

Housing Ombudsman Complaint Handling Code: Self-assessment 2022

Appendix B – Self-Assessment Form

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	Complaints policy mhs homes
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	Our Complaint Policy and procedure is in line with the new Code of Complaints which defines they do not have to use the word complaint for it to be treated as a complaint. Our training allows our staff team to look at issues and when they identify trends (such as repeat calls about the same issue), they will escalate to a complaint on behalf of the resident. The training also covers what are 3 rd party complaints and how to deal with these.
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	The current Complaint Policy accepts requests for Complaints.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Exclusions listed in our Complaints Policy.

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	Exclusions have been listed in the Complaints Policy. The Leadership Team have reviewed these and consider them all fair and reasonable.
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	A templated response has been designed as part of our planned new Complaint Policy and procedure detailing the exclusions (what they are) and how to progress the matter further. This is covered in training for all staff (as well as for new staff induction)

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 complaint about the service they have/have not received.	Yes	Our current Complaint Policy states: "A service request, and therefore not applicable to this policy, is defined as: - A requirement for a service to be provided, e.g. a new repair is required that we've not previously been informed about". The difference between an enquiry and a complaint is explained in the policy but also included in the training to all staff.
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	We are now providing customers with the information on how to complain whilst conducting surveys, should they wish. This is included in our updated Complaint Policy and procedure.

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 of the potential channels, there must be more than one route of access into the complaints system.	Yes	Detailed in the Complaint Policy: "If you aren't happy with what we do you can let us know in whatever way you choose. The sooner the better as we can't investigate a complaint after 12 months. • If you are a current customer, you can report your complaint through My Account. • If you don't have a My Account, or you're a member of the public, you can give us a call, drop us an email, pop in and see us, send us a tweet or put pen to paper and post us a letter – no matter how you let us know; we'll deal with it".
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	Feedback, compliments and complaints mhs homes
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	Detailed on the mhs website: Feedback, compliments and complaints mhs homes
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	This issue is highlighted in our new policy – all reasonable adjustments will be made and the opportunity to discuss reasonable adjustment will be clear when acknowledging complaints.
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	Wherever possible we will highlight the Ombudsman scheme in publications.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	All correspondence going out to our residents will now contain the Housing Ombudsman's contact details. "We strive to deliver on the Housing Ombudsman's recommendations. If you want to know more about the Housing Ombudsman, then their contact details are..."
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	We provide the Ombudsman details as early as the stage one complaint response.

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	Under the new policy – all social media platforms have links to "How to make a complaint" and confidentiality/privacy policies as well as GDPR

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 complaints team that is led by a Team Leader. Complaints are recorded and monitored. Reports are made to the board at all Board meetings.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The complaint handlers are all trained. Staff are also trained around "Conflicts of Interest". Where appropriate complaints will be handled by other trained staff when there is a perception of a conflict of interest.

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	Our Policy and procedure, identifies stage 1 (service managers) and stage 2 (assistant directors) as complaint handlers. The complaints training given covers areas around sensitivity, conflict management and how to deliver a person-centred service. The training also considers making reasonable adjustments in responding to complaints and allows a quick fix and resolution. All complaint handlers can act on the evidence presented in autonomy and recommend resolutions that are agreed with the complainant.

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 (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.</p>	Yes	Our new policy is two a two stage policy. The policy details the time line for acknowledging a complaint (within 5 days) and responses as per the Ombudsman's requirement.

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 Policy & procedure includes contacting the complainant to ensure understanding of the complaint as well as what they require. Our response templates are designed to identify the nature of the complaint and the outcome of the investigation on individual aspects of the complaint. All complaint handlers are trained in investigating complaints and delivering a person-centred response to the complaint.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Our Policy & Procedure dictates that only Managers are Complaint Handlers. All managers have received diversity and equal opportunity training. The Customer Experience Team does an 'Impartiality check' before the response is sent.
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 properly investigate the matter. 	Yes	All our Complaint Handlers are trained to be objective and impartial. Complaint handlers are trained to look at complaints in a positive manner, as a way of improving the service and an opportunity to learn. Our employees can identify when there is a conflict of interest and alert the appropriate Manager. Complaints are kept confidential and only disclosed to those required to investigate the complaint.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	We will respond via methods of a customer's choosing and we will adjust to any reasonable arrangement as requested.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> set out their position comment on any adverse findings before a final decision is made. 	Yes	Our approach encourages continuous contact and communication with the complainant and all who are affected by the complaint. This allows for those involved to set out their position before, during and after the decision to uphold or not.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	In the complaint Policy it states: "We can only accept appeals for complaints within one calendar month of a complaint being closed."
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Our Policy clearly states the timelines for all stages of the complaint including escalation from Stage 1 to Stage 2. The complainant can escalate to stage 2 within the time period. We would not unreasonably refuse to escalate a complaint and each escalation request is decided on the individual circumstances of the person who made the complaint.

