

Self-Assessment Action Plan

1	Does the policy have exclusions where a complaint will not be considered?	Review of policy to be undertaken
2	Do we have a reasonable adjustments policy?	Review of policy to be undertaken
	Do we regularly advise residents about our complaints process?	Review of policy to be undertaken To be discussed at staff and tenant consultation
3	Do we keep a record of complaint correspondence including correspondence from the resident?	Longer-term action to decide where correspondence is best recorded (including emails, photos, telephone conversation notes)
	At what stage are most complaints resolved?	Research being conducted
4	Are residents kept informed and updated during the complaints process?	New processes being implemented - residents have been asked to be involved in a consultation to shape new policy
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	New processes being implemented - residents have been asked to be involved in a consultation to shape new policy
	What proportion of complaints are resolved at stage one?	Research being undertaken
	What proportion of complaints are resolved at stage two?	Research being undertaken
	Are residents advised of how to escalate at the end of each stage?	Yes – policy to look at response time for Stage 2 after receipt of Stage 1 response. This item to be included in staff consultation and tenant consultation

	Where timescales have been extended did we have good reason?	<p>Tenant consultation will look at reasonable reasons for extension.</p> <p>Add internal process when extended due to timescales – diarise to go back to tenant to check everything has been resolved</p>
	What proportion of complaints do we resolve to residents' satisfaction	<p>Research under way.</p> <p>Staff consultation for suitable questions</p>
6	If advice was given, was this accurate and easy to understand?	Identify training to ensure successful implementation of new policy
7	Where something has gone wrong are we taking appropriate steps to put things right?	<p>Recommendation that complaint handling is discussed at team meetings as a standard item.</p> <p>Consider remediation policy and budget</p>