

Complaint Handling Code – Self-Assessment – Nov 2024

This self-assessment form should be completed by the complaints officer and discussed at the landlord’s governing body annually.

Evidence should be included to support all statements with additional commentary, as necessary.

Explanations must also be provided where a mandatory ‘must’ requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.’</i>	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further

			reflect Ombudsman guidance and good practice.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
1.9	If a landlord decides not to accept a complaint, a detailed 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.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further

	complaint about the service they have/have not received.		reflect Ombudsman guidance and good practice. We also use this in staff training ongoing and case studies via lessons learnt
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	External surveys have the capacity to escalate issues to HfW and we follow up to investigate concerns and advice how to make a complaint via the HfW complaints policy

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all the potential channels, there must be more than one route of access into the complaints system.	Yes	Our customers can raise a complaint via the following channels: Email via Customer Service Team Tenant Portal Website via the Customer Service Team In writing to the organisation or the Customer Service Team Telephone via the Customer Service Team Face to Face via officer visits Via advocates who can access via the above channels and raise a complaint

2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Our Policy was reviewed in June 2024. Our policy is on our website and how to make a complaint leaflet is published on all communal notice boards/ All our complaint acknowledgement letters contain a link to our complaints policy.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	We have a dedicated advice page on our website for complaints guidance
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	We completed an Equality Impact Assessment on our updated complaints policy in June 2024 and have completed training with our staff.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Our complaints policy is on our website along with information about the Housing Ombudsman Scheme, this is also added as link to all our complaint response letters we send.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	All letters to residents relating to their logged complaint include information on the Ombudsman Service, as does the website.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice, and it now includes receiving complaints via social media.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer."	Yes	We have a Customer Service Manager who manages a customer service team who log, assign, and track complaints via our CRM system in home master. Quarterly Complaint reports are shared via People and Customer Committee and the Board
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The Customer Service Manager job description outlines the skills and competencies needed to manage complaints effectively

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly. • be trained to handle complaints and deal with distressed and upset residents. • have access to staff at all levels to facilitate quick resolution of complaints. • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	<p>We have a Customer Service Manager who manages a customer service team who log, assign, and track complaints via our CRM system in home master. The Customer Service Manager job description outlines the skills and competencies needed to manage complaints effectively.</p> <p>We have a team of customer service officers who work closely across teams to ensure complaints are managed and resolved.</p> <p>We delivered complaints refresher training to all operational staff in September 24</p>

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages</p>	Yes	<p>Our complaints management has been set up in CRM / Homemaster which follows the process and timescales outlined in the HfW policy</p>

	(such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.		
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Our complaints management has been set up in CRM / Homemaster which follows the process and timescales outlined in the HfW policy. Our template letters include guidance for staff which includes ensuring we fully understand the complaint and the resolution sought by the resident.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	This is the process and procedure, currently all complaints are investigated and overseen by the service Manager at Stage One and a Head of Service at Stage 2. Responses are also quality checked at stage 1 by a Head of Service and at Stage 2 by the Director of Operations
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits. • act independently and have an open mind. • take measures to address any actual or perceived conflict of interest. • consider all information and evidence carefully. • keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter. 	Yes	This is the process and procedure, currently all complaints are investigated and overseen by the service Manager at Stage One and a Head of Service at Stage 2. Responses are also quality checked at stage 1 by a Head of Service and at Stage 2 by the Director of Operations

4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position. • comment on any adverse findings before a final decision is made. 	Yes	This is part of our complaints process – and forms an integral part of any investigation. We have recently completed refresher training on our complaints policy and process.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
4.15	A full record must be kept of the complaint, any review, 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 reports or surveys prepared.	Yes	Our complaints management has been set up in CRM / Homemaster which follows the process and timescales outlined in the HfW policy.