	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.		
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	In the new procedure all complaints are fully archived for review as and when required. Everything in relation to a complaint is archived under the complaint reference and can be accessed on request.
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	Managing Unreasonable Complainant Behaviour Policy mhs homes

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 approach to all complaints is one of being honest and truthful. This approach allows us to manage people's expectations and informs on what we can do and what we can't.
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	The complaints procedure details when responses are required (as per the ombudsman's guidance), Training to complaint handlers clearly states that any complaint should be at the top of their "to do" list. Our approach of talking to the complainant as quickly as possible allows the complaint handler to arrange for any remedial works to be carried out immediately and not wait until the response to the complaint is given (for example – arrange repairs that have not been done, whilst investigating the broader outlines of the complaint).
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	The policy allows for 3 rd party or advocate representation. The policy and training allow for additional support to be provided to the complainant due to a reasonable adjustment or due to an equal access measure/requirement.
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	Legal Obligations are identified very quickly and explained to the complainants. This details what the landlords obligation is and what the tenants obligations are (for example: as defined in the tenancy agreement, Health and Safety Regulations or Anti- Social Behaviour).

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Confidentiality and privacy is maintained throughout the complaint process.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Our policy included timeframes for acknowledgement and responses (in line with the ombudsman's guidance). However training on complaint handling encourages continuous communication between parties in order to provide a person-centred service.
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	Our approach is one of continuous improvement and encourages complaints for us to do so. Complaint handlers are trained to look for learning opportunities throughout the complaints process and all complaint handlers are required to complete a "learnings" outcome form during and at the end of the complaints process.
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	Training on learning from complaints is given to all complaint handlers, Complaint's training is part of the induction process and mandatory for all staff. Learning forms are completed for every complaint – this drives our continuous improvement strategy.
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	The complaint policy and procedure meets the requirements of the Equality Act. We have a "managing unacceptable behaviour policy"

Section 5 - Complaint stages Mandatory 'must' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 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	Our policy is clear on the timeframes for responses in line with the ombudsman's guidance.
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	Our policy and training given encourages a written response (after verbal communication) is given as quickly as possible. Outstanding actions are monitored and any delays in outstanding action is communicated to the complainant. The complaint team keeps a record of outstanding actions and alerts the complaint handler to possible delays so they can inform the complainant.

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	Training on Effective Response Writing is given to all complaint handlers – templates for Stage 1 and Stage 2 response have been designed to alert complaint handlers to ensure that policy, law and good practice is followed.
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 stage 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	All areas are covered in the policy and training and support is given across all the areas listed.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 is clearly stated in the policy and is underlined through the training given.
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 is clearly defined in the policy. The training encourages constant communication to ensure there is clarity and the complainant and the complaint handler are on the "same page" with regards to the complaint and the desired outcome of the complainant.
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 is in the policy and clearly (verbally and in writing) explained to the resident. The policy and procedure allow the complaint (if they want) to lead on their complaint.

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Stage 2 complaint handlers are either Assistant Directors or Directors of the service.
5.13	Landlords must respond to the stage two complaint within 20 working days 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 is included in the policy and emphasised in the training.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> the complaint stage 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 and <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. 	Yes	All included in the policy & procedure. All staff are trained to deliver on these requirements. There is no 3 rd stage in our Policy.

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	There is no stage 3 in our procedure

5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • 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 	Yes	No stage three.
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Best practice 'should' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	This is allowed for in our policy.
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	The ombudsman's details are provided at all stages of the complaint handling process.
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	All areas of the complaint will be investigated – this includes any previous instances or reports of the same complaint.
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 allowed for in the policy, complaints team and complaint handlers are aware of this requirement through the training given.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Constant communication is encouraged and any extension is agreed between the complainant and the complaint handler.
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	The ombudsman's details are provided at all stages of the complaint handling process.

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 within 20 working days 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.	Yes	No stage three.
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.	Yes	No stage three.

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	Our Policy and procedure is designed to acknowledge and learn from failures in our service delivery. By adopting a "No Blame" culture as part of the procedure we can learn and improve.
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	The policy and procedure is backed up by a compensation policy that guides the complaint handler to offer suitable remedies.
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	All remedies are agreed with the complainant and are monitored by the complaints team until completed.
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	The policy and procedure is backed up by a compensation policy that guides the complaint handler to offer suitable remedies.

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	Complaint Team and complaint handlers are trained up to identify trends as well as looking at the impact of a complaint on others who may also have been impacted by the complaint. This allows us to address issues at a strategic and service level and improve the service as a whole.
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	The policy and procedure is backed up by a compensation policy that guides the complaint handler to offer suitable remedies and seek legal advice guidance as required.

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 encourage complaints, we adopt a "No Blame" culture. Our complaints process, outcomes and learnings are reported and monitored across various organisational and board meetings. Learnings from the Complaints is the golden thread that drives improvements across all areas of the service/organisation and will be included in our annual report

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	This is in place. We have a designated board member who has lead responsibility. Regular updates on the complaint handling process is given to the designated lead as well as the Board as a whole.
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 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. 	Yes	This is in place – as a minimum, quarterly reports/findings are given to the board, a summary of the self-assessment is given to the Board. Trends and learning are also reported into the Board, including any Ombudsman findings.

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	<p>This is in place. Complaint's performance and monitoring is reported into the Director of Housing who delivers reports and findings to the Leadership Team, Executive Team, Compliance Team and Board.</p> <p>The Director of Housing identifies any areas of concern and leads on delivering the required improvement, changes in service delivery and identifies any additional training that may be required across the organisation.</p>
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <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	Our policy and procedure incorporate our CREATES Values that requires all staff to work as a team. This includes working as a team to resolve complaints in a "No Blame" culture. This meets the values of the CIH.

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	Completed.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This assessment has taken place to incorporate the recommended guidance of the Housing Ombudsman in December 2022.
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	Self-Assessment has been provided to the governing body, published on our website and is included in the annual report.