

Housing Ombudsman self-assessment form

Prepared by	Date	Board report
Head of Housing	05.02.24	28.02.24
Head of Housing	24.06.24	
Communications and Tenant Engagement Lead	26.07.24	07.08.24
Communications and Tenant Engagement Lead	17.10.24	
Communications and Tenant Engagement Lead and Tenant Committee	11.09.25	24.09.25

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints Policy	This definition is included in our policy under section 4.1, page 3.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Complaints Policy	<p>This is explained in sections 6.2 and 6.5, page 4 of our complaints policy.</p> <p>Reinforced in training and group sessions.</p>
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Complaints Policy	<p>This is explained in sections 6.1 to 6.5, page 4 of our complaints policy.</p> <p>Service requests are recorded and monitored across different systems. We recognise the need for greater consistency in this process and are working to bring all service request monitoring into a more centralised approach.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints Policy	This is explained in sections 6.1 to 6.5, page 4 of our complaints policy.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaints Policy Surveys	Our complaints policy explains how to make a complaint and what tenants can expect from the process. Our Tenant Satisfaction Survey (TSS) explains how to make a complaint. Survey responses are analysed, and where negative feedback or dissatisfaction is evident, contact is made when consent has been given.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints Policy	This is explained in sections 8.1 to 8.3, pages 7 and 8 of our complaints policy.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Complaints Policy	This is explained in section 8.1, page 7 of our complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Complaints Policy	This is explained in section 8.1, page 7 of our complaints policy.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Complaints Policy Letters	This is explained in section 8.2, page 8 of our complaints policy. If a complaint is not accepted, a response letter is provided with an explanation as to why and with details for contacting the Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy	This is explained in section 8.3, page 8 of our complaints policy.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints Policy Reasonable adjustments policy	<p>This is explained in section 6.6, page 4 and section 13.2, page 9 of our complaints policy.</p> <p>Tenants can make a complaint via:</p> <p>Website Letter Email Phone Social media In person</p> <p>Policy, easy read and leaflet available on our website. Policy can be made in other formats, such as braille, when required.</p> <p>Our reasonable adjustments policy sets out how we will adjust normal approaches and practices to meet individual tenants' needs.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be	Yes	Complaints Policy	This is explained in section 6.6, page 4 of our complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation
	aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.			Reinforced in training and group sessions.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes		Reinforced in training and group sessions.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Complaints Policy Easy read Leaflet	Policy and procedure, easy read and leaflet are available on our website .
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Complaints Policy	This is explained in section 1.3, page 2 and section 7.2.5, page 6 of our complaints policy. Policy and information about the Ombudsman and Code are available on our website.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Complaints Policy	This is explained in section 6.1, page 4 of our complaints policy.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Complaints Policy Letters	This is explained in sections 7.2.5 and 7.2.6, page 6 of our complaints policy. Provided in our complaint letters.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Complaints Policy	This is explained in section 15.2, page 9 of our complaints policy. Our complaints steering group is responsible for complaint handling, in addition to other duties. The group has a direct line to the executive team and the Member Responsible for Complaints (MRC).

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<p>The Head of Housing is the named person responsible for complaints and for liaising with the Ombudsman.</p> <p>The Communications and Tenant Engagement Lead is our lead complaints officer and is responsible for managing complaints and reporting to the board.</p>
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes		The team has access to staff at all levels and authority and autonomy to act to resolve disputes promptly and fairly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively.	Yes		<p>Staff have completed Ombudsman eLearning training.</p> <p>Reinforced in training and group sessions.</p>

