

Complaint code item		FCHO compliance against the Code	Further action to ensure compliance
1 Definition of a complaint			
1.1	<p>Does the complaints process use the following definition of a complaint?</p> <p>“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”.</p>	<p>No –The FCHO Complaints Policy states:</p> <p>“An expression of dissatisfaction where there is material distress, material inconvenience, and/or financial loss because of the action or lack of action and/or standard of service(s) provided by FCHO”.</p>	<p>Complaints Policy to be amended and presented to the Board for approval in March 2021.</p>
1.2	<p>Does the policy have exclusions where a complaint will not be considered?</p>	<p>Yes – The Complaints Policy states that there may be occasions when FCHO is not able to consider a complaint.</p>	<p>None Required</p>
1.3	<p>Are these exclusions reasonable and fair to residents?</p>	<p>Yes - The Complaints Policy details the exclusions as follows:</p> <ul style="list-style-type: none"> ❖ The complaint relates to a first time request for service ❖ Legal proceedings are pending or have started, or where there is a legal solution ❖ The complaint relates to an issue that has occurred due to an Act of God e.g. high winds ❖ The complaint relates to reports about neighbour nuisance and/or antisocial behaviour (this will be dealt with under the Antisocial Behaviour Policy) ❖ It is considered that the demands are aggressive or unreasonably persistent 	<p>None Required</p>

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2 Accessibility			
2.1	Are multiple accessibility routes available for residents to make a complaint?	<p>Yes - Customers can make a complaint via the following routes:</p> <ul style="list-style-type: none"> ❖ Online – by <u>filling in a complaint form</u> ❖ By phone – 0161 393 7117 - lines are open from 9am to 5pm, Monday to Friday ❖ By post – FCHO Tellus, First Place, 22 Union Street, Oldham, OL1 1BE ❖ In person – First Place, 22 Union Street, Oldham, OL1 1BE, current opening hours can be found on our website 	The new Policy will detail how complaints will be accepted via direct messaging i.e. Facebook or Twitter and through customer feedback surveys.
2.2	Is the complaints policy and procedure available online?	Yes - Available on the FCHO website www.fcho.co.uk https://www.fcho.co.uk/contact-us/how-to-complain/	None Required
2.3	Do we have a reasonable adjustments policy?	No - The new Complaints policy will have an up to date Equality Impact Assessment (EIA). The EIA will highlight if any reasonable adjustments should be made for some customers.	Equality Impact Assessment to be completed as part of the Complaints Policy review
2.4	Do we regularly advise residents about our complaints process?	Yes - The process is detailed on FCHO website https://www.fcho.co.uk/contact-us/how-to-complain/	A review of all correspondence sent to customers is to be completed. All correspondence is to include information on how to make a complaint.
3 Complaint team and process			
3.1	Is there a complaint officer or equivalent in post?	Yes - FCHO have a designated Customer Excellence Team – 2 x Customer Excellence Officers.	None Required

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3.2	Does the complaint officer have autonomy to resolve complaints?	Yes – The Customer Excellence Officer has autonomy to resolve all complaints; this also includes requests for gestures of goodwill or compensation up to the value of £150.	None Required
3.3	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	Yes – The Customer Excellence Officer engages with Complaints Champions from different departments to resolve disputes.	None Required
3.4	If there is a third stage to the complaints procedure are residents involved in the decision making?	Yes –The current Complaints Policy has a 3 stage process; this includes customer representation.	Removal of stage 3 in the amended policy
3.5	Is any third stage optional for residents?	Yes – Stage 3 (Panel Resolution) is optional for customers.	None Required
3.6	Does the final stage response set out residents’ right to refer the matter to the Housing Ombudsman Service?	Yes - The Housing Ombudsman contact information is detailed in the Stage 2 and 3 investigation responses.	None Required
3.7	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes - The Customer Excellence Officers maintain a detailed case file for every complaint.	None Required
3.8	At what stage are most complaints resolved?	The majority of complaints received are resolved at Stage 1 of the complaints process.	None Required
4 Communication			
4.1	Are residents kept informed and updated during the complaints process?	Yes - The Customer Excellence Officers maintain contact with customers throughout the complaint, including sending confirmation of acknowledgement and a written response to the complaint.	None Required
4.2	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- The Customer Excellence Officers keep in regular contact with the customer at each stage of their complaint, including discussing the outcome over the telephone before the complaint is closed.	None Required

