

Item	Subject area	Yes	No	Met in part
1	Definition of a complaint			
	Do we use the HOS prescribed definition	X		
	Does our policy have exclusions where a complaint will not be considered	X		
	Are these exclusions reasonable and fair to residents and what evidence are we relying on	X		
2	Accessibility			
	Are multiple accessibility routes available to residents to make a complaint?	X		
	Is the complaints policy and procedure on line?	X		
	Do we have a reasonable adjustments policy?	X		
	Do we regularly advise residents about our complaints service?			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 the 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 decision making?	N/A	N/A	N/A
	Is any third stage optional for residents?	N/A	N/A	N/A
	Does the final stage response set out rights to refer the matter to the HOS?	X		
	Do we keep a record of complaint correspondence including correspondence from the resident	X		
	At what stage are most complaints resolved			
4	Communication			
	Are residents kept informed and updated during the complaints process?	X		
	Are residents informed of the landlords 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 5 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	N/A		
	What proportion of complaints are resolved at stage 2	N/A		
	What proportion of complaint responses are sent within the code timescales at stage one	X		
	What proportion of complaint responses are sent within the code timescales at stage one with extension	X		
	What proportion of complaint responses are sent within the code timescales at stage two	X		
	What proportion of complaint responses are sent within the code timescales at stage two with extension	X		

	Where timescales have been extended did we have good reason?	X		
	Where timescales have been extended did we keep the resident informed?	X		
	What proportion of our complaints do we resolve to residents satisfaction?	X		
5	Cooperation with Housing Ombudsman Service			
	Were all request responded to within 15 days?	X		
	Where the timescale was extended did we keep the Ombudsman informed?	X		
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?	X		
	What were the reasons for refusal?	X		
	Did we explain the decision to the resident?	X		
7	Outcomes and remedies			
	Where something has gone wrong are we taking appropriate steps to put it right?	X		
8	Continuous learning and improvement?			
	What improvements have we made as a result of learning from complaints?			X
	How do we share these lessons with residents?			X
	How do we share these lessons with the board/governing body?			X
	How do we share these lessons in the annual report?			X
	Has the code made a difference to how we respond to complaints?	X		
	TOTALS:	31	0	5