

Housing Ombudsman Complaint Handling Code:

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>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>		X
	<p>JJH response:</p> <p>Point 2.2 of the 'Talk to Us' Policy states: JJH defines a complaint as feedback received, whether justified or not, when someone is not satisfied with the standard of a service by the organisation or its staff or others acting on its behalf. JJH encourages customers to give feedback when they are not satisfied with the service they have received.</p>		
	<p>Does the policy have exclusions where a complaint will not be considered?</p>	X	
	<p>JJH response:</p> <p>Point 2.4 of the 'Talk to Us' Policy states:</p> <p>JJH cannot deal with the following through this Policy:</p> <ul style="list-style-type: none"> • requests for specific services - for example first reports of a repair or of neighbour nuisance; • appeals or disputes for decisions made under other JJH policies, procedures or processes; • issues that are in court or have already been heard by a court or tribunal, or where legal action has been taken; • complaints about employees that would usually be handled via HR policies; and/or • insurance claims that would normally be covered by home contents insurance -insurance claims, including personal injury claims, will be referred to JJH's insurers and will not be handled as a complaint 		
	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon These exclusions are in line with what is detailed in the Ombudsman Complaint Handling Code.</p>	X	



2	Accessibility		
	Are multiple accessibility routes available for residents to make a complaint?	X	
	<p>JJH response: Point 3.1 of the 'Talk to Us' Policy states: Customers can make a complaint by the following methods:</p> <ul style="list-style-type: none"> • over the telephone to our Customer Hub on telephone 0345 305 5335 • in person to any member of staff • by visiting our website www.jjhousing.co.uk • by letter • by e mail • or by asking a relative, friend, MP, Councillor or any other representative to contact us. 		
	Is the complaints policy and procedure available online?	X	
	<p>JJH response: https://www.jjhousing.co.uk/how-to-register-a-complaint</p>		
	Do we have a reasonable adjustments policy?		X
	<p>JJH response: We have an Equality, Diversity and Inclusion Policy which relates to colleagues, agency workers and contractors.</p> <p>Reasonable adjustments for residents would fall in line with our Allocations Policy as well as discussions with our Assets/Neighbourhoods teams.</p> <p>As per our 'Talk to Us' Policy: 3.2 JJH provides equal access to our complaints service by:</p> <ul style="list-style-type: none"> • Offering a Complaints Advocacy Service • Accepting verbal complaints • Supporting vulnerable customers • Translating and interpreting • Providing information in large print or audio • Holding meetings in places with disabled access and hearing loops • Paying your reasonable travel and where appropriate, carer costs • Inviting a support worker /carer for customers who have physical or mental health issues (e.g. sight-impaired, autism) 		
	Do we regularly advise residents about our complaints process?	X	
	JJH response:		



<p>We encourage complaints and feedback from residents in order to improve our services; this is promoted through engagement activities, for example Scrutiny Panel and Digital Conferences, discussion on performance as well as conversations with JJH colleagues who interact with residents such as Customer Services and Neighbourhood teams.</p>		
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<p>3 Complaints team and process</p>		
<p>Is there a complaint officer or equivalent in post?</p>	<p>X</p>	
<p>JJH response: As per the Ombudsman Complaint Handling Code, our Customer Services team is primarily responsible for complaints; however, we empower all our team members to recognise a complaint, log it on our internal system and respond as appropriate in line with our Policy and procedure.</p>		
<p>Does the complaint officer have autonomy to resolve complaints?</p>	<p>X</p>	
<p>JJH response: We aim to resolve complaints at first point of contact with any JJH team member having the autonomy to resolve the complaint for our residents.</p>		
<p>Does the complaint officer have authority to compel engagement from other departments to resolve disputes?</p>	<p>X</p>	
<p>JJH response: The JJH team member who is investigating the complaint is encouraged to liaise with other teams to ensure all areas of the complaint are resolved where possible.</p>		
<p>If there is a third stage to the complaints procedure are residents involved in the decision making?</p>	<p>N/A</p>	
<p>JJH response: There is not a third stage to our complaints procedure.</p>		
<p>Is any third stage optional for residents?</p>	<p>N/A</p>	
<p>JJH response: There is not a third stage to our complaints procedure as we endeavour to resolve a resident's complaint at the initial stage, first formal stage or second and final formal stage in which an independent Senior Manager reviews the previous stages and responses.</p>		
<p>Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?</p>	<p>X</p>	
<p>JJH response: The final stage response explains the resident's right to refer to the Ombudsman and includes the contact details to do so.</p>		



