

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	We have included this definition within our corporate Housing Complaints and Compliments Policy	
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We will accept complaints from third parties or representatives.	
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. The Complaints Handling Code makes clear the difference and this has helped us to better	

	recorded, monitored and reviewed regularly.		determine whether something is a complaint or a service request.	
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	We proactively resolve any service requests and would not stop this process if a person also submitted a complaint.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. As part of the Tenant Satisfaction Measures survey, where we have noted a tenant appears dissatisfied we are contacting them personally to ask if they want to pursue a complaint.	

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We will be keeping a record from April 2024 of any complaints which we have not accepted and why that decision was reached.</p>	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy</p>	

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	In the last 12 months we have not received any complaints which were outside of the 12 months of the issue occurring.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We will be keeping a record from April 2024 of any complaints which we have not accepted and why that decision was reached.</p> <p>Letters will be sent to the complainant outlining this and details of the Housing Ombudsman.</p> <p>The Housing Ombudsman Complaints Handling Code can also be found on the Complaints page of our website:</p>	

			Customer care – Creative Support	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	All complaints are always considered on their own and the circumstances considered. We have never taken a blanket approach to excluding any complaints.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Information on making complaints is also included within our Tenants Handbook which is given to all tenants during sign up and by our standard occupancy agreements.</p> <p>Our frontline support staff are also given the policy on Complaints and asked to support our vulnerable tenants as needed with any reasonable adjustments.</p>	
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Information on making complaints is also included within our Tenants Handbook which is</p>	

			<p>given to all tenants during sign up and by our standard occupancy agreements.</p> <p>Our frontline support staff are also given the policy on Complaints and asked to support our vulnerable tenants as needed with any reasonable adjustments.</p>	
3.3	<p>High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.</p>	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We aim to have a positive complaints culture and see any complaints as an opportunity to improve and learn.</p> <p>All housing related complaints are reports to our Board of Trustees every two months alongside any learning we have taken from individual cases.</p>	
3.4	<p>Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy</p>	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p>	<p>We are currently developing a pictorial and easy read version of our Complaints Policy. We will also ensure that the Tenant's Handbook and our standard</p>

	must also be published on the landlord's website.			occupancy agreements reflect the same timeframes and in accessible formats.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. Our website, standard occupancy agreements and our Tenancy Handbook also all make reference to the Housing Ombudsman and how to access them.	

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All housing related complaints go through a central complaints officer. This person will then triage the complaints to the Head of Property Services or the Head of Supported Housing (depending on the nature of the complaint) and they will investigate and respond accordingly. The complaints officer will maintain a log of all complaints, any reasonable adjustments required, dates of any correspondence and the subsequent outcomes.</p> <p>The Head of Property Services and the Head of Supported Housing take a report to the Board of Trustees every 2 months which lists all housing related complaints received, actions taken and the outcomes.</p>	

			This report is then reviewed by the Board and questions can be asked accordingly.	
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All housing related complaints are investigated by two senior Heads of Department who have appropriate authority and autonomy to act to resolve disputes.</p>	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All staff are asked to read the Housing Complaints and Compliments policy and to ensure that they understand our obligations.</p> <p>Any learning from complaints is shared with all relevant staff as needed.</p>	

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We only have one Housing Related Complaints and Compliments Policy which is aligned with the Complaints Handling Code. This policy can be found on our website:</p> <p>Customer care – Creative Support</p>	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We only have stage 1 and stage 2 as outlined in the Complaints Handling Code.</p>	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We acknowledge that there should	

	complaint process unduly long and delay access to the Ombudsman.		only be two stages and have outlined this in our policy.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All complaints would be dealt with by the Head of Property services and the Head of Supported Housing. Where a third party was involved, the Head of Department would facilitate any communication and ensure that those third parties worked to the same code as ourselves.</p>	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Our letters to complainants will refer to the complaint definition and set out our understanding of the complaint. Where we are unclear we will go back to the complainant for clarification.</p>	

5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. Our complaints letters will reflect this requirement.	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. All housing related complaints will be investigated by two senior Heads of Department who have experience of investigating other cases and are experienced in considering cases fairly and reasonably.	
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. From April 2024 our complaints officer will be maintaining a	

	resident has disclosed. Any agreed reasonable adjustments must be kept under active review.		record of any disabilities our residents have disclosed. The Head of Property Services and the Head of Supported Housing will be responsible for agreeing with the resident any reasonable adjustments that they need and the complaints officer will record those and ensure they are actively reviewed during the process of the complaint being resolved.	
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We keep a database of all complaints we receive which includes: Date of complaint Name of complainant (unless anonymouse)	

			<p>Type of complainant (e.g. tenant, family) Nature of complaint Date acknowledgement letter sent Date outcome letter sent Date of any other communication Any other relevant information</p> <p>From April we will also add to this, any disclosed disabilities and reasonable adjustments made.</p>	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Any incidents of this nature would be fully discussed with senior management before a decision was made to put restrictions in place. In some instances this discussion may</p>	

			also involve other stakeholders e.g. Social Services.	
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Any incidents of this nature would be fully discussed with senior management before a decision was made to put restrictions in place. In some instances this discussion may also involve other stakeholders e.g. Social Services.</p>	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We aim to resolve all of our complaints within the agreed timescale and prevent an escalation to stage 2.</p> <p>Our complaints officer will remind the investigating officer of any pending timescales being reached and ensure, where possible our complaints are resolved promptly.</p>	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>The date of acknowledgment is recorded within our database.</p>	

