

Results of Self-Assessment

<p>Does the complaints process use the following definition of a complaint?</p> <p><i>An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i></p>	Yes
Does the policy have exclusions where a complaint will not be considered?	Yes
Are these exclusions reasonable and fair to residents?	Yes
Are multiple accessibility routes available for residents to make a complaint?	Yes
Is the complaints policy and procedure available online?	Yes
Do we have a reasonable adjustments policy?	The Policy has undergone an Equality Impact Assessment and no further adjustments have been identified.
Do we regularly advise residents about our complaints process?	Yes
Is there a complaint officer or equivalent in post?	Yes
Does the complaint officer have autonomy to resolve complaints?	Yes
Does the complaint officer have authority to compel engagement from other departments to resolve disputes?	Yes
If there is a third stage to the complaints procedure are residents involved in the decision making?	N/A
Is any third stage optional for residents?	N/A
Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	Yes
Do we keep a record of complaint correspondence including correspondence from the resident?	Yes
At what stage are most complaints resolved?	Stage 1
Are residents kept informed and updated during the complaints process?	Yes
Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Yes
Are all complaints acknowledged and logged within five days?	Yes
Are residents advised of how to escalate at the end of each stage?	Yes
What proportion of complaints are resolved at stage one?	80%
What proportion of complaints are resolved at stage two?	20%
<p>What proportion of complaint responses are sent within Code timescales?</p> <p><i>Note that the Housing Ombudsman's Complaints Code stipulates a response timescale of 10 working days at Stage 1, and 20 working days at Stage 2.</i></p> <p><i>Arawak Walton operates on a 20-working day response timescale at Stage 1 and at Stage 2. This is because, as a smaller housing provider, we do not have a dedicated complaints team and as such are less equipped to respond to complaints as quickly as larger landlords. However, we have consulted with the Housing Ombudsman who are happy that, so long as we have a</i></p>	<p>Stage 1: 100%</p> <p>Stage 2: 100%</p>

<i>process in place which is working effectively, we can consider this to be a valid reason not to make any alterations to our existing response times.</i>	
Where timescales have been extended did we have good reason?	N/A
Where timescales have been extended did we keep the resident informed?	N/A
What proportion of complaints do we resolve to residents' satisfaction?	100% (no complaints were referred to the Housing Ombudsman)
Were all requests for evidence responded to within 15 days?	N/A
Where the timescale was extended did we keep the Ombudsman informed?	N/A
Are residents able to complain via a representative throughout?	Yes
If advice was given, was this accurate and easy to understand?	Yes
Where something has gone wrong, are we taking appropriate steps to put things right?	Yes
We share lessons learned with our residents via our Newsletter and Tenant's Quality Panel, with our Board via Complaints reporting data and reports from our Tenant's Quality Panel, and with all stakeholders via our Annual Report.	
Has the Code made a difference to how we respond to complaints?	Yes

