

Housing Ombudsman Self-Assessment Form

Section 1 - Definition of a complaint

Mandatory 'must' requirements²

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	We have adopted the definition of a complaint as set out in the Complaint Handling Code and this is set out under section 2.02 of our complaint procedure
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	It is stipulated in our complaints procedure under section 3.03 that the word 'complaint' does not have to be used in order for a complaint to be identified and treated as one. The procedure also makes it clear that complaints received via representatives will be considered in line with the procedure, provided permission is given by the customer for the advocate to act on their behalf
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	Our complaints procedure is clear that customers are empowered to decide whether a concern is handled as a service request and that the option of raising the concern as a formal complaint remains open to them until the matter is resolved. We are also delivering training to colleagues on this aspect of complaint management to make sure that customers are not unreasonably denied access to our formal complaints procedure.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	We have minimal reasons for not accepting a complaint, as set out in our complaints procedure under section 2.03. The

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			procedure stipulates that we will exercise our discretion appropriately and make sure that any decision to exclude a complaint is fair and valid and that the reasons for the decision are clearly explained to the customer. In such cases the customer will be provided contact details for the Ombudsman so that any decision taken to exclude a complaint can be challenged
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	This has been addressed in 1.7
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman	Yes	This has been addressed in 1.7

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 complaints procedure under section 2.00 stipulates that colleagues are trained to recognise the difference between a service request and a complaint about the service. Any training issues around this will be identified through our surveys.
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	Yes	We have a number of surveys that are undertaken on completion of transactions throughout Community Housing, such as anti social behaviour or repairs. These surveys are

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	<p>of how they can pursue their dissatisfaction as a complaint if they wish to.</p>		<p>reviewed by the Customer Insight Team regularly and the customers contacted to discuss opportunity to pursue the dissatisfaction as a complaint, this is referred to under section 3.06 of the complaints procedure.</p> <p>An external company is used to collect Tenant Satisfaction Measures, who have been asked to inform customers on how to raise complaint on occasions this may occur.</p>
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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	<p>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.</p>	Yes	<p>Complaints can be raised with us through a number of channels including via email, online, in person, social media and in writing this is described under section 3.01 within our complaints procedure</p>
2.3	<p>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.</p>	Yes	<p>Our complaints procedure is available electronically on our website and via email. It is also available in printed form and by post. We can also make it available in other formats, such as braille, when required.</p>

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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	<p>The complaints procedure are easily accessed on our website. There is a 'make a complaint' link on our home page that leads to the feedback and complaints webpage, and a further link to the 'make a complaint' form. There is a further link to our complaints procedure, and plain text advising the complaint stages and how to access the Housing Ombudsman Service.</p> <p>Typing 'complaint' into the search function of the home page also takes you straight to this information.</p> <p>Our website uses Reachdeck facility to ensure accessibility for customers to allow the page to be read aloud, translated or adapted to user needs.</p>
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	<p>We have published our Equality, Diversity, Inclusion and Belonging Strategy, which sets out how we will work with customers to adjust our normal approaches and practices to meet an individual customer need.</p> <p>Where a customer need is required this is flagged on our CRM system. Colleagues have received training and awareness of this process and are aware of where to find this document.</p> <p>Customer Insight Team are trained to discuss with customers at the beginning of the complaints process to personalise the complaint communication to meet a customer need.</p> <p>This is contained within the complaint procedure under section 2.04.</p>
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters,	Yes	There is a complaints information page on our website which includes a link to the Ombudsman Service as well as the Complaint Handling Code. We also provide contact details for the Ombudsman Service in every Community Matters

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	newsletters, online and as part of regular correspondence with residents.		customer magazine, and in any relevant complaint correspondence.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents	Yes	We have a template that we use for all relevant correspondence advising residents of their right to contact the Ombudsman Service at any point during the complaints 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	This has been addressed in 2.7

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	We accept complaints received via social media and our complaints procedure section 3.00 sets out our approach as to how these will be managed.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

