

Empower Housing Association

Housing Ombudsman Complaint Handling Code: Action Plan (June 2022)

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)	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	Approved by Board 23.02.2022
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	Approved by Board 30.03.22
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	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	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	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	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	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	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	Complaints Policy approved and published on website 23.02.22
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 – waiting on Annual Report Complaints Policy & Procedure approved 23.02.22 Oct 2021. EHA have this in hand – waiting on Annual Report