

Clarion Housing

Complaint Handling Code:



CLARION
HOUSING

Self-assessment form

Compliance with the Complaint Handling Code			
1	Definition of a complaint	Yes	No
	Does the complaints process use the following definition of a complaint? <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>	Yes	
	Does the policy have exclusions where a complaint will not be considered?	Yes	
	Are these exclusions reasonable and fair to residents?	Yes	
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	
	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?	No	
	Is any third stage optional for residents?	No	
	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?	Stage One	
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?	90%	
	What proportion of complaints are resolved at stage two?	10%	
	What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> • Stage One (<10 Working days) • Stage One Extension (11- 20 working days) • Out with Extension (21+ working days) • Peer Review (<20 working days) • Peer Review Extension (21-30 working days) • Out With Extension 	39% 32% 29% 44% 34% 22%	
	Where timescales have been extended did we have good reason?	Yes	
	Where timescales have been extended did we keep the resident informed?	Yes	
5	Cooperation with Housing Ombudsman Service		

	Were all requests for evidence responded to within 15 days?	Yes – 77% No – 23%	
	Where the timescale was extended did we keep the Ombudsman informed?	Yes	
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? Answer Yes, We also aim for any advice we offer (verbal or written) to be customer friendly and jargon free. We check customer preferences to align with any communication needs. Letters are checked by a Team Leader. A manager will also conduct a weekly calibration exercise where they will check 3 that each Team Leader has authorised.	Yes	
	How many cases did we refuse to escalate?	0	
	Did we explain our decision to the resident?	N/A	
7	Outcomes and remedies		
	Answer Where something has gone wrong are we taking appropriate steps to put things right? We log post resolution actions on our CRM dynamics as a task and they are coordinated by customer solution until we receive a full closure by each business area. This is tracked visibly on each areas of the business dashboard.	Yes	
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints? Answer We've developed CRM dynamics system to analyse complaint types and areas of the business. We delivered training presentations to all business areas highlighting the Housing Ombudsman Code. We've reviewed and amended our complaints, compensations, reasonable adjustments and succession policies,	Systemic / Policy	
	How do we share these lessons with: Answer We share are lessons learned with: a) Residents – Regional Scrutiny Meetings/Publish self-assessment on our website. b) The board via an annual report.	Residents / Annual Report	
	Has the Code made a difference to how we respond to complaints?	Yes	
	What changes have we made? Answer The code has enabled us to improve some of our policy and procedures. We have developed our CRM system and also educated our customer facing teams.	Systemic / Process	