

# Empower Housing Association

## Housing Ombudsman Complaint Handling Code: Action Plan (August 2021)

Area of non-compliance`	Action	Lead	Target Date
Policy does not include the Ombudsman's definition of a complaint	Include Ombudsman's definition of a complaint within policy review	Emma Wilson, Senior Consultant David Tolson Partnership Ltd (DTP)	10-09-21 Completed 23-08-21
Complaints Policy is not available on Empower website	Publish revised policy on Empower website following review and Board approval	Emma Wilson, Senior Consultant DTP /EHA	10-09-21 Policy completed 23-08-21, awaiting approval from Board 13-10-21
Empower does not have a Reasonable Adjustment Policy in place	Reasonable Adjustment Policy to be developed and approved by Board	Emma Wilson, Senior Consultant DTP /Board	17-09-21 Completed 24-08-21, awaiting Board approval 13-10-21
There is not a dedicated Complaints Officer	Detail within the policy who the dedicated Officer is and their remit, and ensure this is shared internally and externally	Emma Wilson, Senior Consultant DTP/EHA	10-09-21 Completed 23-08-21
There is no third stage to the complaints procedure where residents are involved in the decision making	Develop a 3-stage approach to the complaints procedure as part of the review.	Emma Wilson, Senior Consultant DTP /EHA	10-09-21 Completed 23-08-21 and agreed to keep a 2 stage process.
There is no third stage to the procedure that is optional for residents	Include a third stage to the complaints procedure that is optional for residents	Emma Wilson, Senior Consultant DTP	10-09-21 Completed 23-08-21 and agreed to keep a 2 stage process.
Residents aren't advised of how to escalate at the end of each stage	Include in standard letters	EHA	10-09-21 Completed, shared standard letter templates with EHA 09-09-21.

No good reason shared with residents when timescales have been extended	Include in standard letters	EHA	10-09-21 Completed, shared standard letter templates with EHA 9-09-21.
Where timescales have been extended residents have not been kept informed	Include in standard letters	EHA	10-09-21 Completed, shared standard letter templates with EHA 9-09-21.
No record of what improvements have been made as a result of learning from complaints	Data to be compiled for YTD 2021 and lessons learnt to be shared on website	EHA	17-09-21 EHA have this in hand
These lessons have not been shared with:  a) Residents b) The Board c) In the Annual Report	a) Compile data on complaints by type, identify any trends, share performance data and what has changed as a result of complaints on Empower website  b) Will be incorporated into wider governance review 2021  c) Within 2021/22 Annual Report include a section on complaints trends and lessons learnt.	EHA  DTP  EHA	17-09-21 – EHA have this in hand  EHA have this in hand  Oct 2021. EHA have this in hand