

Housing Ombudsman Complaint Handling Code: Self-assessment November 22-23 (Centrepoint)

Compliance with the Complaint Handling Code			Evidence/Centrepoint's proposal
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 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></p>	Yes	<p>Our Complaints Policy uses a combination of the definition set out in the Housing Ombudsman's Complaint Handling Code, as well as internal terms Centrepoint uses the term 'young person' or 'internal/external stakeholder' (non-contractual) in place of residents as we also provide non-accommodation based services.</p> <p>Proposal: We will continue to review our complaints policy on an annual basis and update our Audit and Risk Committee. Additionally, we will continue to consult our stakeholders during any updates.</p> <p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
	Does the policy have exclusions where a complaint will not be considered?	Yes	This is stipulated in our complaints policy.

	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon:</p>	<p>Yes</p>	<p>Our policy and procedure exclusions are in alignment/of similar nature to the examples set out in the Housing Ombudsman's Complaint Handling Code.</p> <p>Proposal: We will continue to monitor the complaints handling code for any changes. Additionally, we always seek the feedback and the considerations of our beneficiaries (Young People) when reviewing this policy. This will be reviewed again at the next scheduled review. As we have just performed a major review of our complaints policy, we anticipate slight amendments once this policy is introduced to all staff.</p> <p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
<p>2</p>	<p>Accessibility</p>		
	<p>Are multiple accessibility routes available for residents to make a complaint?</p>	<p>Yes</p>	<p>This year we have made significant improvements to the ways in which complaints can be made. For example, we have established the complaints officers, the complaints inbox is now live, we have created complaints posters, we have improvements to the way we manage our records – the use of Power BI, we consult young people during the complaints policy reviews, and the complaints team monitor the housing ombudsman's website for updated and new publications.</p>

			<p>Proposal: We are in the process of launching our young person portal, this portal aims to make reporting complaints easier for the young people we work with.</p> <p>Timescales: January 2023 Responsibility: Complaints Officer (Team).</p>
	Is the complaints policy and procedure available online?	Yes	<p>Our Complaints policy is now available online.</p> <p>Proposal: We acknowledge and accept that the Housing Ombudsman’s Complaint Handling Code require us to publish our policy online. We will ensure that any reviews of this policy is kept updated on our website. .</p> <p>Timescales: November 2021 + ongoing. Responsibility: Complaints Officer (Team).</p>
	Do we have a reasonable adjustments policy?	No	<p>At Centrepont all complaints are managed on a case by case basis and reasonable adjustment will be considered, where appropriate. Our Equal Opportunity Policy makes reference to reasonable adjustments in section 4.</p> <p>Proposal: We will regularly review our commitment to equity and inclusion statement to make sure that it continues to encompass reasonable adjustments. When our Complaints policy is reviewed, we will</p>

			<p>also ensure that young people are consulted for feedback, comment and suggestion.</p> <p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
	Do we regularly advise residents about our complaints process?	Yes	<p>Our Complaints policy and procedures requires all staff to regularly update young people and internal/external stakeholders on the complaints process and how they can raise a complaint.</p> <p>Proposal: We will review our welcome packs, staff inductions and beneficiaries' meetings and create complaints leaflets, posters and a complaints box etc. Compliance with this policy and procedure is tested via our customer satisfaction surveys.</p> <p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
3	Complaints team and process		
	Is there a complaint officer or equivalent in post?	Yes	<p>The compliance team, who act as a complaint - central conduit, are now the complaints officers.</p> <p>Proposal: The Compliance Team (complaint officers), role is to ensure that all complaints are dealt with in a timely manner. The Complaints Officers also report to our audit and risk committee.</p>

				<p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
	Does the complaint officer have autonomy to resolve complaints?		N/A	<p>The role of the complaints officers is to escalate all complaints to the appropriate personnel for investigation.</p> <p>Proposal: to continue to ensure that staff are aware of the importance of this responsibility. The compliance team will continue to promote the importance of keeping to our policy's resolution timeframes.</p> <p>Timescales: November 2023 Responsibility: Complaints Officer (Team).</p>
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		N/A	As above
	If there is a third stage to the complaints procedure are residents involved in the decision making?		N/A	As stipulated in the Housing Ombudsman's Complaint Handling Code, we only have a two-stage policy and procedure.
	Is any third stage optional for residents?	Yes		As above
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes		As stipulated in our policy and procedure, young people and or internal/external stakeholders can contact the Housing Ombudsman. Our policies provide the Housing Ombudsman's contact details.
	Do we keep a record of complaint correspondence including correspondence from the resident?	Yes		Our complaints policies and procedures require staff to keep records of all complaints. All complaints and responses

			are logged on our monitoring system, Raiser's Edge for fundraising and supporter care complaints and In-Form for all other complaints. All email correspondence is retained in line with our data retention policies. The Quality team have a filing and archiving system for the complaints emails they send and receive.
	At what stage are most complaints resolved? At Stage 1		At Stage 1 - 96.8% (2020-21) Figures to be updated in our next self-assessment
4	Communication		
	Are residents kept informed and updated during the complaints process?	Yes	As stipulated in our policies and procedures, all complaints should be acknowledged within five working days. We advise investigation managers to provide regularly updates to the young person and or stakeholder raising compliant(s). We also advise investigating manager to speak to the complainant in the first instance.
	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	As stipulated in our policies and procedures, at the completion of each stage of the complaints process Centrepoint should write to the complainant advising them of the following: <ul style="list-style-type: none"> • the complaint stage • the outcome of the complaint

