

## Housing Ombudsman Complaint Handling Code: Self-assessment form 2021 (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>		<b>NO</b>	<p>Our Complaints Policy uses a combination of the definition set out in the Housing Ombudsman's Complaint Handling Code. 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><b>Proposal:</b> We will update our Audit and Risk Committee in October 2021 in regards to revising our complaints policy. The revised complaints process will be implemented from the 1<sup>st</sup> of November 2021.</p> <p><b>Timescales:</b> November 2021 Responsibility: Complaints Officer (Team).</p>
	Does the policy have exclusions where a complaint will not be considered?	<b>Yes</b>		

	<p>Are these exclusions reasonable and fair to residents?</p> <p>Evidence relied upon:</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><b>Proposal:</b> 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><b>Timescales:</b> November 2021  <b>Responsibility:</b> Complaints Officer (Team).</p>
<b>2</b>	<b>Accessibility</b>			
	<p>Are multiple accessibility routes available for residents to make a complaint?</p>	<b>Yes</b>		<p>As stipulated in our policy, complaints can be made via staff, our complaints phone line, our email dedicated email address : complaints@centrepoin.org</p> <p><b>Proposal:</b> We have met with key stakeholders within the organisation and have agreed to create a section dedicated to complaints with the introduction of a complaints form on our main website.</p> <p><b>Timescales:</b> November 2021  <b>Responsibility:</b> Complaints Officer (Team).</p>
	<p>Is the complaints policy and procedure available online?</p>		<b>NO</b>	<p>Our Complaints policy is currently not available online.</p> <p><b>Proposal:</b> We acknowledge and accept that the Housing Ombudsman's Complaint Handling Code require us to publish our</p>

				<p>policy online. We aim to have our policy available online from the 1<sup>st</sup> of November 2021.</p> <p>Timescales: November 2021 Responsibility: Complaints Officer (Team).</p>
	Do we have a reasonable adjustments policy?		<b>No</b>	<p>All of our policies have a commitment to equity and inclusion statement.</p> <p><b>Proposal:</b> We will review our commitment to equity and inclusion statement to make sure that it encompasses reasonable adjustments</p> <p><b>Timescales:</b> November 2021 Responsibility: Complaints Officer (Team).</p>
	Do we regularly advise residents about our complaints process?	<b>Yes</b>		<p>Our Complaints policy and procedures requires all staff to regularly update young people and internal/external stakeholders on how they can raise a complaint.</p> <p><b>Proposal:</b> 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><b>Timescales:</b> November 2021 Responsibility: Complaints Officer (Team).</p>
<b>3</b>	<b>Complaints team and process</b>			

	Is there a complaint officer or equivalent in post?		<b>No</b>	<p>The Housing Performance Project Manager currently manages our central complaints.</p> <p><b>Proposal:</b> The compliance team, who will act as a complaint - central conduit (complaint officer), are soon to be responsible for managing complaints at Centrepoint. Their role will be to ensure that all complaints are dealt with in a timely manner.</p> <p><b>Timescales:</b> November 2021  <b>Responsibility:</b> Complaints Officer (Team).</p>
	Does the complaint officer have autonomy to resolve complaints?		<b>N/A</b>	<p>This is and will not be the complaint officer's role. Service managers are expected to investigate and resolve complaints.</p> <p><b>Proposal:</b> To ensure that all complaints are dealt with in a timely manner.</p> <p><b>Timescales:</b> November 2021  <b>Responsibility:</b> Complaints Officer (Team).</p>
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		<b>N/A</b>	As above
	If there is a third stage to the complaints procedure are residents involved in the decision making?		<b>N/A</b>	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?		<b>Yes</b>	As above
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?		<b>Yes</b>	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 contact details.
	Do we keep a record of complaint correspondence including correspondence from the resident?	<b>Yes</b>		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			<b>At Stage 1 - 96.8% (2020-21)</b>
<b>4</b>	<b>Communication</b>			
	Are residents kept informed and updated during the complaints process?	<b>Yes</b>		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 the complaint. 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?	<b>Yes</b>		<b>As stipulated in our policies and procedures, at the completion of each stage of the complaints process</b>

			<p><b>Centrepoint should write to the complainant advising them of the following:</b></p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the outcome of the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter if dissatisfied.</li> </ul>
	Are all complaints acknowledged and logged within five days?	<b>Yes</b>	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?	<b>Yes</b>	<p>Our policies advise meetings to be set up with the complainant in order to discuss next steps and escalations.</p> <p><b>Proposal:</b> We will review our current acknowledgement templates and make adjustments to include how to escalate a compliant at each stage.</p> <p><b>Timescales:</b> November 2021  <b>Responsibility:</b> Support and Housing (Team).</p>
	What proportion of complaints are resolved at stage one?		<b>96.8% (2020-21)</b>

