



Housing Ombudsman Complaint Handling Code Self-Assessment

August 2022

Compliance Table			
1. Definition of a complaint	Yes	No	Action/notes
Does the complaints process use the following definition of a complaint: "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".	Yes		
Does the policy have exclusions where a complaint will not be considered?	Yes		
Are these exclusions reasonable and fair to residents?	Yes		
Evidence relied upon	Yes		Exclusions: a) The complaint occurred over 6 month ago (unless related to safeguarding or health and safety matters). b) The matter concerned is not the responsibility of Pivotal. c) Legal proceedings are pending or an insurance claim against us is being made. d) During disputes regarding service charge calculations. e) The complaint relates entirely to services or decisions outside of our control.

			f) An attempt is made to reopen/reconsider a previously concluded complaint where we have provided a final decision.
2. Accessibility			
Are multiple accessibility routes available for residents to make a complaint?	Yes		
Is the complaints policy and procedure available online?	Yes		
Do we have a reasonable adjustments policy?	Yes		See section 7.0 of E, D, &I Policy.
Do we regularly advise residents about our complaints process?	Yes		
3. Complaints Team and Process			
Is there a complaint officer or equivalent in post?	Yes		
Does the complaint officer have autonomy to resolve complaints?	Yes		
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		No third stage.
Is any third stage optional for residents?	N/A		No third stage.
Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes		
Do we keep a record of complaint correspondence including correspondence from the resident?	Yes		
At what stage are most complaints resolved?	1		
4. Communication			
Are residents kept informed and updated during the complaints process?	Yes		
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		
Are all complaints acknowledged and logged within five days?	Yes		
Are residents advised of how to escalate at the end of each stage?	Yes		
What proportion of complaints are resolved at stage one?	95%		Year to date.



What proportion of complaints are resolved at stage two?	5%		Year to date.
What proportion of complaint responses are sent within Code timescales?			
Stage one			84%
Stage one (with extension)			92%
Stage two			100%
Stage two (with extension)			100%
Where timescales have been extended did we have good reason?	Yes		
Where timescales have been extended did we keep the resident informed?	Yes		
What proportion of complaints do we resolve to residents' satisfaction?	87%		
5. Cooperation with Housing Ombudsman Service			
Were all requests for evidence responded to within 15 days?	N/A		None referred to HO.
Where the timescale was extended did we keep the Ombudsman informed?	N/A		None referred to HO.
6. Fairness in complaint handling			
Are residents able to complain via a representative throughout?	Yes		
If advice was given, was this accurate and easy to understand?	Yes		
How many cases did we refuse to escalate?	0		
What was the reason for refusal?	N/A		
Did we explain our decision to the resident?	N/A		
7. Outcomes and remedies			
Where something has gone wrong are we taking appropriate steps to put things right?	Yes		
8. Continuous learning and improvement			



<p>What improvements have we made as a result of learning from complaints?</p>		<p>We have made changes to our housing management escalation process, and we have changed repairs and maintenance contractors in some areas.</p>
<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>Customers: Our customer Annual Report will include complaint statistics, and we provide feedback on improvements at House Meetings and through newsletters.</p> <p>Board: Key findings are shared at quarterly Board meetings.</p> <p>Annual Report: We will report on performance data and include examples in our Annual Report.</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>		<p>We have written a new policy which includes the new timescales, and changes have been made to our training programme.</p>