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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 our Customer Insight Team in place to take responsibility for managing complaints. We provide ongoing training to keep up to date with changes in relevant policy and best practice. Complaints are also overseen by the Customer Insight Manager and Heads of Customer Experience to ensure quality and consistency.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest	Yes	<p>Customer Insight Coordinator recruited to have appropriate complaint handling skills, with ongoing training in place to develop learning.</p> <p>Completion of Housing Ombudsman Dispute resolution e-learning for all Customer Insight Team members</p> <p>Housing Ombudsman podcasts, case studies and Housing Webinars reviewed regularly. Housing Ombudsman Regional Landlord forum attended by Head of Customer Experience</p> <p>Declaration of interests signed by Customer Insight Team members and Head of Customer Experience annually. Any personal connections upon a complaint receipt are referred to an alternative member within the Customer Insight Team.</p>

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Best Practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <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 Customer Insight Coordinators are trained to manage complaints with empathy and to reach fair outcomes for our customers at the earliest opportunity, and to embrace, and promote a positive complaints culture. This is addressed in our complaints procedure section 4.00

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. 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	Yes	Our complaints procedure makes it clear that customers can ask for any issues to be resolved as a service request and that any such decision is to be taken in agreement with the customer. Customers are made aware that the opportunity to raise a formal complaint is there from the outset and they are informed of this in any subsequent communications until an

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	(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.		issue is resolved. As noted in 1.6 we are delivering training to colleagues on this aspect of complaint management to make sure that customers are not unreasonably denied access to our complaints procedure.
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	We examined a cross section of complaints that have been registered since between October 2022 – July 2023 as part of this self - assessment exercise. These show that we clarify the complaint and outcomes sought as standard practice. This is set out in the complaint procedure 4.00
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	This has been addressed in 3.3
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	This has been addressed in 3.3
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Colleagues are trained to recognise the importance of regular communication and the value of communicating via the customer's preferred means as far as possible. Any training issues around this will be identified through our surveys. This is detailed in the complaints procedure 3.06

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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	<p>Colleagues are trained to provide fair opportunity for customers, and any colleagues with their manager, to present their side of any case before a decision is reached . As above, any training issues around this will be identified through our surveys.</p>
4.13	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	Yes	<p>Our complaints procedure requests that customers request escalation of their complaint within 20 days whilst recognising that we will apply discretion to requests received outside of that timeframe. This is highlighted in section 4.04 of the complaints procedure</p>
4.14	<p>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.</p>	Yes	<p>Our complaints procedure states we have discretion to treat complaints differently where we consider this to be appropriate which may include taking a decision not to escalate them in certain circumstances. The circumstances under which we may take this decision are minimal and set out in our policy. The emphasis is on taking complaints through all stages of the complaints procedure and any decision not to should be valid, fair and clearly explained to the customer. In such instances, customers will be provided with contact details for the Ombudsman Service so that they can challenge our decision not to progress their complaint. This is recorded under 2.03 of the complaints procedure</p>
4.15	<p>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.</p>	Yes	<p>All information relating to each individual complaint is held in one place on our CRM system.</p>

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4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	We have published an Unreasonable Customer Behaviour Procedure (PR121) setting out how we will respond to and manage any behaviour that falls within this category.
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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	This is monitored as part of our ongoing surveys and training is provided where it is considered necessary.
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	This is set out in our complaints procedure under section 4.00
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	Under our complaints procedure, complaints received by advocates will be treated in line with the normal process. Customers will also not unreasonably be denied any request to be accompanied at a meeting.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	This is monitored as part of our ongoing surveys and training provided where necessary.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Colleagues are trained not to apportion blame to individuals when things go wrong and to take collective responsibility.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	This is monitored as part of our ongoing surveys and training provided where necessary.

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4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We invite customer feedback on every complaint through a transactional customer survey. Survey comments are reviewed to drive improvements for the complaint process. Annual reviews are held with customers who have undergone the complaint process to assist in reviewing for the self-assessment.
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	We have a framework of lessons identified within our CRM. This is built into an framework with actions required to drive service improvements. We are in process of developing a dedicated area on our website where, we share any improvements implemented as a result of complaints
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	Our Unreasonable Customer Behaviour Procedure (PR121) identifies the need to comply with the Equality Act and ensure that any restriction put in place are appropriate to the individual.

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 within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to	Yes	The target response times are set out in section 4.04 of our complaints procedure and are aligned to the code

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	the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.		
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 complaints procedure is clear that the complaints will not be delayed due to outstanding actions, but will be monitored under additional processes and controls to monitor any agreed actions through to conclusion following the complaint response being issued
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 examined a cross section of complaints raised between October 2022 – July 2023 as part of this self-assessment exercise, and for the most part, we get this right, however training needs have been identified and implemented with the Customer Insight Team.
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	We examined a cross section of complaints raised between October 2022 – July 2023 as part of this self-assessment exercise, and for the most part, we get this right, however training needs have been identified and implemented with the Customer Insight Team.