	Do we keep a record of complaint correspondence including correspondence from the resident?	X	
	JJH response: All complaint details including stage, issues, actions taken, correspondence and lessons learned are recorded on JJH internal complaints database.		
	At what stage are most complaints resolved? JJH response: From the 1 April 2020 – 31 October 2020 there were 140 Stage 1 complaints and 6 Stage 2 complaints equating to 96% complaints resolved at Stage 1. The complaints database does not allow analysis of Stage 0 (informal) complaints to identify which of these escalated to a formal complaint.	1	
4	Communication		
	Are residents kept informed and updated during the complaints process?	X	
	JJH response: As per our 'Talk to Us' Policy: 6.3 At all stages of the complaints process, JJH will: <ul style="list-style-type: none"> • Confirm with the complainant who is responsible for responding to the complaint • Speak to the complainant within 2 working days to discuss the complaint • Confirm JJH's understanding of the complaint and the outcome the complainant desires • Advise the complainant when to expect a reply • Explain JJH's decision(s) • Confirm when any actions will be completed • Respect confidentiality and advise the complainant of any enquiries we may need to make which could involve others in helping resolve your complaint. 		
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	X	
	JJH response: Residents are kept informed throughout the complaints procedure as per point 6.3 in our 'Talk to Us' Policy.		
	Are all complaints acknowledged and logged within five days?	X	
	JJH response:		



<p>Complaints are logged and acknowledged on the same day as part of our complaints procedure. The investigating manager will speak to the resident within three working days of the complaint being logged.</p>		
<p>Are residents advised of how to escalate at the end of each stage?</p>	<p>X</p>	
<p>JJH response: As part of the investigating manager’s response, details are included of how to escalate at each stage and contact information for the Housing Ombudsman is included in the Stage 2 response.</p>		
<p>What proportion of complaints are resolved at stage one? JJH response: From the 1 April 2020 – 31 October 2020 there were 140 Stage 1 complaints and 6 Stage 2 complaints equating to 96% complaints resolved at Stage 1.</p> <p>The complaints database does not allow analysis of Stage 0 (informal) complaints to identify which of these escalated to a formal complaint.</p>	<p>96%</p>	
<p>What proportion of complaints are resolved at stage two?</p>	<p>N/A</p>	
<p>JJH response: The complaints database does not allow analysis of complaints to identify which of these escalated to a formal Stage 2 complaint and was resolved.</p>		
<p>What proportion of complaint responses are sent within Code timescales?</p> <ul style="list-style-type: none"> • Stage one Stage one (with extension) • Stage two Stage two (with extension) <p>JJH response: 3 out of 456 complaints were not responded to in JJH timescales which are 10 working days at Stage 1 and 15 working days at Stage 2.</p> <p>The complaints database does not allow us to differentiate between Stage 1 and Stage 2 in relation to timescales without manually counting these.</p>	<p>99%</p>	
<p>Where timescales have been extended did we have good reason?</p>	<p>X</p>	
<p>JJH response: If a timescale has been extended, this could be due to a repair being completed or a follow up conversation taking place with the resident; the investigating manager will note this on the actions tab of the</p>		



	internal complaints database as well as the conversation that took place with the resident.		
	Where timescales have been extended did we keep the resident informed?	X	
	JJH response: As per the 'Talk to Us' Policy, point 5.2 JJH aims to complete investigations and provide a response within 10 working days. If this timescale cannot be met, the investigating manager will contact the complainant to agree a revised date. These details would be logged on the action tab of the complaints database.		
	What proportion of complaints do we resolve to residents' satisfaction?	66%	
	JJH response: From the 1 April 2020 – 31 October 2020 there were 44 responses to our satisfaction survey with 66% satisfied with the complaints process.		

