**Water Tower Housing Co-operative**

**Housing Ombudsman Self-Assessment form**

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|  | Area of Complaints Code | **Evidence of compliance** |
| Definition of a complaint | |  |
|  | Does the complaints process use the Housing Ombudsman definition of a complaint? | **Covered in new Complaints policy Section 4 – What is a complaint (page 1).** |
|  | Does the policy have exclusions where a complaint will not be considered? | **Covered in new Complaints policy Section 4 – What is a complaint (page 2).** |
|  | Are these exclusions  reasonable and fair to  residents? | **Covered in new Complaints policy Section 4 – What is a complaint (page 2).** |
| Accessibility | |  |
|  | Are multiple accessibility routes available for members to make a complaint? | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
|  | Is the complaints policy and procedure available online? | **Covered in new Complaints policy Section 8 – Communications (page 3).** |
|  | Do we have a reasonable adjustments policy? | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
| Complaints team and process | |
|  | Is there a complaints officer or equivalent in post? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the complaints officer  have autonomy to resolve  complaints? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | Does the Complaints Officer  have authority to compel  engagement from other  departments to resolve  disputes? | **Covered in new Complaints policy Section 6 – Complaints Officers (page 2).** |
|  | If there is a third stage to the  complaint procedure are  members involved in the  decision-making? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | Is any third stage optional for members? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | Does the final stage response set out member rights to refer the matter to the Housing Ombudsman Service? | **Covered in new Complaints policy Section 9 – Housing Ombudsman Service (page 4).** |
|  | Do we keep a record of complaint correspondence including correspondence from the member? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3).** |
|  | At what stage are most complaints resolved? | **Covered in new Complaints policy Section 3 - Resolving complaints informally (page 1).**  **Also to be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Communication | |  |
|  | Are members kept informed  and updated during the  complaints process? | **Covered in new Complaints policy Section 7 – Complaints procedure and section 8 – Communication (page 3-4).** |
|  | Are members informed of the co-op’s position and given a chance to respond and challenge any area of dispute before the final decision? | **Covered in new Complaints policy Section 7 – Complaints procedure (page 3)** |
|  | Are all complaints  acknowledged within a week? | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | Are members advised of how to escalate at the end of each stage? | **Covered in new Complaints policy Section 7 – Complaints procedure** |
|  | What proportion of complaints are resolved in the investigation stage? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints** |
|  | What proportion of complaints are resolved in the review stage? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints** |
|  | What proportion of complaint  responses are sent within Code  timescales?  • The investigation stage within two weeks  • The investigation stage within four weeks  • The review stage within four weeks  • The review stage within six  weeks | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where timescales have been  extended, did we have good  reason? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where timescales have been  extended, did we keep the  member informed? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | What proportion of complaints do we resolve to member satisfaction? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Co-operation with the Housing Ombudsman Service | |
|  | Were all requests for evidence responded to within three weeks? | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Where the timescale was extended, did we keep the Ombudsman informed? | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Fairness in complaint hand | |  |
|  | Are members able to complain via a representative throughout? | **Covered in new Complaints policy Section 5 – Receiving complaints (page 2).** |
|  | If advice was given, was this accurate and easy to understand? | **Covered in new Complaints policy section 8 – Communication (page 4).** |
|  | How many cases did we refuse to escalate? What was the reason for the escalation | **Covered in new Complaints policy Section 7 – Complaints procedure.**  **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Did we explain our decision to the member? | **Covered in new Complaints policy Section 4 – What is a complaint (page 1).** |
| Outcomes and remedies | |  |
|  | Where something has gone wrong, are we taking appropriate steps to put things right? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
| Continuous learning and improvement | |  | |
|  | What improvements have we made because of learning from complaints? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | How do we share these lessons with members, the governing body and in the annual report? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | Has the Complaint Handling Code made a difference to how we respond to complaints? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |
|  | What changes have we made? | **To be monitored in performance reports. Covered in new Complaints policy section 11 – Learning from complaints.** |