

## 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 and Procedure	This definition of a complaint has been adopted in our Complaints Policy, within the Policy Statement.
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 and Procedure Staff training records	Policy states that the word 'complaint' does not have to be for a complaint to be identified and the procedure followed. Policy states complaint can be accepted from third party, and complaints records show complaints accepted from representatives. Staff training includes aspects of resident choice on whether to make a complaint
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	Yes	Complaints Policy Service request records Housing Team meeting minutes Staff training	Policy clearly explains the difference between a complaint and service request. Records are kept of service requests and outcomes

	requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			Discussions involving examples of service requests in housing team meetings
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	Policy states that a complaint may be raised if the resident feels their service request was not handled correctly. Featured within staff training and meetings
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	Satisfaction Survey questionnaire	Satisfaction survey contains details of the complaints process and how to access it. Complaints process is publicised on all feedback forms

## 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 Complaints Records Staff Training	Reasons for not accepting a complaint are outlined and in line with Housing Ombudsman guidance All responses and decisions on complaints are communicated outlining reasons for the decision. Policy states each complaint is 'dealt with on its merits and with an open mind' Reasons for not accepting a complaint are included in staff training
2.2	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: <ul style="list-style-type: none"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>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.</li> </ul>	Yes	Complaints policy	Circumstances whereby we would not accept a complaint are outlined in the policy. In line with guidance from Housing Ombudsman. The policy has been reviewed and amended to include exclusions for complaints over 12 months old

	<ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			
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	The policy has been reviewed and amended to include exclusions for complaints over 12 months old The policy includes that all complaints will be examined on their merits and with an open mind
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	Where complaints are not accepted residents are provided with an explanation. This is detailed in the policy, the decision will be communicated, including reasons for the decision. The policy includes details of how to contact the Ombudsman. This theme runs through the complaints information and staff are aware.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy	The policy states complaints will be investigated thoroughly and dealt with on its merits and with an open mind. Each complaint is considered individually and a decision taken based on each ones circumstances.

### 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 Staff Training Records Reasonable Adjustments Policy	The Policy states that complaints can be received in any format, written, verbally or digitally. Staff receive training on Equality and Diversity Reasonable Adjustments policy outlines how approach will be adjusted to meet tenants needs
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints Policy Staff Training	The Policy states that resident can approach any member of staff. Staff have complaints handling training and the policy is communicated through team meetings and supervisions
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	Complaints Policy	Policy and culture here is that complaints are seen as a learning tool. The Policy is widely available, through noticeboards, handbook, and discussed during residents' meetings.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the	Yes	Complaints Policy Website	Policy is available on the website.

	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.		Reasonable Adjustments Policy	The policy details the number of stages, what happens at each stage and timeframes As with all literature it is available in alternative formats on request.
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	Website	Details are available on the website and referred to in communications regarding complains, including conversations with complainants.
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 outlined in the Policy, clearly outlining that a third party may act on the residents' behalf.
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 on website, noticeboard, Housing Handbook On response letters to complaints	Information on the Ombudsman service is publicised through complaint correspondence, the complaints procedure on the website, and noticeboards.

#### 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	Yes	Complaints Policy Job Description	General Manager has responsibility for complaint handling and reporting via Operations Team to Trustees.

	equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.			
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	Job Description Complaints Records Training Records	General Manager has access to all staff on site, and through the delegated authority, detailed in JD, has autonomy to manage process. General Manager has completed training in dispute resolution
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	Training Records Team meeting Minutes Complaints Reports Supervision records	Housing staff complete training in complaints handling. Positive complaints culture, and how this is a learning opportunity, is discussed in team meetings and in supervisions. Complaint review reports produce lessons learnt and outcomes.

## 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	Yes	Complaints Policy Website	One policy is in place and publicised across the organisation.

	by this Code. Residents must not be treated differently if they complain.		Team Meeting Minutes Staff Supervisions	Positive complaints culture evidenced through training supervision and meetings
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 Staff Training Records	Complaints will be resolved at earliest opportunity. There is no stage zero or informal complaint stage. Staff training highlights the need for early resolution
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	Complaints process has 2 steps clearly outlined in the policy
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 expected to go through two complaints processes.	Yes	Complaints Policy	Currently not applicable, but if it is necessary to involve a third party this will not impact on the 2 step process
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy	Currently not applicable but if a third party is involved the Code will be clarified with them
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.	Yes	Complaints Policy Complaints Records	This forms part of the complaint acknowledgement, it ensures the extent of the complaint and any outcomes that



	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.			are sought and are agreed with the resident. The resident will also be contacted if further information is needed
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	We will communicate to the resident if there are any areas that the landlord is not responsible for, and advice will be given on possible steps to take if appropriate.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	Staff Training Supervision Records	These requirements are outlined in the Policy. Staff have the relevant training in complaints, and this is reviewed in supervisions.
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	Complaint Policy	The policy states that we will keep in contact throughout the process, and if the resident needs more frequent contact then this will be accommodated.

