

**Belgrave Neighbourhood Co-operative Housing Association Complaints self – assessment**

		Answer	
<b>1</b>			
	Does the complaints process use the Housing Ombudsman definition of a complaint?	Yes -we refer to this in the BNCHA guidance notes and the co-ops complaints policy	
	Does the policy have exclusions where a complaint will not be considered?	No	
	Are these exclusions reasonable and fair to residents? Evidence relied upon	n/a	
<b>2</b>			
	Are multiple accessibility routes available for members to make a complaint?	Yes - Complaints can be raised in writing, by phone, email or in person.	
	Is the complaints policy and procedure available online?	Yes - it is available on co-ops website <a href="http://www.belgravecoop.org.uk/">http://www.belgravecoop.org.uk/</a>	
	Do we have a reasonable adjustments policy?	Yes - The co-op will adjust its approaches to respond to the needs of its members or others.	
<b>3</b>			
	Is there a complaints officer or equivalent in post?	Yes- The service provider (Pinnacle Group) has delegated the Co-op Liaison Manger as the delegated complaints officer, but the co-op may also want specific complaints investigated by an independent person, a volunteer governing body members, or someone else.	
	Does the complaints officer have autonomy to resolve complaints?	Yes -The delegated complaints officers does has autonomy to resolve most complaints, but a co-op's democracy will require that policy matters are referred back to the governing body	

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	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	The co-op does not have "other departments", but complaints officers has the means to engage with other committee members regarding resolution of complaints.	
	If there is a third stage to the complaint procedure are members involved in the decision-making?	No	
	Is any third stage optional for members?	N/A	
	Does the final stage response set out member rights to refer the matter to the Housing Ombudsman Service?	Yes- The response letter will indicate that If the complainant is dissatisfied with the outcome or what the co-op may be offering, then the complainant may refer the complaint to the Housing Ombudsman.	
	Do we keep a record of complaint correspondence including correspondence from the member?	Yes- all complaints are logged on the CRM system and hard copies of the correspondence are kept in the resident files.	
	At what stage are most complaints resolved?	Most complaints are resolved at the 'Informal stage' were problem are resolved quickly and effectively.	
<b>4</b>			
	Are members kept informed and updated during the complaints process?	Yes – we will inform all members are per the timeframe set in the policy, this will be explained in the correspondence sent out	
	Are members informed of the co-op's position and given a chance to respond and challenge any area of dispute before the final decision?	Yes – the co-op aims to give all member a fair opportunity to share their response before the final outcome of a complaint at stage 2.	

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Are all complaints acknowledged within a week?	Yes- The co-ops will respond to complainant within this time frame.	
Are members advised of how to escalate at the end of each stage?	Yes- This is shared in the response letter to the complainant.	
What proportion of complaints are resolved in the investigation stage?	80% of complaints are resolved at the investigation stage	
What proportion of complaints are resolved in the review stage?	100% complaints have been resolved at review stage.	
What proportion of complaint responses are sent within Code timescales? <ul style="list-style-type: none"> <li>• The investigation stage within two weeks</li> <li>• The investigation stage within four weeks</li> <li>• The review stage within four weeks</li> <li>• The review stage within six weeks</li> </ul>	The co-op will aim to respond to 100 % of the set time scales mentioned.	
Where timescales have been extended, did we have good reason?	The co-op will give a rational reason for any extension and share this with the complainant	
Where timescales have been extended, did we keep the member informed?	Yes – we will keep all complainants informed of extension of timeframes.	

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	What proportion of complaints do we resolve to member satisfaction?	The co-ops had not recorded complaints satisfaction follow up. But less than 10% of original complaints are escalated to 2 <sup>nd</sup> stage.	
<b>5</b>			
	Were all requests for evidence responded to within three weeks?	To date the co-op has not had to provide evidence to the Housing Ombudsman with in 3 weeks	
	Where the timescale was extended, did we keep the Ombudsman informed?	As above	
<b>6</b>			
	Are members able to complain via a representative throughout?	Yes- we encourage members to seek support from independent advocates who have written authorisation to represent the complainant	
	If advice was given, was this accurate and easy to understand?	Yes- we share advice in plain English and also translate it in a preferred language if need i.e. Gujarati	
	How many cases did we refuse to escalate? What was the reason for the escalation?	None	
	Did we explain our decision to the member?	n/a	
<b>7</b>			
	Where something has gone wrong, are we taking appropriate steps to put things right?	Yes- we communicate and inform all complainants of actions we are taking to make things right and lessons learnt.	
<b>8</b>			
	What improvements have we made	As good practice complaints are reviewed and learning for improvements are taken	

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because of learning from complaints?	on board such developing better partnership working with other agency to reduce anti-social behaviours, reviewing R &M policies so they include specific works ie minor aids and adaptations, developing SLA with contractors to hold them to account of works and get VFM.	
How do we share these lessons with members, the governing body and in the annual report?	All improvements are share through the quarterly newsletter.	
Has the Complaint Handling Code made a difference to how we respond to complaints?	Yes- This will impact positively to handing complaints making it more it simpler to respond to complaints.	
What changes have we made?	As part of the new guidance the co-op have introduced a new policy and formalised the procedure introducing timescales.	