

No.	Area	Response	
1	<b>Definition of a complaint</b>	<b>Yes</b>	<b>No</b>
	Does the complaints process use the following definition of a complaint? <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>	y	
	Does the policy have exclusions where a complaint will not be considered?	y	
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	Y	
2	<b>Accessibility</b>	<b>Yes</b>	<b>No</b>
	Are multiple accessibility routes available for residents to make a complaint?	y	
	Is the complaints policy and procedure available online?	Y	
	Do we have a reasonable adjustments policy? <i>Although we do not have a formal adjustments policy, TCT does make reasonable adjustments to support residents/applicants whenever this is required.</i>		N
	Do we regularly advise residents about our complaints process? <i>We include information on TCT's complaints process in our resident's Handbook. We now remind residents on TCT's complaints process within our Resident's Newsletter on each site.</i>	Y	
3	<b>Complaints team and process</b>	<b>Yes</b>	<b>No</b>
	Is there a complaint officer or equivalent in post?		N
	Does the complaint officer have autonomy to resolve complaints?		
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		
	If there is a third stage to the complaints procedure are residents involved in the decision making? <i>They can ask for their complaint to be considered by Trustees</i>	Y	



6	<b>Fairness in complaint handling</b> Are residents able to complain via a representative throughout? If advice was given, was this accurate and easy to understand? How many cases did we refuse to escalate? <i><b>We have not refused to escalate any cases. However, we do ask that complaints are looked at by the relevant manager in the first instance rather than straight to CEO.</b></i> What was the reason for the refusal? Did we explain our decision to the resident? <i><b>We do explain our complaints policy and procedure to residents who want to report a dissatisfaction/complaint.</b></i>	<b>Yes</b> Y N/A	<b>No</b>  N/A
		0	
		N/A	
		N/A	N/A
7	<b>Outcomes and remedies</b> Where something has gone wrong are we taking appropriate steps to put things right?	<b>Yes</b> Y	<b>No</b>
8	<b>Continuous learning and improvement</b> What improvements have we made as a result of learning from complaints? How do we share these lessons with: a. residents? <b>Yes</b> b. the board/governing body? <i><b>Shared with members of the board on a quarterly basis.</b></i> c. In the annual report? <b>Complaints section will feature in future Annual Reports to residents.</b> Has the Code made a difference to how we respond to complaints? <i><b>The code has highlighted gaps in our logging and monitoring processes</b></i>	<b>Yes</b>	<b>No</b>
		Y	

What changes have we made?

**Updated our Complaints Policy and uploaded onto our website.**

***From January 2021 we have:***

***A more consistent approach of logging and monitoring complaints.***

***Include regular articles on how to make a complaint in our resident newsletter.***

***Publish complaints section in our Annual Report to Residents.***

