

# Housing Ombudsman Complaint Handling Code: CHISEL Self-assessment



Compliance with the Complaint Handling Code				
1	Definition of a complaint	Yes	No	Comments
	<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		CHISEL is in the process of revising its complaints policy, which will adopt the Ombudsman's definition of a complaint
	Does the policy have exclusions where a complaint will not be considered?	yes		
	Are these exclusions reasonable and fair to	yes		CHISEL believes that each exclusion is reasonable and fair to the complainants. Depending on the nature of the complaint (for example ASB), there will be separate

	residents? Evidence relied upon			processes and policies for customers to raise their concerns.
<b>2</b>	<b>Accessibility</b>			
	Are multiple accessibility routes available for residents to make a complaint?	<b>yes</b>		
	Is the complaints policy and procedure available online?		<b>no</b>	Policies are available on request.
	Do we have a reasonable adjustments policy?	<b>yes</b>		
	Do we regularly advise residents about our complaints process?		<b>no</b>	
<b>3</b>	<b>Complaints team and process</b>			
	Is there a complaint officer or equivalent in post?	<b>yes</b>		CHISEL does not have a dedicated complaints manager. The Operations Manager is responsible for dealing with complaints.
	Does the complaint officer have autonomy to resolve complaints?	<b>yes</b>		
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	<b>yes</b>		
	If there is a third stage to the complaints procedure are residents involved in the decision making?	<b>N/A</b>		no 3 <sup>rd</sup> stage

	Is any third stage optional for residents?	<b>N/A</b>		no 3 <sup>rd</sup> stage
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	<b>yes</b>		
	Do we keep a record of complaint correspondence including correspondence from the resident?	<b>yes</b>		
	At what stage are most complaints resolved?			Stage 2
<b>4</b>	<b>Communication</b>			
	Are residents kept informed and updated during the complaints process?	<b>yes</b>		
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	<b>yes</b>		
	Are all complaints acknowledged and logged within five days?	<b>yes</b>		
	Are residents advised of how to escalate at the end of each stage?	<b>yes</b>		
	What proportion of			33%

	complaints are resolved at stage one?			
	What proportion of complaints are resolved at stage two?			67%
	What proportion of complaint responses are sent within Code timescales?  <ul style="list-style-type: none"> <li>• Stage one Stage one (with extension)</li> <li>• Stage two Stage two (with extension)</li> </ul>			100%  33%  67%
	Where timescales have been extended did we have good reason?	<b>yes</b>		
	Where timescales have been extended did we keep the resident informed?	<b>yes</b>		.
	What proportion of complaints do we resolve to residents' satisfaction	<b>33%</b>		
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>			
	Were all requests for evidence responded to		<b>no</b>	In the new policy we will make direct reference to the need to cooperate with the Ombudsman and will commit to providing any evidence within the timescale of 15 days

	within 15 days?			
	Where the timescale was extended did we keep the Ombudsman informed?			In the new Policy we will make it clear that :- If we are unable to provide all of the evidence within this timeframe we will provide an explanation to the Ombudsman and agree a revised date for providing the evidence.
<b>6</b>	<b>Fairness in complaint handling</b>			
	Are residents able to complain via a representative throughout?	<b>yes</b>		
	If advice was given, was this accurate and easy to understand?	<b>yes</b>		
	How many cases did we refuse to escalate?  What was the reason for the refusal?			One case.  Resolution requested is outside landlord scope.
	Did we explain our decision to the resident?	<b>yes</b>		
<b>7</b>	<b>Outcomes and remedies</b>			
	Where something has gone wrong are we taking appropriate steps to put things right?	<b>yes</b>		
<b>8</b>	<b>Continuous learning and improvement</b>			
	What improvements have we made as a result of learning from complaints?			We are reviewing policy with a focus group of tenants

How do we share these lessons with:  a) residents?  b) the board/governing body?  c) In the Annual Report?			<p>We will publicise the new complaints policy to residents on our website and in newsletter.</p> <p>We will produce an annual summary of complaints, lessons learnt and service improvements made, for both our Board and Tenant Scrutiny Committee.</p> <p>A report on complaints and lessons learnt will be part of the Annual Report and made available to residents via the website.</p>
Has the Code made a difference to how we respond to complaints?	<b>yes</b>		It informs our new approach
What changes have we made?			<p>We are in the process of making changes to:-</p> <ul style="list-style-type: none"> <li>• our complaints policy to ensure it is compliant with the code,</li> <li>• our complaints procedure so that it reflects what the code recommends ,</li> <li>• staff training to enable compliance with the Code</li> <li>• the ICT system and to the information held on our website.</li> </ul> <p>We will continue to embed the new complaints handling system and develop our reporting to improve on the way we capture and share the lessons learnt.</p>

The self-assessment will be updated following the review of the Complaints Policy.