

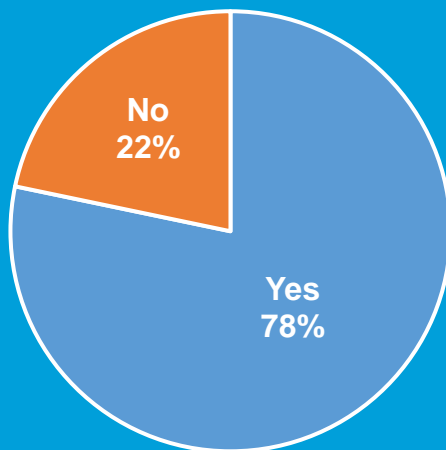
# Housing

## Ombudsman Service

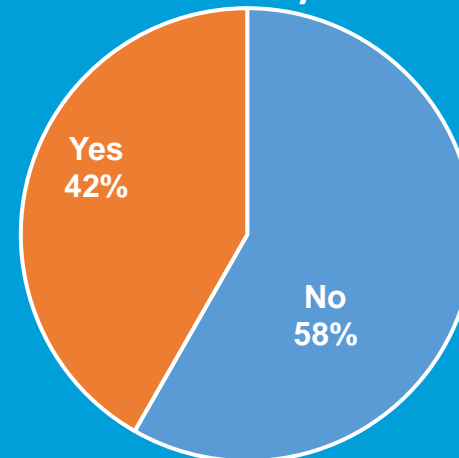
**Resident Panel March 2022**

# Awareness

Is there anything your landlord could do to increase awareness of its complaints process or the Ombudsman?



Has your landlord done more to promote its complaints process and signposting to the Ombudsman in the last year?



## What you said..

“

My landlord sends out information if someone makes a complaint and there is a mention on the website but is not easy to find

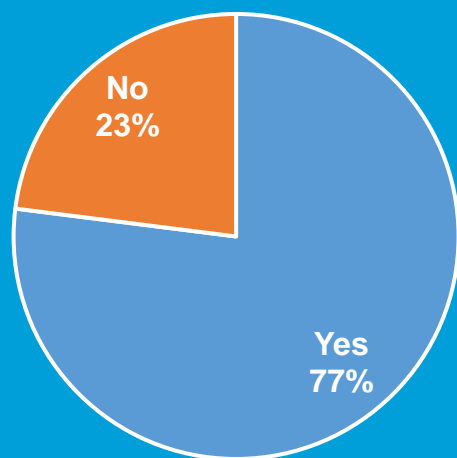
There is only a tiny hidden reference about the Housing Ombudsman

I have never been made aware of the housing ombudsman by my landlord

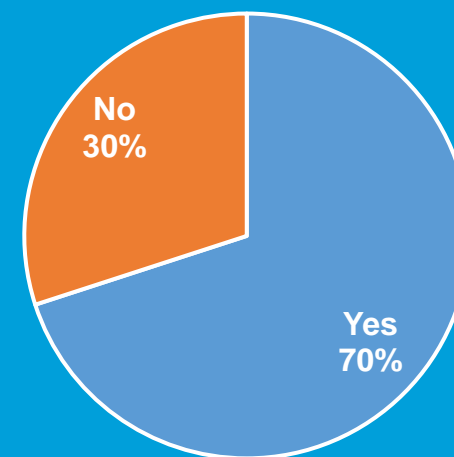
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# Learning from complaints

Is there anything your landlord could do to increase its learning from complaints?



Is there anything your landlord could do to improve its complaint handling?



## What you said..

“

Involve residents in looking at the complaints anonymised to look for trends

Publish ways they have rectified lessons learned

Be more transparent and open

”

# Revisions to the Code

- ▶ Complaints Policy – clear, accessible and information on how to make a complaint
- ▶ Provide more than one avenue to complain
- ▶ Complaints policy, Code and Scheme – published in various formats and with relevant correspondence
- ▶ Landlords must provide contact details for the ombudsman in correspondence
- ▶ At the completion of each stage, landlord must clearly confirm their response in writing
- ▶ Landlords must frequently report on learning and improvements to residents, staff and scrutiny panels and in their Annual Report

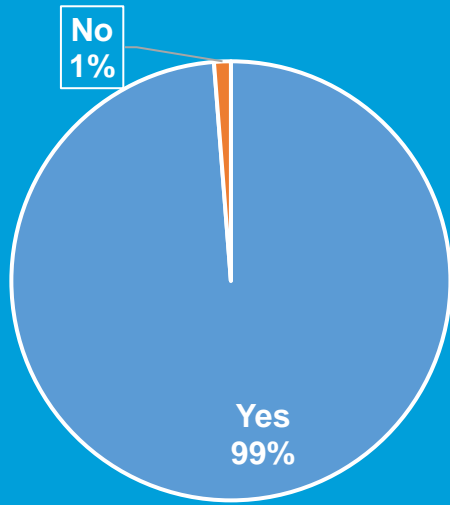
## Other key revisions

- ▶ Clearer about our expectations, strengthening and clarification
- ▶ What is and isn't a complaint
- ▶ Acceptable reasons for excluding and/or refusing to escalate  
Landlords must inform resident why and right to refer to HOS
- ▶ Informal complaint handling - not appropriate
- ▶ Ideally 2 stages, if 3 stages, then explain in self assessment
- ▶ Acknowledge & log complaint in 5 days
- ▶ When additional complaints can be included in stage 1
- ▶ Escalation to stage 2 only if response at stage 1

# Live webinar polls

## 16 March and 23 March 2022

Q1. Would you like to be involved in your landlord's self-assessment on the Complaint Handling Code?



Q2. Were you invited to take part in your landlord's self-assessment on the Complaint Handling Code?

