

HFL Homes

Complaints Handling Self-Assessment

December 2020 – updated March 2021

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>	x	
	Does the policy have exclusions where a complaint will not be considered?	x	
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p> <p>HO Complaints Handling Code – exclusions mirrored in HFL policy, i.e.</p> <ul style="list-style-type: none"> - time-barred (6 months or over) - subject to separate legal proceedings, and - matter already dealt with and concluded 	x	
2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	x	
	Is the complaints policy and procedure available online?	x	
	Do we have a reasonable adjustments policy?		<p>X</p> <p>(Note – the complaints policy recognises the need for reasonable adjustments. A wider policy for Homes for Lambeth as a whole is in development)</p>
	Do we regularly advise residents about our complaints process?	x	
3	Complaints team and process		

	Is there a complaint officer or equivalent in post?	X	
	Does the complaint officer have autonomy to resolve complaints?	X	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	X	
	If there is a third stage to the complaints procedure are residents involved in the decision making?	N/A	
	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?	Where applicable (current or former HFL residents)	
	Do we keep a record of complaint correspondence including correspondence from the resident?	X	
	At what stage are most complaints resolved?	Stage One	
4	Communication		
	Are residents kept informed and updated during the complaints process?	X	

	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	X	
	Are all complaints acknowledged and logged within five days?	X	
	Are residents advised of how to escalate at the end of each stage?	X	
	What proportion of complaints are resolved at stage one?	90%	
	What proportion of complaints are resolved at stage two?	10%	
	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% 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	Our current KPIs do not have a direct read across to this. To date (March 2021) all complaints have been resolved at stage 1.	

5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	N/A	
	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?	X	
	If advice was given, was this accurate and easy to understand?	X	
	How many cases did we refuse to escalate? What was the reason for the refusal?	None N/A	
	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?	X	
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints?	None to date (Note – at the time of this assessment such changes had not been made, however this principle will be applied in future as appropriate)	
	How do we share these lessons with: a) residents?	Website, newsletters, Annual Report, Residents' Forums	
	b) the board/governing body? c) In the Annual Report?	Board reports/ individual updates Anonymised summary where appropriate - 'You Said We Did' section	

	Has the Code made a difference to how we respond to complaints?	Development of Policy informed by Code – no substantive changes to date	
	What changes have we made?	Administrative changes made, i.e. development and approval of Policy since 7.20	