

No.	Area	Response	
1	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No/Comment</b>
	Does the complaints process use the Ombudsman's definition of a complaint?	X	See Policy T01H
	Does the policy have exclusions where a complaint will not be considered?	X	See Policy T01H
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	X	There are few exclusions and these are explained in the policy, e.g. placing a time limit of 6 months in which a complaint should be raised (after which gathering the evidence would be likely to be challenging). Similarly, a complaint will not be re-opened unless evidence not previously considered is found.
2	<b>Accessibility</b>	<b>Yes</b>	<b>No/Comment</b>
	Are multiple accessibility routes available for residents to make a complaint?	X	See Policy T01H
	Is the complaints policy and procedure available online?	X	See website - CESSA HA contact tab
	Do we have a reasonable adjustments policy?	X	Annex to Complaints policy T01H
	Do we regularly advise residents about our complaints process?	X	Available through the Tenants Handbook and policy, leaflet and reporting form (developed following tenant input) and included in the Tenants' information folder. Highlighted at T&SM coffee mornings and in the Tenants Annual Report and also the Annual Report.
3	<b>Complaints team and process</b>	<b>Yes</b>	<b>No/Comment</b>
	Is there a complaint officer or equivalent in post?	X	DoH
	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?	X	
	Do we keep a record of complaint correspondence including correspondence from the resident?	X	Held on tenant's housing management folder. All information and data relating to every complaint is stored in the Complaints folder, by service, scheme and complaint reference no. (Replicated for ASB complaints).
At what stage are most complaints resolved?		Informal Complaint (2/11/2022 - 1/11/2023 - 4 informal, 1 Stage 1, 1 Stage 2)	
4	<b>Communication</b>	<b>Yes</b>	<b>No/Comment</b>
	Are residents kept informed and updated during the complaints process?	X	Via the SM & T&SM service where necessary to either follow up for more information, or when informing of a delayed response. Unless a 'same day' response, receipt of all complaints acknowledged and checked off in the monitoring system as having been done.
	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	See Policy T01H
	What proportion of complaints are resolved at stage one?		2/11/22 - 1/11/23 - 5/6 - at or by Stage 1
	What proportion of complaints are resolved at stage two?		2/11/22 - 1/11/23 - 1/6 - at Stage 2

	What proportion of complaint responses are sent within Code timescales? * Stage one * Stage one (with extension) * Stage 2 * Stage 2 (with extension)	100%
<b>5 Cooperation with Housing Ombudsman Service</b>		
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>	<b>Yes</b> <span style="float: right;"><b>No/Comment</b></span>
	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
<b>6 Fairness in complaint handling</b>		
<b>6</b>	<b>Fairness in complaint handling</b>	<b>Yes</b> <span style="float: right;"><b>No/Comment</b></span>
	Are residents able to complain via a representative throughout?	X
	If advice was given, was this accurate and easy to understand?	N/A
	How many cases did we refuse to escalate?	None
	What was the reason for the refusal?	N/A
	Did we explain our decision to the resident?	N/A
<b>7 Outcomes and remedies</b>		
<b>7</b>	<b>Outcomes and remedies</b>	<b>Yes</b> <span style="float: right;"><b>No/Comment</b></span>
	Where something has gone wrong are we taking appropriate steps to put things right?	X
<b>8 Continuous learning and improvement</b>		
<b>8</b>	<b>Continuous learning and improvement</b>	<b>Yes</b> <span style="float: right;"><b>No/Comment</b></span>
	What improvements have we made as a result of learning from complaints?	a) Although answered on time, there was one instance of failing to acknowledge a complaint on receipt - staff reminded that complaint acknowledgements must be issued in writing (email or letter). The new Housing Management System has been set up to do this when logging a complaint from December 2023. b) While having to wait for the response from an outside agency, one complainant could not be told when to expect a response and so had chased this up. Staff reminded to manage expectations in such circumstances when acknowledging receipt of a complaint and to keep the complainant informed of the likely timescale.
	What improvements have we made as a result of learning from complaints?	a) Tenants Annual Report & Annual Report; b) Annually via the March Housing Committee meeting c) Annually via the Annual Report posted on the HA website and the Mutuals Register.
	What improvements have we made as a result of learning from complaints?	X
	What improvements have we made as a result of learning from complaints?	Awaiting the outcome of the consultation on further proposed amendments to the Housing Ombudsman's Code of Practice following changes to Housing Regulation. Will update the policy and reference information provided to tenants once available.
	What improvements have we made as a result of learning from complaints?	N/A