6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>The date of the full response being issued is recorded in our database. Information on response times is also shared with our Board of Trustees every two months.</p>	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All complaints will be responded to within the 10 working days. In some cases, the final resolution e.g. a window being repaired, may fall outside of that timescale because we are restricted by when external contractors are available. However, in those instances we always communicate with the resident to let them know why that outcome is delayed and when they can expect it.</p>	
6.5	When an organisation informs a resident about an extension to these	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	

	timescales, they must be provided with the contact details of the Ombudsman.		We will ensure this is included in any correspondence to residents.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>All complaints will be responded to within the 10 working days. In some cases, the final resolution e.g. a window being repaired, may fall outside of that timescale because we are restricted by when external contractors are available. However, in those instances we always communicate with the resident to let them know why that outcome is delayed and when they can expect it.</p>	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Our responses include all the required information.</p>	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	

	stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We send outcome letters to our residents which include all the required points. Copies of these letters are retained for future information.</p>	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage	Yes	We have included this within our corporate Housing Complaints and Compliments Policy	

	2 of the landlord's procedure. Stage 2 is the landlord's final response.			
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Our complaints officer will maintain a database of all complaints and their stages.</p>	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>Reasons for resident remaining unhappy will be recorded on our database.</p>	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>An appropriate senior manager will investigate any stage 2 complaints. This person will be allocated at the point of the stage 2 complaint being raised and depending what that complaint is.</p>	

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have not had any stage 2 complaints in the last 12 months but will ensure that should any arise in the future, that the final response is issued within 20 working days.</p>	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have not had any stage 2 complaints in the last 12 months but will ensure that should any arise in the future, that should the 20 working days not be long enough, that we would explain this clearly to the resident.</p>	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have not had any stage 2 complaints in the last 12 months but will ensure that should any arise in the future, that should we have to extend the</p>	

			timescales, that in the process of informing the resident of the timescale, we will also inform them about the Housing Ombudsman Service and how to contact them.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	

	g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; 	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We will acknowledge when we have done something wrong and aim to rectify it promptly. We will offer financial remedies where appropriate. We aim to take learning from all complaints and report to our Board of Trustees every two months about any continuous learning from recent cases.</p>	

	<ul style="list-style-type: none"> Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	We will seek to offer appropriate remedies. Where appropriate we will discuss with colleagues about what would be appropriate. We will refer to the Housing Ombudsman Services when we need advice and further guidance.	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We will ensure our outcome letters confirm the remedy and what will happen.</p>	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We will make sure that when considering any remedy's that we check the Ombudsman's guidance to make sure it is taken into account.	

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have produced our first annual report and have addressed each of the points (a) to (f) within that report.</p> <p>We will continue to collate information about new complaints over the next 12 months in preparation for the next reporting period.</p>	

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have shared our initial report and self-assessment with our governing body and have obtained their comments.</p>	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>However, this is currently not applicable.</p>	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We acknowledge that this could happen.	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	We acknowledge this and will ensure that we follow guidance should this happen.	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We consider the outcomes of each complaint on a 2-month basis and look at what learning we can take from those complaints and what trends we might have come across. We report this information to our Board of Trustees every 2-months. Sometimes where a complaint has been complex, we might carry out additional internal reviews of our processes with senior managers and consider how to better improve something.</p>	
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We consider the outcome of each complaint on a 2-month basis and look at what learning we can take from those complaints. We report this</p>	

			<p>information to our Board of Trustees every 2-months. Sometimes where a complaint has been complex, we might carry out additional internal reviews of our processes with senior managers and consider how to better improve something.</p>	
9.3	<p>Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.</p>	Yes	<p>We consider the outcomes of each complaint on a 2-month basis and look at what learning we can take from those complaints and what trends we might have come across. We report this information to our Board of Trustees every 2-months. Sometimes where a complaint has been complex, we might carry out additional internal reviews of our processes with senior managers and consider how to better improve something.</p> <p>We will publish our TSM results on our website, which also includes a review of complaints we have received, so that our residents, staff and stakeholders can see this information.</p>	

9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We have two	
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	We have included this within our corporate Housing Complaints and Compliments Policy. We recently reviewed our corporate Housing Complaints and Compliments policy to include this requirement. We took this policy to our Board for review and have asked them to appoint a suitable MRC. We already take our complaints to the Board every 2-months so that discussions can take place about our complaints handling.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This	Yes	We have included this within our corporate Housing Complaints and Compliments Policy.	

	<p>person must have access to suitable information and staff to perform this role and report on their findings.</p>		<p>We have explained this requirement to our Board when recently reviewing our new policy and asking them to appoint the MRC.</p> <p>Our Board already actively review any housing related complaints.</p>	
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	<p>We have included this within our corporate Housing Complaints and Compliments Policy.</p> <p>We have a dedicated sub-committee with the Board of Trustees every 2-months. During this meeting a report is presented / discussed of all housing related complaints during the preceding two months. This Board will also review the annual complaints performance and service improvement report.</p>	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p>	Yes	<p>We are committed to a positive complaints culture and taking learning from any complaints. We work closely with other departments, stakeholders and</p>	

	<p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>		<p>others to try and find successful resolutions to our complaints.</p> <p>We are not afraid to hold our hand up when we have got something wrong and will try to rectify promptly.</p> <p>We are keen to work to the guidance of the Complaints Handling Code and it has informed our updated Housing and Complaints policy.</p>	
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