

Housing Ombudsman Complaint Handling Code: Self-assessment form

The majority of our properties are managed by third party managing housing associations who are able to provide a local, responsive and customer-focused service to residents, and have their own experienced, professional staff, complaints policies and procedures. We work closely with those managing housing associations to ensure that the service residents of those properties receive meets the high standards we strive for

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	Does the complaints process use the following definition of a complaint? <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>	Yes	
	Does the policy have exclusions where a complaint will not be considered?	Yes	
	Are these exclusions reasonable and fair to residents? 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 own policies in our directly managed properties	Yes	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	Yes	
	Is the complaints policy and procedure available online? The Complaints Policy and Procedures are published on Housing Association section of the main Funding Affordable Homes webpage: https://fundingaffordablehomes.com/complaints/	Yes	

	Do we have a reasonable adjustments policy?	Yes	
	Do we regularly advise residents about our complaints process? Our Complaints Policy and Procedure were sent out to all the residents in our directly managed properties in December 2020. Also, when appropriate, residents are informed that these are available online and by post on request. Most of FAHHA's other properties have housing management services provided by other housing associations as managing agents so their complaints policies apply. In FAHHA's very small number of independent living properties, care provider complaints policies apply in relation to care services provided to residents	Yes	
3	Complaints team and process		
	Is there a complaint officer or equivalent in post? 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	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	
	If there is a third stage to the complaints procedure are residents involved in the decision making? There is no third stage		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	
	Do we keep a record of complaint correspondence including correspondence from the resident? We maintain a Complaints Log	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? This is set out in our Complaints Procedure	Yes	
	What proportion of complaints are resolved at stage one?	100%	
	What proportion of complaints are resolved at stage two?	N/A	
	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) 	100%	
	Where timescales have been extended did we have good reason?	N/A	
	Where timescales have been extended did we keep the resident informed?	N/A	
	What proportion of complaints do we resolve to residents' satisfaction	100%	
5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days? Not relevant as no complaints escalated to the Ombudsman to date	N/A	

	<p>Where the timescale was extended did we keep the Ombudsman informed?</p> <p>Not relevant as no complaints escalated to the Ombudsman to date</p>	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?	Yes	
	<p>How many cases did we refuse to escalate?</p> <p>What was the reason for the refusal?</p>	N/A	
	Did we explain our decision to the resident?	Yes	
7	Outcomes and remedies		
	Where something has gone wrong are we taking appropriate steps to put things right?	Yes	
8	Continuous learning and improvement		
	<p>What improvements have we made as a result of learning from complaints?</p> <p>The one complaint received during the period under review was in August 2021 and related to the conduct of a guttering sub-contractor to residents, carers and neighbours. Where necessary FAHHA will monitor sub-contractors more closely to ensure an appropriate level of service and conduct is maintained. This particular subcontractor will not attend any FAHHA property in the future</p>		
	<p>How do we share these lessons with:</p> <p>a) residents? The one complaint we received during the period under review was very specific to and therefore only communicated to those living/working at the relevant property</p> <p>b) the board/governing body? Reported to Governance & Compliance Committee as part of the self-assessment</p> <p>c) In the Annual Report? Our annual report 2021/22 will refer in general terms to complaints received and how many have been resolved at year end</p>		

	<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 in December 2020</p>			

24 November 2021