



HOUSING OMBUDSMAN COMPLAINT HANDLING CODE.

We have recently completed a self-assessment against the [Complaints Handling Code](#) written by the Housing Ombudsman Service. There are many ways in which we were found to be complying with the code, across the eight following areas:

Definition of a complaint

Our complaints policy aligns with the Housing Ombudsman Complaint definition and does not have exclusions e.g. you can only bring a complaint within a certain timescale.

Accessibility

We have multiple accessibility points for customers to make a complaint, these are made clear in the policy and are available on our website. We are currently developing our Reasonable Adjustments Policy and planning to raise awareness of the Complaints Policy to customers through a variety of channels and publications.

Complaints team and process

We now have a Customer Complaints Lead, who is supported by the Customer Complaints Coordinator. They work in a service led operation and with our Complaints Panel.

Further information about our processes and annual statistics are available in the full report.

Communication

We keep in touch with customers through letters, emails, social media, and phone calls. The new complaints handling satisfaction survey will review whether customers feel that they are kept informed and updated. As outlined within our

Complaints Policy, all complaints are acknowledged and logged within 2 working days.

Cooperation with Housing Ombudsman Service

We always attempt to respond to requests for evidence promptly and fully, and we value any feedback the ombudsman provides as to how we can improve our services.

Fairness in complaint handling

Residents can complain via a representative throughout, which is outlined in our Complaints Policy. The new complaints handling satisfaction survey will test whether customers feel advice given is accurate and easy to understand.

Outcomes and remedies

Putting things right quickly is the spirit of our policy and is one of our [Together with Tenants commitments](#). In most cases we are able to resolve complaints informally (previously known as stage 1).

Continuous learning and improvement

We are committed to sharing what we have learned and improved with tenants, the board/governing body and is published in the Annual Report to Tenants.

Further information

If you would like a full copy of the self-assessment please email our Customer Complaints Lead Tim Bright at tim.bright@rbh.org.uk

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.
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