	What proportion of complaints are resolved at stage two?			<b>2.9% (2020-21)</b>
	<p>What proportion of complaint responses are sent within Code timescales?</p> <ul style="list-style-type: none"> <li>• Stage one Stage one (with extension)</li> <li>• Stage two Stage two (with extension)</li> </ul>			<ul style="list-style-type: none"> <li>• Stage one 220 of 313 (70.3%)</li> <li>• Stage two 4 of 9 (44.4%)</li> </ul> <p>At Centrepoint we do not record response/acknowledgement dates – just the resolution date.</p> <p><b>Proposal:</b> We will review our current way of capturing data and make adjustments to include what proportion of complaint responses are sent within Code timescales.</p> <p><b>Timescales:</b> November 2021 Responsibility: Support and Housing (Team)/ Data Team.</p>
	Where timescales have been extended did we have good reason?		<b>N/A</b>	<p>At Centrepoint we do not record this information.</p> <p><b>Proposal:</b> We will review our current way of capturing data and make adjustments to include timescales/extensions.</p> <p><b>Timescales:</b> November 2021 Responsibility: Support and Housing (Team)/ Data Team.</p>

	Where timescales have been extended did we keep the resident informed?			<b>As above</b>
	What proportion of complaints do we resolve to residents' satisfaction			<ul style="list-style-type: none"> <li>• Stage one 208 of 257* (80.9%)</li> <li>• Stage two 1 of 2* (50.0%)</li> </ul> <p>*Excluding complaints where satisfaction is not recorded</p>
<b>5</b>	<b>Cooperation with Housing Ombudsman Service</b>			
	Were all requests for evidence responded to within 15 days?	<b>N/A</b>		<p>At Centrepont we do not record this information.</p> <p><b>Proposal:</b> We will review our current way of capturing data and make adjustments to include requests for evidence.</p> <p><b>Timescales:</b> November 2021 and ongoing  <b>Responsibility:</b> Complaints Officer (Team) / Support and Housing (Team)</p>
	Where the timescale was extended did we keep the Ombudsman informed?	<b>N/A</b>		<p>At Centrepont we do not currently have records of this information.</p> <p><b>Proposal:</b> We have recently reviewed our complaints process and are actively in the process of making these adjustments.</p> <p><b>Timescales:</b> November 2021 and ongoing  <b>Responsibility:</b> Support and Housing (Team)/ Data Team.</p>



<b>6</b>	<b>Fairness in complaint handling</b>			
	Are residents able to complain via a representative throughout?			<p><b>Proposal:</b> We have recently reviewed our complaints process and are actively in the process of making these adjustments to our policies and procedures. GDPR/consent considerations are always taken into consideration and observed.</p> <p><b>Timescales:</b> November 2021 and ongoing  <b>Responsibility:</b> 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?	<b>N/A</b>		<p>At Centrepoint we do not currently have records of this information.</p> <p><b>Proposal:</b> We have recently reviewed our complaints process and are actively in the process of making sure data is captured appropriately.</p> <p><b>Timescales:</b> November 2021 and ongoing  <b>Responsibility:</b> Support and Housing (Team)/ Data Team.</p>
	What was the reason for the refusal?			
	Did we explain our decision to the resident?			<b>As above</b>
<b>7</b>	<b>Outcomes and remedies</b>			

	Where something has gone wrong are we taking appropriate steps to put things right?	N/A	<p>At Centrepoint we take complaints very seriously. Currently we do not record this information.</p> <p><b>Proposal:</b> We have recently reviewed our complaints process and are actively in the process of making sure data is captured appropriately.</p> <p><b>Timescales:</b> November 2021 and ongoing  <b>Responsibility:</b> Support and Housing (Team)/ Data Team.</p>
<b>8</b>	<b>Continuous learning and improvement</b>		
	What improvements have we made as a result of learning from complaints?	N/A	<p>We have recently reviewed our complaints process and are actively in the process of making sure we have a robust process in place.</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><b>Timescales:</b> Team recently appointed/ ongoing  <b>Responsibility:</b> Complaints Officer (Team).</p>
	How do we share these lessons with: a) residents?		Centrepoint currently reports complaints to our Audit and Risk Committee on a quarterly basis and to the board on an

	<p>b) the board/governing body?</p> <p>c) In the Annual Report?</p>			<p>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><b>Proposal:</b></p> <ol style="list-style-type: none"> <li>1. We will share these lessons with residents via our customer satisfaction survey.</li> <li>2. We will publish complaints information in our annual Financial Statements and Report to Young People/public.</li> </ol> <p><b>Timescales:</b> Team recently appointed/ ongoing  <b>Responsibility:</b> Complaints Officer (Team).</p>
	<p>Has the Code made a difference to how we respond to complaints?</p>			<p>As we have just reviewed this process, we will monitor whether this Code has made a difference to how we respond to complaints at a later date.</p> <p><b>Proposal:</b> This Self-assessment is to be repeated.</p>

	What changes have we made?		All changes are listed above under 'Proposal'.
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