | |
| | <p>How do we share these lessons with:</p> <p>a) residents?</p> <p>b) the board/governing body?</p> <p>c) In the Annual Report?</p> <p>Not relevant as no complaints to date. Our annual report and accounts in 2020/21 will include a summary of any complaints</p> | N/A | |
| | <p>Has the Code made a difference to how we respond to complaints?</p> <p>We have taken steps to review our complaints policy and procedures in line with the Code</p> | Yes | |
| | <p>What changes have we made?</p> <p>New complaints policy and associated policies and procedures considered and approved by the board</p> | | |

9 December 2020