				<ul style="list-style-type: none"> • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter if dissatisfied.
	Are all complaints acknowledged and logged within five days?	Yes		As stipulated in our procedure all complaints are acknowledgement and logged within five working days for stage 1 complaints.
	Are residents advised of how to escalate at the end of each stage?	Yes		<p>Our policies advise meetings to be set up with the complainant in order to discuss next steps and escalations.</p> <p>Proposal: We will review our current acknowledgement templates and make adjustments to include how to escalate a compliant at each stage.</p> <p>Timescales: November 2023 Responsibility: Complaints Officers (Team).</p>
	What proportion of complaints are resolved at stage one?			<p>96.8% (2020-21) Figures to be updated in next self-assessment</p>
	What proportion of complaints are resolved at stage two?			<p>2.9% (2020-21) Figures to be updated in next self-assessment</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) 			<ul style="list-style-type: none"> • Stage one 220 of 313 (70.3%) • Stage two 4 of 9 (44.4%) <p>Our complaints policy was amended in 2021-22. Our previous policy had a 5 stage so reporting then was not as accurate as it is now. Figures to be updated in next self-assessment</p> <p>Proposal: following on from last year's self-assessment, we have now reviewed and amended our policy, including ways of reporting. This will be reflected in the next self-assessment.</p> <p>Timescales: November 2023 Responsibility: Complaints Officers (Team)/ Data Team.</p>
	<p>Where timescales have been extended did we have good reason?</p>		<p>N/A</p>	<p>At Centrepoint we have only recently started to record this information.</p> <p>Proposal: This will be reported on in our next self-assessment.</p> <p>Timescales: November 2023 Responsibility: Support and Housing (Team)/ Data Team.</p>
	<p>Where timescales have been extended did we keep the resident informed?</p>			<p>As above</p>

	What proportion of complaints do we resolve to residents' satisfaction			<ul style="list-style-type: none"> • Stage one 208 of 257* (80.9%) • Stage two 1 of 2* (50.0%) <p>*Excluding complaints where satisfaction is not recorded</p> <p>* Figures to be updated in next self-assessment</p>
5	Cooperation with Housing Ombudsman Service			
	Were all requests for evidence responded to within 15 days?	N/A		<p>At Centrepont we do not record this information.</p> <p>Proposal: We will review our current way of capturing data and make adjustments to include requests for evidence.</p> <p>Timescales: November 2023 and ongoing Responsibility: Complaints Officer (Team) / Support and Housing (Team)</p>
	Where the timescale was extended did we keep the Ombudsman informed?	N/A		<p>At Centrepont we do not currently have records of this information.</p> <p>Proposal: We have recently reviewed our complaints process and are actively in the process of making further amendments.</p> <p>Timescales: November 2023 and ongoing Responsibility: Support and Housing (Team)/ Data Team.</p>

6	Fairness in complaint handling			
	Are residents able to complain via a representative throughout?			<p>Proposal: We have recently reviewed our complaints process and are actively in the process of making further amendments to our policies and procedures. GDPR/consent considerations are always taken into consideration and observed.</p> <p>Timescales: November 2023 and ongoing Responsibility: Support and Housing (Team)/ Data Team.</p>
	If advice was given, was this accurate and easy to understand?			
	How many cases did we refuse to escalate?	N/A		<p>At Centrepoint we do not currently have records of this information.</p> <p>Proposal: We have recently reviewed our complaints process and are actively in the process of making further amendments to ensure data is captured appropriately.</p> <p>Timescales: November 2023 and ongoing Responsibility: Support and Housing (Team)/ Data Team.</p>
	What was the reason for the refusal?			
	Did we explain our decision to the resident?			As above
7	Outcomes and remedies			

	Where something has gone wrong are we taking appropriate steps to put things right?	N/A	<p>At Centrepont we take complaints very seriously. Currently we do not record this information.</p> <p>Proposal: We have recently reviewed our complaints process and are actively in the process of making sure data is captured appropriately.</p> <p>Timescales: November 2023 and ongoing Responsibility: Support and Housing (Team)/ Data Team.</p>
8	Continuous learning and improvement		
	What improvements have we made as a result of learning from complaints?	N/A	<p>Complaints poster now in place with QR codes for easy access. (now included in the internal audit check list).</p> <p>Complaints Officers now in post and Complaints inbox monitored.</p> <p>Complaints policies now available on the Centrepont website</p> <p>Complaints Officers to publish Self-Assessment form on Centrepont's website</p> <p>Timescales: Team recently appointed/ ongoing Responsibility: Complaints Officer (Team).</p>

	<p>How do we share these lessons with:</p> <ul style="list-style-type: none"> a) residents? b) the board/governing body? c) In the Annual Report? 			<p>Centrepoint currently reports complaints to our Audit and Risk Committee on a quarterly basis and to the board on an annual basis through an annual practice report</p> <p>Centrepoint has recently appointed a team to ensure that results and learnings from a complaint are reviewed on a regular basis and that there is an appropriate team in place to monitor this.</p> <p>Proposal:</p> <ol style="list-style-type: none"> 1. We will share these lessons with residents via our customer satisfaction survey. 2. We will publish complaints information in our annual Financial Statements and Report to Young People/public. <p>Timescales: Team recently appointed/ ongoing Responsibility: Complaints Officer (Team).</p>
	<p>Has the Code made a difference to how we respond to complaints?</p>	<p>Yes</p>		<p>The code has provided guidance when responding to complaints. The availability of our processes (policies and procedures) has allowed greater transparency throughout the Complaints process.</p>

			<p>Proposal: This Self-assessment is to be repeated annual, as per the complaints handling code.</p>
	<p>What changes have we made?</p>		<p>A consistent approach in complaints handling (supported by our internal policies and procedures)</p> <p>Public can view steps we are taking to improve complaints handling at Centrepont</p> <p>Complaints Officers ensures that only the updated complaints policies are available on our website.</p> <p>Complaints Officers ensure that complaints are handled according to our policies and procedures.</p>