

Self-Assessment Summary Lewisham June 2024

Section Title	Summary of Provisions	Compliance	Non-compliant/ Areas for Improvement	Alternatives and/or Remedial Actions
Section 1: Definition of a Complaint	Defines a complaint as any expression of dissatisfaction, clarifies that residents don't need to use the word "complaint," distinguishes between service requests and complaints, and outlines requirements for handling complaints from surveys.	Compliant with all provisions with areas for improvement.	<ul style="list-style-type: none"> - Need for more guidance and training for staff on the updated processes. - Add a definition of a service request to the Complaints policy. 	<ul style="list-style-type: none"> - Ensure policy updates on websites and with partners. July 2024 - Provide fresher training on complaint handling processes. Sep 2024
Section 2: Exclusions	Details valid reasons for not accepting complaints and emphasizes fair consideration of each complaint's merits.	Compliant with all provisions with areas for improvement.	<ul style="list-style-type: none"> - Need for more guidance and training for staff on the updated processes. 	<ul style="list-style-type: none"> - Review reporting arrangements for capturing refusals. August 2024 - Create template letters for consistent communication. September 2024
Section 3: Accessibility and Awareness	Ensures complaints can be made easily through various channels and emphasizes accessibility under the Equality Act 2010.	Compliant with all provisions with areas for improvement.	<ul style="list-style-type: none"> - Need to ensure all staff are up to date with Equalities training. 	<ul style="list-style-type: none"> - Ensure policy updates on websites and with partners. July 2024 - Conduct an Equality Analysis Assessment. - Ensure mandatory Equalities training for officers.
Section 4: Complaint Handling Staff	Mandates a designated complaints officer/team that is adequately resourced to deal with complaints effectively and emphasizes the	Partially compliant. There is a team in place, but the structure is under review to ensure we are adequately	<ul style="list-style-type: none"> - Staffing and training need to be reviewed and developed. - Need to develop a system for learning from complaints consistently. 	<ul style="list-style-type: none"> - Review staffing arrangements. September 2024 - Develop system in collaboration with corporate complaints team for learning from complaints. September 2024

Section Title	Summary of Provisions	Compliance	Non-compliant/ Areas for Improvement	Alternatives and/or Remedial Actions
	importance of a learning culture from complaints.	resourced for the increased volumes of complaints. Work is also needed to embed a culture of learning from complaints.		- Roll-out training on updated policies and procedures. December 2024
Section 5: The Complaint Handling Process	Requires a single, clear two-stage process for handling complaints, emphasizing early resolution of complaints, good record keeping, keeping residents informed throughout the process and consistent application of our policies.	Partially compliant. Whilst our policy is compliant, in practice there are low levels of resident satisfaction with complaints handling and findings of service failure and maladministration from the Ombudsman.	<ul style="list-style-type: none"> - Need for improved communication and record-keeping. - Need for more guidance and training for staff on the updated processes. 	<ul style="list-style-type: none"> - Ensure policy updates on websites and with partners. July 2024 - Complete updates to iCasework (complaints management system) and training. August 2024 - Roll-out training on updated policies and procedures. September 2024 - Develop approach to Knowledge and Information Management. September 2024
Section 6: Complaints Stages	Outlines the two-stage process for handling complaints, emphasizing timely responses and clear communication.	Partially compliant. Needs better implementation of guidance and consistent application of the process.	<ul style="list-style-type: none"> - Low levels of resident satisfaction with complaint handling and findings of service failure and maladministration from the Housing Ombudsman Service. - Failure to meet response times consistently. - Poor communication and record-keeping. 	Improve complaints handling processes through the implementation of our service improvement plan. Mar 2025

Section Title	Summary of Provisions	Compliance	Non-compliant/ Areas for Improvement	Alternatives and/or Remedial Actions
Section 7: Putting Things Right	Details the actions landlords must take to address and rectify issues identified in complaints.	Partially compliant. Needs better and more consistent implementation of remedies.	<ul style="list-style-type: none"> - Lack of an up-to-date Compensation and Remedies policy. - Low levels of resident satisfaction with complaint handling and findings of service failure and maladministration from the Housing Ombudsman Service. - Need for more guidance and training for staff on the updated processes. 	<ul style="list-style-type: none"> - Ensure policy updates on websites and with partners. July 2024 - Provide fresher training on complaint handling processes. Sep 2024 - Roll-out training on updated policies and procedures. September 2024
Section 8: Self-assessment Reporting and Compliance	Mandates annual self-assessment and reporting on complaints performance, including publication on the website.	Partially compliant. Delays in publication and reporting due to the pre-election period.	<ul style="list-style-type: none"> - Unable to submit response from Cabinet by the submission deadline to meet the requirements. 	<ul style="list-style-type: none"> - Lead Member of Housing briefing of draft submission. June 2024 - Present and publish statutory reports. October 2024
Section 9: Scrutiny & Oversight: Continuous Learning and Improvement	Emphasizes the need for continuous learning from complaints and regular reporting to governing bodies.	Compliant with all provisions.		<ul style="list-style-type: none"> - Maintain regular updates and reviews. Ensure continued accountability and transparency in complaint handling.