

The Housing Ombudsman Complaints Handling Code



We have recently completed a self-assessment against the Complaints Handling Code. There were many ways in which we were found to be complying with the code. We have also made the following changes:

Definition of a Complaint

Our Complaints Policy now aligns with the Housing Ombudsman Complaint definition.

Accessibility

We have multiple accessibility point for customers to make a complaint, these are made clear in our complaints policy and are available on our website. We will also be raising awareness of the Complaints Policy through a variety of channels and publications.

Reasonable Adjustments

Our Complaints Policy has an updated Equality Impact Assessment that highlights if any reasonable adjustments are to be made for some customers.

Complaints Process

We regularly keep our customers up to date on how they can make a complaint on our website <https://www.fcho.co.uk/contact-us/how-to-complain/>. The complaints process is also documented in all correspondence to customers.

We have also removed stage 3 from our policy as recommended in the code.

Complaint timescales

We have amended our complaint timescales to reflect those recommended by The Housing Ombudsman.

Continuous learning and improvements

We are committed to sharing what we have learned and improved with customers and our board, this learning is published in our Annual Report.

We are pleased to confirm we are fully compliant with The Housing Ombudsman's Complaint Handling Code.