



We comply with: We are compliant with the code

We have multiple accessibility routes available to make a complaint and advise residents of the process, keeping them informed throughout. Residents are also able to complaint via a representative.

We have an optional third stage in the complaints process that is residents lead. We advise residents how they can escalate their complaint throughout the process.

We acknowledge complaints within 24 working hours, and respond to all Housing Ombudsman evidence requests within 15 working days.

We have complaint officers who have the autonomy and authority to work with other departments to resolve complaints.

We record all complaint correspondence and provide residents with the chance to challenge our response before the final decision.

We regularly check that where advice has been given, that it was accurate and easy to understand.



Work in progress: We have work to do but will achieve this by the deadline

Changing our complaint definition to be in line with the new code; adding complaint exclusions into our policy, as well as alignin our response timeframes.

Creating a customer friendly procedure to share on our websites alongside the complaints policy.

Creating an Unacceptable Behaviour and a Reasonable Adjustments policy which will be published by the 31st March 2021.



Reporting information: Information as part of the self-assessment.

We resolved 93% of our complaints at stage 1 and those that escalated to stage 2 during May 2020-October 2020, when our Group policy went live, were resolved. We can also confirm that we accepted all requests for complaints to be escalated.

During May 2020-October 2020, we responded to 99% stage 1 and 86% stage 2 complaints within the timescales of our policy. Where response timescales were extended we had good reason.

During May 2020-October 2020 66% of stage 1 complaints were resolved to the customers satisfaction

Where something has gone wrong we take the appropriate steps to put it right, such as reviewing policies and procedures and correspondence that has been sent to residents.