

Housing Ombudsman Complaint Handling Code: mhs homes self-assessment 2023-24

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	See section 1.1 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	See section 1.2 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/ Discussed at every colleague induction at mhs. Intranet post available with more details for colleagues.

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	All colleagues have been informed to log complaints with the complaints team if the customer requests. The Survey caller responsible for completion of our TSM surveys has been informed to do this and raises issues with the complaints team.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	See section 1.5 of our Complaint Policy: https://www.mhs.org.uk/policies/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	See section 1.5 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	See section 1.5 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/

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	See section 1.5 and 1.6 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/

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	See section 1.7 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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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	See section 2.1 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	See our Complaint Policy on the mhs website. Not in PDF format so it can also be translated on the website. Available in writing if requested. See section 4.6 for details of stages and timeframes.

			https://www.mhs.org.uk/policies/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	See the link to 'make a complaint' on the mhs website. https://www.mhs.org.uk/support-and-advice/compliments-and-complaints/make-a-complaint/
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	See section 2.2 of our Complaints Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	We have created a poster which has been put up in communal areas alongside the Housing Ombudsman ones. We have also created leaflets which are available at our Broadside office.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	The Housing Ombudsman's details are provided in some of our newsletters and throughout the complaint process.
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	See section 5.3 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/

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	See section 2.3 of the Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/

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	See section 3.1 of the Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/ Complaint Policy review due November 2023 and we will update "Customer Experience Team" to "Complaint Officers".
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Complaint handlers have all completed complaint handler training which included conflict of interests. All staff conduct complaints are reviewed by our HR Team first to ensure they are allocated to appropriate complaint handlers without any known conflicts of interest.

			Also see section 3.5 of the Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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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>Complaint handler training delivered 2023 to all complaint handlers. This included dealing with stressed customers.</p> <p>First stage handlers have been selected and are Managers or Leaders of the specific service complained about.</p> <p>Second stage handlers are colleagues more senior than the first stage handler, such as Head of Service, Assistant Directors or Directors.</p>

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	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.	Yes	Colleagues are aware to keep records of any discussions or decisions with residents. Colleagues know how to refer a customer

	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>to complaints whilst still focusing on rectifying any issues at first point of contact. This is detailed on our intranet.</p> <p>We have a two-stage complaint process only. See section 5 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/</p> <p>Our Complaint Policy states we will acknowledge within five working days. This will be updated to two working days when our Complaint Policy is reviewed in November 2023, to reflect our service standards. See section 4.6 of the Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/</p>
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	See section 4.1 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Complaint handlers have completed complaint handler training and understand they must conduct investigations impartially.

4.7	<p>The complaint handler must:</p> <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	Complaint handlers have completed complaint handler training and understand they must follow the steps bullet pointed.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	<p>Complaint Handlers understand to work with customers and contact them when it is suitable for them and to provide updates when requested and reasonable.</p> <p>We encourage all complaint handlers to update their customer once per week as a minimum.</p>
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	Complaint handlers have completed complaint handler training and understand they must discuss any decisions with the person complained about before these are communicated to the complainant.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	<p>See sections 4.7 and 5.5 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/</p>

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	See section 1.5 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	As part of our retention period, we hold complaint records for six years.
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	See our Managing Unreasonable Complainant Behaviour Policy: https://www.mhs.org.uk/policies/managing-unreasonable-complainant-behaviour/

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	See section 4.1 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	Complaint handlers have been chosen as they can facilitate quick solutions and have the knowledge of their service area to assess whether there are any failings. The Customer Experience Team are also trained to respond to low level 'Quick

			Resolution' complaints when a complaint handler review is not required, and the team can answer quickly with little investigation time required.
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	We accept third party complaints with customer consent and will log MP and Councillor enquiries that meet our definition of a complaint, as a complaint. See 1.3 and 2.1 of our Complaint Policy: https://www.mhs.org.uk/policies/complaints-policy/
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	We will always provide any legislation or legal responsibilities when required in a response.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	We will name colleagues when the complainant is already aware of their name. Otherwise, we will use their job title instead.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We have encouraged all complaint handlers to keep their complainant updated throughout their investigation. We have a complaint handler workshop on 'Customer Contact and Communication' scheduled for September 2023.
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 Tenant Satisfaction Measures (TSM) Surveys capture customer satisfaction with complaints (TP09).

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	Monthly meeting for Complaint Handlers to discuss performance, learnings, trends and issues. We also run monthly educational workshops on key subjects within complaints to support complaint handlers.
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	Detailed in the equality statement.