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	Reasonable Adjustments Policy	Reasonable Adjustment policy outlines that records are kept of adjustments and will be amended as necessary. This will be discussed with the resident at the start of the complaint process.
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	There is no refusal of escalation unless there was a legitimate reason in line with the Code. This would be communicated to the tenant. Policy clearly states that the complaint can be escalated through the stages.
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	Complaint Policy	All records, evidence, investigation and associated documents are kept. Complaints records are audited routinely by Operations Manager.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords	Yes	Complaints Policy	Aim is to resolve all complaints at earliest opportunity.

	must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			It is our intention to resolve as many complaints as possible at Step 1.
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	Management of Violence and Aggression Policy	Staff receive guidance on dealing with unacceptable behaviour. This will only be applied if absolutely necessary, and would be discussed with Operations Team
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	Management of Violence and Aggression Policy	Restrictions can only be applied after discussion with Operations Team and are subject to ongoing review

## 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	Yes	Complaints Policy Reasonable Adjustment Records	Complaints are 'taken seriously and resolved at the earliest opportunity' Policy states that we will try to resolve complaints as quickly as possible. Staff training includes early resolution.

	resolved promptly, and an explanation, apology or resolution provided to the resident.			
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints' procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Complaints Policy Housing Audit Records	Timescales are outlined in the policy in line with the Code Complaints are audited by Operations Manager
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Complaints Policy Housing Audit Records	Timescales are outlined in the policy in line with the Code Complaints are audited by Operations Manager
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 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints Policy	If additional time is needed this will be explained and the tenant informed and kept updated. Extensions to timescales will be monitored. The timescale is in line with Code.
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	The tenant will have this option to refer to the Ombudsman explained to them, and details given of how to facilitate this.
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	Yes	Complaints Policy	The response will be provided, and actions outlined. Records will continue to be kept of the actions and outcomes until completed and the tenant satisfied.

	the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			
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	Policy states that reasons for the decision will be given and this will include policies, law and good practise as appropriate. This is included in training
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and 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.	Yes	Complaints Policy	All related complaints will be investigated together. A new complaint will be logged if a decision has been made, or the complaint relates to a differing issue.
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> </ul>	Yes	Complaints Policy Letter Templates	The policy states that all information identified in the Code will be communicated to the resident  All details are included in the letter explaining the reasons for decisions, and the next stage if the resident is not satisfied with the outcome.

	<p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p>			
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## 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	If the resident is not satisfied the complaint would be progressed to Step 2.
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 Audit Records	Timescales are in line with the Code. The issue would be outlined, and anything clarified if necessary, as the policy. Audited by Operations Manager
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	Complaints Policy	The policy states that the complaint can move to step 2 if resident not satisfied. The complaint will be considered as a whole, including why the resident remains unhappy
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	At Step 2 it is the Assistant Director of Operations that will investigate the complaint

6.14	Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.	Yes	Complaints Policy	Timescales are in line with Code. Audited by Operations Manager
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 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.	Yes	Complaints Policy	Timescales in line with Code. All reasons for the extension will be explained and contact provided throughout the process
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	Complaints Policy	The resident will be given details of the Ombudsman when informed about the extension.
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 Audit Records	The response will be provided, and actions outlined. Records will continue to be kept of the actions and outcome until completed and the tenant satisfied. The complaint is tracked until completed. Audited by Operations Manager
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	Policy states that reasons for the decision will be given and this will include policies, law and good practise as appropriate. This is included in complaints training

6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: 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.	Yes	Complaints Policy Staff Training	All details are included in the letter explaining the reasons for decisions, and the next stage if the resident is not satisfied with the outcome.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaint Policy	Assistant Director of Operations can involve other staff members as appropriate.

### Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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:	Yes	Complaints Policy Staff Training Records	If something has gone wrong or a mistake has been made, we will identify this and outline actions to address this. The actions taken will be inline with best practise and appropriate for the situation.



	<ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>			If appropriate these are shared through training for ongoing learning
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Records	We will ensure that the extent of the impact on the resident is assessed, and the remedy reflects this. This is discussed with Operations Team as appropriate.
7.3	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	Complaints Records	If appropriate potential remedies are discussed with the resident before the outcome is communicated. The outcome of the complaint will inform the resident of what we intend to do, and this will be monitored, and checks put in place to ensure it happens.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Records	The remedies will be in line with the Ombudsman guidance

## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	<p>Reported to Trustees annually  Notes and minutes of residents' meetings  Report on website</p>	<p>Complaint handling performance, review, outcomes, learning and improvements are shared with Operations Team. Senior Management and Trustees have oversight of Complaint Handling Code. Any findings or reports from Housing Ombudsman would be shared with Senior management and Trustees when applicable</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 on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Reported to Trustees annually Website	The Operations Team share this information with the Trustees and Marketing will publish all relevant documents on website
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	2024 Self Assessment	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not applicable so far but we would comply with the Ombudsman guidance if this were to occur	
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	Not applicable so far but we would comply with the Ombudsman guidance if this were to occur	

## 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 Complaints Review	All complaints are a learning experience. We will regularly review complaints and look for any themes and learning points to provide an improved service Audited by Operations Manager
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 Staff training Tenant satisfaction survey	Regular assessment of staff training needs through supervisions. Tenant satisfaction survey provides data for complaint performance
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	Website Residents' meetings	Complaints report and review made available on website and agenda at residents meeting.
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	Yes		Assistant Director of Operations

	policies and procedures that require revision.			
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		
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		
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders</li> </ul>	Yes	Quarterly reporting of complaints KPIs, volumes, categories, themes, response timescales.	Reports are passed through Operations Team to MRC

	related to severe maladministration findings; and d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Staff training Staff supervision and appraisals0	Monitored through staff supervision and appraisals. Review training, coaching needs in this area during supervisions Audit by Operation Manager