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4.3	Are all complaints acknowledged and logged within five days?	Yes- The Customer Excellence Officers acknowledge and log all complaints with timescales.	None Required
4.4	Are residents advised of how to escalate at the end of each stage?	Yes -This is detailed in the Complaints Policy and within the Stage 1 and Stage 2 response letters. The Customer Excellence Officers also inform the customer at the start of the complaints process.	None Required
4.5	What proportion of complaints at resolved at stage 1	95% of complaints are resolved at stage 1 (127 out of 133 complaints). 5% (6) of complaints were escalated to stage 2.	None Required
4.6	What proportion of complaints at resolved at stage 2	3% of complaints are resolved at stage 2 (4 out of 6 complaints). No complaints have been escalated to stage 3; 2 complaints remain open at stage 2. (Figures: 1 April – 30 November 2020)	None Required
4.7	What proportion of complaint responses are sent within Code timescales? a) Stage 1 b) Stage 2 c) Stage 1 & 2 Extensions	a) Acknowledged stage 1 – 89% (120/133). Resolved stage 1 – 33% (43/133) b) Acknowledge stage 2 - 100% (4/4). Resolved stage 2 – 25% (1/4) c) We are currently unable to report on this information. Following a system review, this information will be recorded and reported in our monthly internal complaints report. (Figures: 1 April – 30 November 2020) Our response timescales are not currently compliant with the Code. This will be addressed in the new policy.	Complaints system is to be amended to capture the number of days the complaint has been extended including the reason for the extension. Complaints Policy to be amended to comply with the code timescales.
4.8	Where timescales have been extended, did we have good reason?	Yes – The reasons for extension is usually due requiring additional information from a third party contractor.	None required

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4.9	Where timescales have been extended, did we keep the resident informed?	Yes – The Customer Excellence Officers keep customers updated on the progress of their complaint.	None Required
4.10	What proportion of complaints do we resolve to residents' satisfaction	78% of customers were satisfied with the outcome of their complaint.(Figures 1 April – 30 November 2020)	None Required
5 Cooperation with the Housing Ombudsman Service			
5.1	Were all requests for evidence responded to within 15 days?	No - For some of our complex complaints, that required more detailed information or archived data, we requested an extension to the timeframe outlined by the Housing Ombudsman.	None Required
5.2	Where the timescale was extended, did we keep the Ombudsman informed	Yes – by telephone and e-mail.	None Required
6 Fairness in complaint handling			
6.1	Are residents able to complain via a representative throughout?	Yes – Under section 5.2 of the current policy we advise customers of the following: ❖ FCHO will accept complaints from advocates acting on behalf of a customer, where that customer has a right to complain (written consent)	None Required
6.2	If advice was given, was this accurate and easy to understand?	Yes - The Customer Excellence Officers provide clear responses to customers and will not use jargon.	None Required
6.3	How many cases did we refuse to escalate? What was the reason for the refusal?	5 cases were not escalated – (Figures 1 April – 30 November 2020) Based on the evidence available the outcome of the complaint would not change and no new information was presented by the customer.	Review of the system to ensure information is accurately recorded.
6.4	Did we explain our decision to the resident?	Yes – The Customer Excellence Officers discuss the request to escalate with customers, providing them with the reasons for refusal. This is also followed up in writing.	Not Required

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7 Outcome and Remedies			
7.1	Where something has gone wrong are we taking appropriate steps to put things right?	<p>Yes – the following changes have been implemented:</p> <ul style="list-style-type: none"> ❖ Bi-monthly Complaints Governance meeting with customer representation ❖ Learning from complaints is reported in our Annual Report ❖ Monthly Operational Complaint meetings to review trend information and carry out deep dives into complex cases- identifying areas for improvement / lessons learned Attendees at the meeting include business areas with the most complaints ❖ Complaints Champions from recruited across the organisation to provide expert advice / support to the Customer Excellence Team 	None Required
8 Continuous learning and improvements			
8.1	What improvements have we made as a result of learning from complaints?	<ul style="list-style-type: none"> ❖ Reviewed record keeping following Ombudsman Case ❖ Monthly internal Operational Complaints meeting to review performance ❖ Bi-monthly Complaints Governance meeting with customer representation ❖ Action plan produced monthly to log and monitor required changes ❖ Stage 1 and 2 complaint letters reviewed in line with Ombudsman recommendation ❖ Introduced Complaints Champions ❖ Centralised the Complaints Team forming a Customer Excellence Team ❖ Complaints training for Complaints Champions and Customer Excellence Officers 	Not Required

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8.2	<p>How do we share these lessons with:</p> <p>a) Customers?</p> <p>b) The board/governing body?</p>	<p>a) Lessons learned are published in the Annual Report, presented at the Bi Monthly Complaint Governance Meeting and in the quarterly Customer report.</p> <p>b) Published in the Annual Report and in the Customer First quarterly Board report.</p>	None Required
8.3	Has the Code made a difference to how we respond to complaints?	We are amending our Complaints Policy in line with the recommendations, including changing the acknowledgment and response timescales, which gives the Customer Excellence Officer time to ensure a full investigation is completed, and timescales are met.	None Required
8.4	What changes have we made?	<p>Revising the Complaints Policy and amending the following:</p> <ul style="list-style-type: none"> ❖ The definition of a complaint ❖ Removal of Stage 3 ❖ Increased transparency of learning from complaints ❖ Increasing timescales for acknowledging and responding to a complaint 	<p>To review the way we deal with dissatisfaction surveys.</p> <p>Monitoring performance on the delivery of outcomes i.e. where we have agreed to carry out a repair as part of a complaint response ensuring that the repair has been completed within timescales agreed.</p>