

Housing Complaints Review and Actions 2023/24

This document outlines the actions required to make Adur & Worthing Councils compliant with the Housing Ombudsman's statutory Code of Practice.

| Document / Area | Action | Self Assessment Dependencies Ref (Inc Mandatory or BP) | Target Date | Progress February 2024 |
|-------------------------------|---|---|--------------------|-----------------------------------|
| Policy & Procedure | Remove reference to Designated Person | HO Email | 31/10/23 | Complete |
| | Include statement on Reasonable Adjustments | 2.5 & 4.11 - Mandatory 4.19 - BP | 31/3/24 | Included in the new draft policy |
| | Change Stage 1 response time - 15 to 10 Working Days | 5.1 - Mandatory | 31/10/23 | Complete |
| | Statement confirming acknowledgement letters due within 5 working days | 4.1 - Mandatory | 31/10/23 | Complete |
| | Review complaints handlers to ensure impartiality. | 3.2 ,4.1 & 4.2 - Mandatory 3.3 - BP | 31/10/23 | Complete |
| | Clearly clarify escalations & exclusions within the policy,ensuring they are code | 4.14, 5.1, 5.10 5.11, 5.13 - Mandatory | 31/3/24 | Included in the new draft policy |

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| | compliant. | | | |
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| | Clarify stage, decision, reasons & remedies will be outlined in response letter. | 4.14, 5.1, 5.10 5.11, 5.13 - Mandatory | 31/3/24 | Included in the new draft policy |
| Website Changes | Publish: Complaints P&P Compensation P&P HO Code of Practice HO Contact Details | 2.4 Mandatory | 31/10/23 | Complete |
| | Add statements on reasonable adjustments. | 2.4 Mandatory | 31/3/24 | Complete |

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| Newsletter | Publish Ongoing Article: Link to feedback portal HO Contact Details Summary of how to complain | 2.6 Mandatory Complaints (council wide) will need something similar | 31/10/23 | Completed & ongoing |
| | Publish Ongoing Article: Quarterly summary of lessons learned | 7.2 Mandatory Need to record this data - spreadsheet or Matsoft | 31/3/24 | In progress |
| Tenants Handbook | Publish complaints policy in handbook | Redrafting handbook & all T&C's - Jane Shepherd | 31/3/24 | In progress |
| Letters | Acknowledgement Letter Revisions: Include HO Contact Details Include Summary of Complaint | 2.8, 4.2, 5.10, 5.16 & 6.5 Mandatory | 31/3/24 | Complete |

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| | Add statements on reasonable adjustments. | | | |
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| | <p>Stage 1 Letter Revisions:</p> <p>HO Details Summary of Complaint Stage Definition Remedies Outstanding Actions</p> | <p>2.8, 4.2, 5.10, 5.16 & 6.5 Mandatory</p> | <p>31/3/24</p> | <p>Complete</p> |
| | <p>Create Letterhead / Reverse of all correspondence including:</p> <p>Link to feedback portal How to make a complaint HO contact details Statement on reasonable adjustments</p> | <p>2.6 Mandatory Ability to change Orchard templates - training being booked.</p> | <p>31/3/24</p> | <p>In progress</p> |
| <p>Process</p> | <p>Develop & implement step by step process including agreeing resolution with customer & management of expectations</p> <p>Introduce method of tracking actions & lessons learned following response.</p> | <p>4.1 - Mandatory 4.2 - Mandatory</p> <p>5.5 - Mandatory Tracey-Sarah Boniface-this will be picked up as part of the paper to CLT, as MATS will need to be developed</p> | <p>31/3/24</p> <p>31/3/24</p> | <p>Drafted & out for comments</p> |

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| Training | Provide Complaint Handling/dispute resolution training | 33.2-Mandatory 4.17-BP | 31/3/24 | Complete |
| | Provide Process System Training | 3.2-Mandatory 4.17-BP | 31/3/24 | AwaitingProcess approval. |