5	Cooperation with Housing Ombudsman Service		
	Were all requests for evidence responded to within 15 days?	X	
	JJH response: From April 2020 there was one request from the Ombudsman, requesting that information was supplied by 6 th June 2020, the information was provided on 29 th May 2020.		
	Where the timescale was extended did we keep the Ombudsman informed?	X	
	JJH response: No extension was required.		
6	Fairness in complaint handling		
	Are residents able to complain via a representative throughout?	X	
	JJH response: As per the 'Talk to Us' Policy; 3.3 If customers need help or advice in making a complaint to us or want someone to act on their behalf, there are independent sources of help such as: <ul style="list-style-type: none"> • Citizens Advice Bureau • Freedom of Information Act • Local Tenants and Resident groups • Local Councillor or Member of Parliament 		



If advice was given, was this accurate and easy to understand?	N/A	
<p>JJH response: Advice given from a representative is between the resident and that individual, JJH would not be privy to this information.</p>		
<p>How many cases did we refuse to escalate?</p> <p>JJH response: The complaints database does not hold this information and therefore, we would not be able to confirm how many cases were escalated.</p> <p>What was the reason for the refusal?</p> <p>JJH response: As per the 'Talk to Us' Policy point 2.5; Generally, dealing with complaints is a straightforward process, but in a minority of cases where this is not the case, JJH reserves the right to refuse to deal with the complaint; or may seek to deal with it differently if in our view it is being pursued unreasonably or merits being handled in a different manner. Examples of these situations include:</p> <ul style="list-style-type: none"> • When customers continue to complain about issues that have already been responded to previously. • When customers are liaising with JJH in an abusive or aggressive manner. • When customers will not work with JJH to resolve the issue or their expectations are either unreasonable or outside what JJH can agree. • Service failures that occurred over 12 months ago as we will not be able to investigate them. 	N/A	
Did we explain our decision to the resident?	N/A	
<p>JJH response: The complaints database does not hold information as to whether a complaint was refused to be escalated and therefore, we would not be able to confirm if these decisions were explained to the resident.</p>		
7 Outcomes and remedies		
Where something has gone wrong are we taking appropriate steps to put things right?	X	
<p>JJH response: As per the 'Talk to Us' Policy;</p> <p>6.4 Where there have been failings by JJH, an apology will be issued and matters will be put right at the earliest opportunity.</p> <p>6.5 In certain circumstances compensation may be offered. Please refer to the Compensation Policy for further advice.</p>		



8 Continuous learning and improvement		
<p>What improvements have we made as a result of learning from complaints?</p> <p>JJH response: The improvements made are featured in a 'You Said, We Did' section of Voices publication; page 11 shows an example. http://b2b.resource-ps.co.uk/previews/15820jjhousing/mobile/index.html</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>JJH response: Lessons learned are reported on monthly as part of the Voice of the Customer report which is reported to Exec monthly and provided to Board.</p> <p>The Scrutiny Panel receive this report and lessons learned are highlighted in the Voices publication which all residents receive.</p> <p>There is also a section in our Annual Report about complaints and feedback.</p>	<p>X</p> <p>X</p> <p>X</p>	

<p>Has the Code made a difference to how we respond to complaints?</p> <p>JJH response: We are incorporating the Code with internal project work to align efficiencies as well as review the Policy and procedure for complaints.</p> <p>At this point, the Code will remain a focus for our internal procedures and updates for team members in relation to complaints and best practice.</p>		<p>X</p>
<p>What changes have we made?</p> <p>JJH response: We will be reviewing our policy and procedures to ensure these are in line with the Code; once this work is complete, we will be able to demonstrate any changes made</p>	<p>N/A</p>	

