

## OEHA Complaints Self Assessment Report December 2020

### Self-assessment form

| Compliance with the Complaint Handling Code |   |     |    |
|---|---|-----|----|
| 1   | Definition of a complaint   | Yes | No |
|   | <p>Does the complaints process use the following definition of a complaint?</p> <p><i>An expression of dissatisfaction, however made, about the standard or 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> <p><i>OEHA does not have it's own Complaints Policy and uses the policy of it's Managing Agent, Teachers' Housing Association (THA)</i></p> | ✓   |    |
|   | Does the policy have exclusions where a complaint will not be considered?   | ✓   |    |
|   | <p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon</p> <p><i>The exclusions are not restrictive and are proportionate. They have been reviewed by THA's Management Board and are set out in full in THA's Complaints and Appeals Policy.</i></p>   | ✓   |    |
| 2   | Accessibility   |     |    |
|   | Are multiple accessibility routes available for residents to make a complaint?  | ✓   |    |
|   | Is the complaints policy and procedure available online?  | ✓   |    |
|   | Do we have a reasonable adjustments policy?   | ✓   |    |
|   | Do we regularly advise residents about our complaints process?  | ✓   |    |
| 3   | Complaints team and process   |     |    |
|   | Is there a complaint officer or equivalent in post?   | ✓   |    |
|   | Does the complaint officer have autonomy to resolve complaints?   | ✓   |    |
|   | Does the complaint officer have authority to compel engagement from other departments to resolve disputes?  | ✓   |    |
|   | If there is a third stage to complaints procedure are the residents involved in the decision making?  | N/A |    |

|          |   |          |   |
|----------|---|----------|---|
|          | <i>THA does not have an internal third stage to its Complaints Policy with complaints at Stage 3 being referred to the Housing Ombudsman.</i>   |          |   |
|          | Is any third stage optional for residents?  | N/A      |   |
|          | Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?  | ✓        |   |
|          | Do we keep a record of complaint correspondence including correspondence from the resident?   | ✓        |   |
|          | At what stage are most complaints resolved?<br><br><i>Most are resolved at Stages one or two. In the 2020 year, no complaints have progressed to the Ombudsman having exhausted THA's internal processes though one complainant referred their complaint to the Housing Ombudsman's Dispute Resolution Team.</i>  | See Note |   |
| <b>4</b> | <b>Communication</b>  |          |   |
|          | Are residents kept informed and updated during the complaints process?  | ✓        |   |
|          | Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?  | ✓        |   |
|          | Are all complaints acknowledged and logged within five days?<br><br><i>During the current year, complaints have been responded to inline with THA's Complaints and Appeals Policy which allowed for longer than 5 days. The policy has now been amended to bring it in line with the Code and complaints in 2021 will be responded to in accordance with the revised timeframe.</i> |          | ✓ |
|          | Are residents advised of how to escalate at the end of each stage?  | ✓        |   |
|          | What proportion of complaints are resolved at stage one?<br><br><i>In the current year, OEHA have received no formal complaints.</i>  | See Note |   |
|          | What proportion of complaints are resolved at stage two?<br><br><i>In the current year, OEHA have received no formal complaints</i>   | See Note |   |
|          | What proportion of complaint responses are sent within Code timescales?   | See Note |   |

|          |   |          |  |
|----------|---|----------|--|
|          | <p><i>There were no complaint responses sent within the Code timescale within the 2020 year as the Code did not exist at the start of the year. We will ensure compliance with the Code from 2021 onwards.</i></p> <ul style="list-style-type: none"> <li>• Stage one<br/>Stage one (with extension)</li> <li>• Stage two<br/>Stage two (with extension)</li> </ul> |          |  |
|          | Where timescales have been extended did we have good reason?  | ✓        |  |
|          | Where timescales have been extended did we keep the resident informed?  | ✓        |  |
|          | <p>What proportion of complaints do we resolve to residents' satisfaction?</p> <p><i>As noted above, there have been no complaints received. .</i></p>  | See Note |  |
| <b>5</b> | <b>Cooperation with Housing Ombudsman Service</b>   |          |  |
|          | Were all requests for evidence responded to within 15 days?   | ✓        |  |
|          | <p>Where the timescale was extended did we keep the Ombudsman informed?</p> <p><i>There was nothing to inform the Housing Ombudsman of in the current year.</i></p>   | N/A      |  |
| <b>6</b> | <b>Fairness in complaint handling</b>   |          |  |
|          | Are residents able to complain via a representative throughout?   | ✓        |  |
|          | If advice was given, was this accurate and easy to understand?  | N/A      |  |
|          | How many cases did we refuse to escalate?   | None     |  |
|          | What was the reason for refusal?  | N/A      |  |
|          | Did we explain our decision to the resident?  | N/A      |  |
| <b>7</b> | <b>Outcomes and remedies</b>  |          |  |
|          | Where something has gone wrong are we taking appropriate steps to put things right?   | ✓        |  |

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|          |   |          |  |
| <b>8</b> | <b>Continuous learning and improvement</b>  |          |  |
|          | <p>What improvement have we made as a result of learning from complaints?</p> <p><i>There have been no explicit lessons learnt this year but we understand the good learning that can come from effective complaint handling and we continue to seek ways in which we can improve our services to tenants. We provide an annual summary of complaints to OEHA's Management Committee and identify any changes made to policies or lessons learnt from complaints.</i></p> | See Note |  |
|          | <p>How do we share these lessons with:</p> <p>a) residents? - <i>Via tenant newsletters</i></p> <p>b) the board/governing body? - <i>Via reports to Board a an annual summary</i></p> <p>c) In the Annual Report? - <i>Issued to all tenants annually</i></p>   | See Note |  |
|          | <p>Has the Code made a difference to how we respond to complaints?</p>  | ✓        |  |
|          | <p>What changes have we made?</p> <p><i>In the current year, we have adapted our Complaints Policy to include all changes recommended by the Code.</i></p>  | See Note |  |