

Housing Ombudsman Complaint Handling Code: Self-assessment form December 2020

| Compliance with the Complaint Handling Code | | | | |
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| 1 | Definition of a complaint | Yes | No | Comment |
| | <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 | | This definition is included in the new Eastlight Resolutions Policy launched on 1 April 2021 |
| | Does the policy have exclusions where a complaint will not be considered? | Yes | | The Eastlight Complaint Resolutions Policy includes exclusions consistent with the Housing Ombudsman code recommendations |
| | <p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p> | Yes | | All exclusions currently detailed in the existing policy are in line with the Housing Ombudsman's guidelines |
| 2 | Accessibility | | | |
| | Are multiple accessibility routes available for residents to make a complaint? | Yes | | Eastlight accept complaints in any format i.e. online, telephone, social media, verbal, email, written |
| | Is the complaints policy and procedure available online? | Yes | | |

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| | Do we have a reasonable adjustments policy? | Yes | | This is detailed in the Eastlight Complaint Resolutions policy |
| | Do we regularly advise residents about our complaints process? | Yes | | Newsletter, online, verbal contact |
| 3 | Complaints team and process | | | |
| | Is there a complaint officer or equivalent in post? | Yes | | Our Resolutions Team oversee the Resolutions process |
| | Does the complaint officer have autonomy to resolve complaints? | Yes | | by negotiation with Senior managers |
| | Does the complaint officer have authority to compel engagement from other departments to resolve disputes? | Yes | | |
| | If there is a third stage to the complaints procedure are residents involved in the decision making? | N/A | | Eastlight Complaint Resolution policy sets out a two stage procedure. Customers are involved in the complaint resolution panel review which forms part of the this process. |
| | Is any third stage optional for residents? | No | | Eastlight is a two stage process in line with the Ombudsman recommendations. |
| | Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service? | Yes | | Standard closing paragraph for resolution responses includes this information |
| | Do we keep a record of complaint correspondence including correspondence from the resident? | Yes | | Records are maintained for all complaint correspondence including expressions of dissatisfaction |
| | At what stage are most complaints resolved? | | | Stage one (99%) April - Oct 2020 |
| 4 | Communication | | | |
| | Are residents kept informed and updated during the complaints process? | Yes | | This is also reinforced in the Eastlight Guidelines for their Team members on the Resolutions procedure. |
| | Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision? | Yes | | Our procedure sets out that contact should be made prior to response. This is reinforced in the Eastlight Guidelines for the Resolution procedure. |

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| | Are all complaints acknowledged and logged within five days? | Yes | | Eastlight's policy includes requirement for an acknowledgement to be sent within two working days. |
| | Are residents advised of how to escalate at the end of each stage? | Yes | | Standard closing paragraph on resolution responses details this |
| | What proportion of complaints are resolved at stage one? | | | 99% |
| | What proportion of complaints are resolved at stage two? | | | 0% |
| | 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) | | | Total 178 complaints Apr to Oct 2020 136 responses within ten days working days 42 new agreed dates 76% 24% 100% N/A |
| | Where timescales have been extended did we have good reason? | Yes | | Example of reasons for extended timescales: <ul style="list-style-type: none"> • Awaiting additional evidence from customer • Awaiting agreed timescales for visiting customer • Delays in necessary visits/inspections due to pandemic restrictions |
| | Where timescales have been extended did we keep the resident informed? | Yes | | All extensions are agreed with customers as stated in our Complaint Resolutions policy |
| | What proportion of complaints do we resolve to residents' satisfaction | | | Two cases were escalated out of 178 cases in the period April to Oct 2020 which would suggest 99% satisfaction. However, in a random sample of satisfaction surveys 80% of customers said they were satisfied with the outcome of their case. We will be looking to increase our satisfaction surveys in this area. |
| 5 | Cooperation with Housing Ombudsman Service | | | |

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| | Were all requests for evidence responded to within 15 days? | Yes | | Two cases were escalated to the Ombudsman Apr – Oct 2020. We requested additional time to collate information for one case due the volume of information required. |
| | Where the timescale was extended did we keep the Ombudsman informed? | Yes | | We liaised with the Ombudsman service to agree the time extension |
| 6 | Fairness in complaint handling | | | |
| | Are residents able to complain via a representative throughout? | Yes | | Our policy is clear that we will liaise with authorised representatives about resolution cases. |
| | If advice was given, was this accurate and easy to understand? | | | |
| | How many cases did we refuse to escalate? What was the reason for the refusal? | | | Escalation was refused in one case which was subsequently referred to the Ombudsman. This involved a dispute regarding responsibility for a repair issue. The determination was in favour of Eastlight. |
| | Did we explain our decision to the resident? | Yes | | Explanation and escalation alternatives were provided to the customer. |
| 7 | Outcomes and remedies | | | |
| | Where something has gone wrong are we taking appropriate steps to put things right? | Yes | | Resolutions include but are not limited to: apologies, carrying out repairs or additional works/visits, financial reimbursement where appropriate. Preventative actions are sought and implemented where appropriate for every complaint. |
| 8 | Continuous learning and improvement | | | |
| | What improvements have we made as a result of learning from complaints? | | | Examples as follows: <ul style="list-style-type: none"> • Staff training on call handling, effective communication, technical processes and customer services. • Monthly meetings with contractors regarding quality of workmanship (e.g. ground |

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| | | | | <p>maintenance, cleaning) as well as regular site visits.</p> <ul style="list-style-type: none"> • Excessive waste in communal areas and fly-tipping following lockdown. Area improvement budget was utilised and education campaign to raise awareness of responsibilities/ requirements led by Housing Managers. • Additional resources recruited following complaints about waiting times • Changes to telephony messaging |
| | <p>How do we share these lessons with:</p> <p>a) residents?</p> <p>b) the board/governing body?</p> <p>c) In the Annual Report?</p> | <p>Yes</p> <p>Yes</p> <p>Yes</p> | | <p>Newsletter /quarterly performance monitoring</p> <p>Annual Complaints report to Board</p> |
| | <p>Has the Code made a difference to how we respond to complaints?</p> | <p>Yes</p> | | |
| | <p>What changes have we made?</p> | | | <ul style="list-style-type: none"> • We have reviewed our complaints policy and procedure ensuring all areas of the new Housing Ombudsman Code are covered. • Following approval of the Eastlight Resolutions policy we have launched a new awareness campaign for our customers and team members on the importance of effective Resolution reporting and handling |

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| | | | | <ul style="list-style-type: none">• We will look to learn from resolution cases to drive customer satisfaction and service improvements. |
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