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints Policy Equality, diversity and inclusion policy	We have a single complaints policy and tenants are treated fairly and not discriminated against if they complain.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints Policy	This is explained in section 7, page 5 and 6 of our complaints policy. We have a 2 stage process which is clearly defined in our policy and procedure.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints Policy	As above
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be	Yes	Complaints Policy	This is explained in section 15.2, page 9 of our complaints policy. All complaints are managed internally.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	expected to go through two complaints processes.			Our policy and procedure have been shared with our main third-party contractor, and quarterly meetings take place to discuss performance.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy	As above.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Complaints Policy Letters	This is explained in section 7, page 5 and 6 of our complaints policy. Included in complaint letters.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaints Policy	This is explained in section 7, page 5 and 6 of our complaints policy.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind;	Yes	Complaints Policy	This is explained in section 7, page 5 and 6 of our complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 			
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Complaints Policy Letters	<p>This is explained in section 7.1.5, page 5 and 7.2.4 page 6 of our complaints policy.</p> <p>This is evidenced in our letters and complaints system and through agreed communication methods and online meetings if requested.</p> <p>Reinforced in training and group sessions.</p>
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Complaints Policy	<p>This is explained in section 13.2, page 9 of our complaints policy.</p> <p>The majority of our complaints are received from support providers on tenants' behalf, or tenants who have their support</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<p>providers attend any meetings and discussions regarding the complaint.</p> <p>We ask all tenants if there are any reasonable adjustments and then we make any necessary adjustments and record them under the case on our complaints system.</p> <p>Application forms identify support needs, and this is recorded on our housing management system.</p> <p>Our reasonable adjustment policy sets out how we will adjust normal approaches and practices to meet individual tenants' needs.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints Policy	<p>This is explained in section 8.1, page 7 of our complaints policy.</p> <p>Unless one of these reasons apply, we do not refuse complaints escalations.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Complaints case management system.	Captured in our complaints system. Reinforced in training and group sessions.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints Policy Compensation policy	Reinforced in training and group sessions.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Complaints Policy Unacceptable and unreasonable behaviour policy	This is explained in section 8.1, page 7 of our complaints policy. Unacceptable and Unreasonable behaviour policy covers this.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	As above	As above

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Complaints Policy Complaints procedure	Reinforced in training and group sessions.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	Complaints Policy	This is explained in section 7.1.1, page 5 of our complaints policy.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy	This is explained in section 7.1.4, page 5 of our complaints policy.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than	Yes	Complaints Policy Letters	This is explained in section 7.1.5, page 5 of our complaints policy. Letter template used.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	10 working days without good reason, and the reason(s) must be clearly explained to the resident.			Reinforced in training and group sessions.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Complaints Policy Letters	This is explained in section 7.1.5, page 5 of our complaints policy. Letter template used.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy Letters	This is explained in section 7.1.6, page 5 of our complaints policy. Letter template used. Reinforced in training and group sessions.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy Letters	This is explained in section 7.1.6, page 5 of our complaints policy. Letter template used. Reinforced in training and group sessions.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and	Yes	Complaints Policy	This is explained in section 7.1.3, page 5 of our complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			Reinforced in training and group sessions.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Complaints procedure Letters	As per our complaints procedure. Letter templates used. Reinforced in training and group sessions.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Complaints Policy	This is explained in section 7.1.7, page 5 of our complaints policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints Policy Letters	This is explained in section 7.2.1, page 6 of our complaints policy.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes		Tenants do not need to explain their reasons for escalating a complaint.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints Policy	This is explained in section 7.2.2, page 6 of our complaints policy.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy	This is explained in section 7.2.3, page 6 of our complaints policy.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident	Yes	Complaints Policy Letters	This is explained in section 7.2.4, page 6 of our complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.			Letter template used. Reinforced in training and group sessions.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Letters	Letter template used.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy	This is explained in section 7.1.6, page 5 of our complaints policy. Reinforced in training and group sessions. We monitor any agreed actions following the complaint response being issued.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy Complaints procedure	This is explained in section 7.1.6, page 5 of our complaints policy. Reinforced in training and group sessions.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:	Yes	Complaints procedure	Response letter template used.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		Letters	Reinforced in training and group sessions.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy	As per our complaints policy. All relevant teams and staff are involved in the resolution of cases. Investigation and final responses are signed off by the relevant head of department and the service director.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Complaints Policy Compensation policy Letters	<p>This is explained in section 7.3.1, page 7 of our complaints policy.</p> <p>Response letter template used, which covers remedies.</p> <p>Reinforced in training and group sessions.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy Compensation policy	<p>This is explained in section 10, page 8 of our complaints policy.</p> <p>Reinforced in training and group sessions.</p>
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	Compensation policy Letters	Response letter template used, which covers remedies.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.			Reinforced in training and group sessions.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		<p>Reinforced in training and group sessions.</p> <p>Guidance is shared in our Knowledge Information Management Teams channel.</p> <p>We will review our Compensation Policy to ensure it mirrors the Ombudsman guidance.</p>

