

20/20 Housing Co-op complaints self-assessment

	Questions	Answers	
1	Definition of a complaint		
	Does the complaints process use the Housing Ombudsman definition of a complaint?	Yes	
	Does the policy have exclusions where a complaint will not be considered?	Yes	
	Are these exclusions reasonable and fair to residents? Evidence relied upon	Yes – we have included reference to the items listed in CCH guidance	
2	Accessibility		
	Are multiple accessibility routes available for members to make a complaint?	Yes	
	Is the complaints policy and procedure available online?	Yes	
	Do we have a reasonable adjustments policy?	Yes	
3	Complaints team and process		
	Is there a complaints officer or equivalent in post?	The co-op has appointed two complaints officers with the facility to appoint others external to the co-op if necessary	
	Does the complaints officer have autonomy to resolve complaints?	Complaints officers may have autonomy to resolve complaints where complaints do not involve policy matters. The co-op's democratic structure means that complaints involving policy matters need to be referred to the Management Committee	
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	The co-op does not have "other departments", but complaints officers have the means to engage with other committee members and BCHS regarding resolution of complaints	

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	If there is a third stage to the complaint procedure are members involved in the decision-making?	No	
	Is any third stage optional for members?	N/A	
	Does the final stage response set out member rights to refer the matter to the Housing Ombudsman Service?	Yes	
	Do we keep a record of complaint correspondence including correspondence from the member?	Yes	
	At what stage are most complaints resolved?	Most issues are resolved before they become complaints. We have received 1 complaint this year. It was resolved after the investigation stage.	
4	Communication		
	Are members kept informed and updated during the complaints process?	Yes	
	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?	Yes	
	Are all complaints acknowledged within a week?	We had not previously set or recorded target times.	
	Are members advised of how to escalate at the end of each stage?	Yes	
	What proportion of complaints are resolved in the investigation stage?	All of them	
	What proportion of complaints are resolved in the review stage?	The co-op has never held a review stage	

	Questions	Answers	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • The investigation stage within two weeks • The investigation stage within four weeks • The review stage within four weeks • The review stage within six weeks 	We had not previously set or recorded target times.	
	Where timescales have been extended, did we have good reason?	NA	
	Where timescales have been extended, did we keep the member informed?	NA	
	What proportion of complaints do we resolve to member satisfaction?	Not known – we have not previously asked members if they are satisfied with the outcome of the complaint	
5	Co-operation with the Housing Ombudsman Service		
	Were all requests for evidence responded to within three weeks?	NA	
	Where the timescale was extended, did we keep the Ombudsman informed?	NA	
6	Fairness in complaint handling		
	Are members able to complain via a representative throughout?	Yes	
	If advice was given, was this accurate and easy to understand?	NA	
	How many cases did we refuse to escalate? What was the reason for the escalation?	NA	
	Did we explain our decision to the member?	NA	

	Questions	Answers	
7	Outcomes and remedies		
	Where something has gone wrong, are we taking appropriate steps to put things right?	Yes	
8	Continuous learning and improvement		
	What improvements have we made because of learning from complaints?	We have had dialogue with BCHS about responding to repairs	
	How do we share these lessons with members, the governing body and in the annual report?	We will refer to this matter in our next annual report	
	Has the Complaint Handling Code made a difference to how we respond to complaints?	It will do	
	What changes have we made?	We have introduced a new policy and formalised the procedure introducing timescales	