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	We monitor every complaint that reaches day nine and ten. Any complaints that require an extension for good reason must have approval from the Customer Experience Team Leader.
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 trained out to all Complaint Handlers and they know to keep track of any outstanding actions, providing regular updates to their customers.
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	We break down every customers complaint into points at the acknowledgement stage through to completion. Complaint Handlers know to always respond to every point; this was

			highlighted in the Complaint Handler training.
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	This is in all of our stage one complaint responses. See section 5.3 of our complaint policy Complaints policy mhs homes

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	See section 5.5 and 1.5 of our Complaints Policy: Complaints policy mhs homes
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	See section 4.1 of our Complaints Policy: Complaints policy mhs homes

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	We only escalate to stage two after the completion of stage one and at the customer's request. We will accept escalation to stage two if the stage one complaint handler has failed to provide a response within 20 working days and the customer requests it.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	We have separate stage two complaint handlers to ensure this does not happen.
5.13	Landlords must respond to the stage two complaint <u>within 20 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	We monitor every complaint that reaches day 19 and 20. Any complaints that require an extension for good reason must have approval from the Customer Experience Team Leader.
5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two 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 <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. 	Yes	See section 5.8 of our Complaint Policy: Complaints policy mhs homes

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	No third stage.
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 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 third stage.

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	See section 4.7 of the Complaint Policy: Complaints policy mhs homes

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	See section 4.7 of the Complaints Policy: Complaints policy mhs homes
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	We will look at records going back from 12 months as a general rule. We do consider reports or older information, when possible, to do so but cannot guarantee we hold data due to retention periods and changes in staff, process and systems.
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	See section 4.8 of our Complaint Policy: Complaints policy mhs homes

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	See section 4.7 of the Complaint Policy: Complaints policy mhs homes
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	See section 4.7 of the Complaint Policy: Complaints policy mhs homes

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 third stage.
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 third stage.

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	See section 6.1 and 6.2 of the Complaint Policy: Complaints policy mhs homes

<p>6.2</p>	<p>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.</p>	<p>Yes</p>	<p>Complaint Handlers have all been trained in offering remedies that are appropriate to the service failure whilst also considering other residents. During the investigation we do not make any promises to customers unless we can guarantee we can complete the action.</p>
<p>6.5</p>	<p>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.</p>	<p>Yes</p>	<p>Our templates for responses have a section for outstanding actions. Complaint Handlers know to always give a date and time for any remedy where possible. If it is unknown, they must give regular updates to their customer until it is known.</p> <p>See section 6.2 of our Complaints Policy: Complaints policy mhs homes</p>
<p>6.6</p>	<p>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.</p>	<p>Yes</p>	<p>Our Complaint Handlers are all aware to consider the Compensation Policy where redress is due. A workshop on Compensation has been arranged for November 2023 to further their understanding.</p> <p>Our Compensation Policy details quantifiable loss and discretionary payments: Compensation policy and procedure mhs homes</p>

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	This is part of our Learning process. Complaint Handlers are expected to look at the root cause of the issue and proactively make changes to avoid reoccurrence of the same failure.
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	<p>Our Leadership Team have highlighted the importance of still accepting complaints even when the content of the complaint is being investigated for legal entitlement to redress, such as Disrepair or Claims.</p> <p>Complaint Officers are now logging cases like these that also meet our complaint definition. Our Complaint Policy will be updated in November 2023 which will show the removal of the exclusions relating to disrepair and claims cases.</p> <p>We will obtain advice from the legal team for these cases.</p>

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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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	<p>A quarterly learning report goes to our Leadership Team for discussion. This is also raised at the Complaint Handler monthly performance meeting.</p> <p>Our Communications Team and the Customer Experience Team are working on delivering learning case studies to customers through newsletters and blogs.</p> <p>A meeting has been arranged with the manager responsible for the customer scrutiny panel, to introduce delivering learnings to them.</p>
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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	We have a designated board member for complaints who is also attending the Housing Ombudsman's "member responsible for complaints" day on the 31 October 2023.
7.4	<p>As a minimum, governing bodies should receive:</p> <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, 	Yes	<p>Our Governing Body receive weekly updates relating to complaint volumes.</p> <p>We have a monthly Insight Report that goes to our Governing Body on a regular basis. This report includes complaint</p>

	<ul style="list-style-type: none"> 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. 		trends, learnings, volumes, categories, performance and Housing Ombudsman determinations.
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>Monthly Insight Reports are presented to our Leadership Team which detail trends, risks, and performance.</p> <p>The Customer Experience Team are working with the Contracts Officer to improve contractor complaints. This includes the offer of training and receiving regular reports on their complaints and learnings.</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	<p>We have group complaint handler channels to communicate and monthly meetings.</p> <p>We have our own CREATES values which embody the standards set by the Chartered Institute of Housing. These are discussed in all employees OnTrack documents.</p>

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	Last completed November 2022 and is linked in section 8.1 of our Complaints Policy. https://www.mhs.org.uk/media/3389/mhs-homes-housing-ombudsman-self-assessment-2022.pdf
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	No significant changes since last assessment.
8.3	Following each self-assessment, a landlord must: <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	Our Board were made aware of our last self-assessment before it was published on our website. Our Executive Director of Customer and Transformation has presented this self-assessment to our Board members. https://www.mhs.org.uk/media/3389/mhs-homes-housing-ombudsman-self-assessment-2022.pdf