

Four Million Homes Handling your complaints Social housing residents training session 7

What does the Regulator of Social Housing expect?

- · Transparency, Influence and Accountability Standard
- · Required outcome complaints are addressed fairly, effectively and promptly
- · Specific expectations
 - · The approach to handling complaints must be simple, accessible and
 - Information must be provided about how to make a complaint, the policy and handling process, what you can do if you are dissatisfied and what types of complaints are being received and how learning influences improvement
 - Tenant satisfaction measures CH01 and CH02

Complaints Handling Code

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· Complaints can be raised if a service request is ongoing and efforts to address a service request must continue

· 'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'

• An expression of dissatisfaction through a survey is not a complaint

What does the Housing Ombudsman expect?

· Difference between service requests and complaints

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What does the Housing Ombudsman expect?

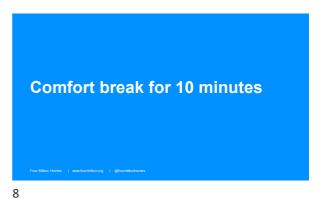
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- Complaints must be accepted unless there is a valid reason not to; reasoning must be evidenced
- · Policy must set out exclusions
 - ✓ issue occurred over 12 months ago
 - √ legal proceedings have started
 - ✓ issue has been previously considered
- Where complaints are excluded, an explanation must be given along with details of the right to take the decision to the Ombudsman
- · Landlords must not take a blanket approach

Exercise: Does your landlord clearly explain what it will treat as a complaint and how effective is its policy?

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Accessibility and awareness

- · Landlords must make it easy to complain by providing different channels and must consider Equalities Act 2010
- · Residents must be able to complain to all staff members
- · Policy must be available in a clear and accessible format
- · Policy must explain how the landlord will publicise it
- Landlords must give the opportunity for residents to appoint a representative and to be represented or accompanied in meetings
- Landlords must provide residents with information about the right to access the Ombudsman and how they can engage

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Complaints handling process

- There must be a named 'Complaints Officer' assigned overall control who must have access to staff at all levels
- · Landlords should prioritise complaints handling by training staff, ensuring complaints handling is a core service and that there are sufficient resources
- · Process must only be two-staged; where a third party is involved it must be part of that process
- · Complaints must be dealt with on merit; all evidence must be considered and conflicts of interest dealt with
- · Response timescales outside of Code limits must be agreed with residents
- · Landlords must escalate complaints through all stages
- Full records of all complaints must be kept
- · Landlords must have policies for unacceptable behaviour

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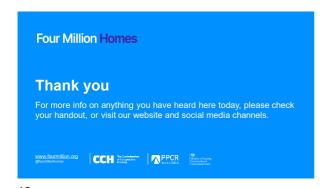
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What should happen after complaints are received?

- ✓ Putting things right apologising, acknowledging where things have gone wrong or where there have been delays, reconsidering or changing a decision, providing financial remedies, changing policies, procedures or
- ✓ Self assessment, reporting and compliance annual complaints report,
- consideration by the Governing Body and publication, annual online survey Continuous learning and improvement landlords must appoint a suitably senior person to identify systemic issues, serious risks and policy changes and appoint a Governing Body member ('Member Responsible for Complaints')
- ✓ The Governing Body must receive regular reports on volume, categories and outcomes of complaints, issues and trends and Ombudsman investigations



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