Section 8: Putting things right

Cod provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.	Yes	<p>Complaints Policy</p> <p>Self-assessment</p>	<p>This is explained in section 11.2, page 8 of our complaints policy.</p> <p>The board receive:</p> <p>Annual self-assessment against the code.</p>

Cod provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>		Annual complaints performance and service improvement report	<p>Annual complaints performance and service improvement report.</p> <p>Quarterly complaints performance reports.</p>
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Complaints Policy	<p>This is explained in section 11.2, page 8 of our complaints policy.</p> <p>The annual complaints performance and service improvement report is reported to our board and published on our website.</p>
8.3	Landlords must also carry out a self-assessment following a significant	Yes	Self-assessment	We will review the self-assessment following a significant restructure,

Cod provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	restructure, merger and/or change in procedures.			<p>merger and/or change in procedures.</p> <p>We will review this post merger in December 2025.</p> <p>Before this one in September 2025, this was previously done in July 2024 after a reorganisation of the repairs and maintenance service and assets team, following procedure changes.</p>
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We will review and update our self-assessment if this happens.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code.	Yes		We will inform the ombudsman and provide information to tenants who may be affected and publish this on our website if this happens.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Complaints Policy	<p>This is explained in section 11.3, page 8 of our complaints policy.</p> <p>Complaint review meetings explore lessons learnt, and service improvements.</p> <p>This is reviewed as part of every complaint and piece of dissatisfaction.</p> <p>We are further developing our recommendations and actions from complaints tracker.</p>
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Complaints Policy	<p>This is explained in section 12, page 8 of our complaints policy.</p> <p>Learning is shared quarterly with the board and leadership team to ensure all understand key themes and trends.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Complaints Policy	<p>This is explained in section 11.1, page 8 of our complaints policy.</p> <p>We publish complaints performance in our tenants' annual report, annual complaints report, TSM's and newsletter.</p> <p>Further analysis for learning and improvements is being undertaken.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Complaints Policy	<p>This is explained in section 15.2, page 9 of our complaints policy.</p> <p>The Head of Housing is the person responsible for complaint handling. The Communications and Tenant Engagement Lead is the lead complaints officer.</p> <p>This is done manually as we have different systems and do not have a CRM or automation highlighting themes and trends.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Meeting minutes	Board member, Paul Carhart, is our Member Responsible for Complaint (MRC)
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes		The MRC receives quarterly performance information on complaints that provides insights into our complaints handling performance. As well as the reports below.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with 	Yes	Complaints Policy	<p>This is explained in section 11.1, page 8 of our complaints policy.</p> <p>The board receives:</p> <p>Quarterly complaints performance reports.</p> <p>Annual self-assessment against the code.</p> <p>Annual complaints performance report.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			<p>The board also receives regular reviews of issues and trends arising from complaint handling.</p> <p>The board will receive updates on the outcomes of any ombudsman investigations and progress made. To date, we have not had any Ombudsman investigations.</p>
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	Complaints Policy	<p>This is explained in section 5.1, pages 3-4 of our complaints policy.</p> <p>A manager takes ownership of a complaint and collaborates with other managers and team members to provide a comprehensive response that addresses all aspects of the complaint.</p> <p>Reinforced in training and group sessions.</p>