			The system holds all records against a complaint reference number as an audit of the case
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	We have an unacceptable customer behaviour policy which adopts the Housing Ombudsman guidelines

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Our complaint response template letters guide the staff member to discuss resolution at the first contact. We have recently completed refresher training on our complaints policy, process, and new template letters
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Our complaint response template letters guide the staff member to discuss resolution at the first contact. We have recently completed refresher training on our complaints policy, process, and new template letters
4.5	Landlords should 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 where this is reasonable.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice

4.9	Communication with the resident should not identify individual members of staff or contractors.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Our policy, process, and response template letters state that the investigating manager must contact the resident to agree an extension if they think they will need longer than the agreed time to investigate and respond to the complaint
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We deliver a TSM survey twice a year which asks for feedback on complaints management.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	The operations teams review complaints performance and lessons learnt at quarterly team sessions. We delivered refresher training in September 2024
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	We have an unacceptable customer behaviour policy which is used to assess on a case-by-case basis

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
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5.1	Landlords must respond to the complaint <u>within ten working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.5	A complaint response must be sent 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 expeditiously with regular updates provided to the resident.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stages. • the decision on the complaint • the reasons for any decisions made. • the details of any remedy offered to put things right. • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
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5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one, it must be progressed to stage two of the landlord's procedure unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Our process stipulates that all stage 1 complaints are dealt with by the appropriate manager and stage 2 by a head of service.
5.13	Landlords must respond to the stage two complaint <u>within twenty working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints

	<ul style="list-style-type: none"> • the complaint stages. • the complaint definition • the decision on the complaint • the reasons for any decisions made. • the details of any remedy offered to put things right. • details of any outstanding actions <p>and</p> <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three. • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice.
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	We have adopted a two-stage process
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stages. • the complaint definition • the decision on the complaint • the reasons for any decisions made. • the details of any remedy offered to put things right. • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	NA	We have a two-stage process

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.2	If an extension beyond twenty working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	This is custom and practice.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant, and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This is custom and practice.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.14	If an extension beyond ten working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints

			policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within twenty working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	NA	We operate a two-stage process
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	NA	We operate a two-stage process

Section 6 - Putting things right.

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. 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.	Yes	This is set out within our complaint response template letters. All staff have received training on our new policy, process, and letters
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Our new compensation policy sets out the criteria for giving compensation and levels of compensation that can be offered dependent on the service failure
6.5	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	This is set out in our compensation policy
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	This is set out in our compensation policy

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Lessons learnt is captured in the resolution of the complaint in homemaster. We have introduced a complaints tracker that captures lessons learnt. These are fed into our complaints service improvement plan or our customer first action plan.

6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	This has been adopted in the HfW complaints policy which was ratified by our Board in July 2021. Our Complaints policy was reviewed in June 2024 to further reflect Ombudsman guidance and good practice
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Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff, and scrutiny panels.	Yes	We do report on lessons learnt and improvements to services following complaints in our annual report. We have also introduced you said we did section in our residents' quarterly newsletter. We are in the process of recruiting a resident panel and one of their key tasks will be to review complaints and lessons learnt

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Delegated responsibility for the scrutiny of complaints management has been given to the People, Customer Committee
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders. 	Yes	We produce a quarterly complaints performance report which is scrutinised by the People and Culture Committee. The report includes information on any CFHO, maladministration or severe

	<ul style="list-style-type: none"> Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 		maladministration order we have received from the Housing Ombudsman
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Our complaints tracker now records lessons learnt, and any identified themes are included in our complaint's improvement plan or our customer first action plan
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments. take collective responsibility for any shortfalls identified through complaints rather than blaming others. act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	New Customer Service Standard launched March 2023; this has been embedded across the organisation.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Self-assessment completed Oct 2024

8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	N/A	
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members. • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents. • include the self-assessment in their annual report section on complaints handling performance 	Yes	<p>This is custom and practice. Self-assessment completed October 2024 will be presented to People Customer Committee Published on our website in Qtr1 24/25 Referenced in our Annual Report 23/24</p>