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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 has been addressed in 4.14
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	We examined a cross section of complaints raised between October 2022 – July 2023 as part of this self-assessment exercise, and for the most part we generally do this well.
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	Our complaints procedure states that a complaint will not be escalated to stage two unless a stage one response has been provided
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 one complaints are handled by a Customer Insight Coordinator. Stage two complaints are escalated to a Head of Service within the organisation.
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	Our timeframes for responding to complaints are aligned to the Complaint Handling Code. This includes updating customers when any extensions are required and providing them with contact details for the Ombudsman Service where any extension cannot be agreed with them

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5.16	<ul style="list-style-type: none"> • Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: • 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 • 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	This has been addressed with the same response in 5.10
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances	N/A	Our complaint procedure consists of two stages

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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 	N/A	
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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	Our complaints procedure specifies extensions (at any stage of the process) should be agreed with customers and that contact details for the Ombudsman should be provided to enable a customer to challenge our handling of a complaint if necessary
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman’s contact details so the resident can	Yes	As above

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	challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.		
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	Our Customer Insight Team are trained to use their discretion to consider older reports and evidence when this is appropriate to the case.
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	Our complaints procedure specifies that we will use our discretion to make sure that any additional complaint raised is handled in the most efficient and pragmatic way for the customer

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	This has been addressed with the same response in 5.2
5.15	landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	This has been addressed with the same response in 5.2

Stage 3

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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.	N/A	
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	N/A	

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	We have a Compensation Procedure (PR015a) which sets out Community Housing's approach to 'putting things right' when they have gone wrong. This includes taking ownership when mistakes have been made and providing a fair and proportionate remedy to reflect the extent of any failures and impact.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to	Yes	This has been addressed in 6.1

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	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.		
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	Our complaints procedure and compensation procedure both highlight the importance of making sure that any proposals to resolve a complaint are followed through to completion. We have separate processes in place to monitor any agreed actions through to a conclusion which are contained within the complaint crm system.
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	These are all noted in our compensation procedure as factors to consider when offering a remedy to a complaint.

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	Learning from complaints is recognised by Community Housing as an important aspect of putting things right and ensuring the continuous improvement of the services that we offer, and sharing this learning with customers.
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	We recognise that the complaints procedure can still play an effective role in resolving complaints (or part of a complaint) which involve legal action being taken (or proposed) by the customer.

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Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels	Yes	Aside from our annual report we feedback regularly to customers in Community Matters magazine. However we have recognised we need to improve and will be having dedicated area on our website and regular updates via social media to customers.

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 an appointed Board Complaint Champion who receives a regular report and meets regularly with the Head of Customer Experience. We also provide involves monthly reports to our Tenants Voice Group, and quarterly reports to our Operations Committee (which includes members of our Board) and monthly complaint data.
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 	Yes	We currently send quarterly reports on complaints to the Operations Committee which is a Board Committee. The self-assessment is reviewed by Operations Committee and Board.

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	<p>handling performance including compliance with the Ombudsman’s orders</p> <ul style="list-style-type: none"> • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge 		All Housing Ombudsman Determinations are advised to the Board with actions required and learnings identified for the determination.
7.5	<p>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.</p>	Yes	<p>Complaints are regularly monitored with monthly reports on complaint handling being provided to our Executive Management Team We have a ‘real time’ complaints dashboard, but required further development which is imminent to highlight a number of areas including trends, volumes and escalation times. The information is presented monthly to the Executive Team and Managers.</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 	Yes	<p>These objectives are in place for Customer Insight Team. This is a wider piece of work in establishing Our Community Way encompassing these standards and our RESPECT values.</p>

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	<ul style="list-style-type: none"> • 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. 		
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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	This is completed every September and published on the 1 st October on our website
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	A self-assessment is undertaken in line with a complaint procedure review annually
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 	Yes	We follow this process each time the self-assessment is completed. A copy of the self-assessment is published on our website where it is easily accessed.

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	<ul style="list-style-type: none">• 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		
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