

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

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 & Procedure	This definition of a complaint has been adopted in our Complaints Policy within the Policy Statement on Page 1
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	The Policy states that the word ‘complaint’ does not have to be used for a complaint to be identified, and the procedure followed. The Policy states a complaint can be accepted from third party, and complaints records show complaints accepted from representatives. Then Complaints ‘Easy Read’ leaflet confirms that complaints can be submitted by third party.
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	Yes	Complaints Policy and Procedure	The Policy clearly explains the difference between a complaint and service request on Page 1. Staff understand the difference. Records are kept of service requests and outcomes.

	requests are not complaints, but must be recorded, monitored and reviewed regularly.			There are discussions involving examples of service requests in housing team meetings to ensure clarity.
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 and Procedure	The Policy states that a complaint may be raised if the resident feels their service request was not handled correctly. The dissatisfaction is raised as a complaint, and dealt with in line with the procedure, and a resolution will be sought to the service request.
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	Survey, questionnaires and reports analysis and outcomes.	If feedback received through a survey indicates dissatisfaction, we will follow this up wherever possible. A member of the team will contact the resident to understand the concern, explore how we can resolve the issue, and provide clear information on how to make a formal complaint if they wish to do so. Details on how to raise a complaint will also be included within the survey.

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 & Procedure	Reasons for not accepting a complaint are outlined. All responses and decisions on complaints are communicated outlining reasons for the decision, and include contact details for the Housing Ombudsman. We will consider each case. PFS values include Transparency, 'being honest and open is crucial to doing good work'.
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: - 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.	Yes	Complaints Policy & Procedure	Circumstances whereby we would not accept a complaint are outlined in the policy. This includes the issue occurring over 12 months ago unless there are exceptional circumstances (eg safeguarding) Or there are legal proceeding in place ie Court claim files or being dealt with by a solicitor Or subject to an insurance claim Or complaints that have already been through the process

	Matters that have previously been considered under the complaints policy.			
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 & Procedure	The Policy outlines that complaints will be accepted about issues that occurred in the last 12 months. The policy includes that all complaints will be examined on their merits, and with an open mind, and that discretion will be used to accept complaints outside the time limit if appropriate.
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 & Procedure	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 to challenge a complaint not accepted. This theme runs throughout the complaints information.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy & Procedure	The policy states complaints will be investigated thoroughly and dealt with on their merits, and with an open mind.

				Each complaint is considered individually and a decision taken based on each one's circumstances.
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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 & Procedure Website, Residents Handbook and Noticeboards	The Policy states that complaints can be received in any format, written, verbally or digitally. Staff receive Equality, Diversity & Inclusion training which is regularly renewed. We will make reasonable adjustments and adapt our policies as needed to ensure everyone can make a complaint. This may include specialist support to make a complaint
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 & Procedure Staff Meeting Records	The Policy states that complaints can be received in any format, written, verbally or digitally. Staff are encouraged to identify complaints, noting that a resident does not have to use the word 'complaint'. Staff are trained in the complaints procedure and know to record and pass on the complaint as appropriate. Complaints is a standing item at monthly housing meetings

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 & Procedure PFS Values	Policy Statement states that we welcome complaints and look at them as an opportunity to learn and improve. PFS Value of Transparency states 'we are open about problems and mistakes, and find solutions should they occur' Policy and culture or organisation is that complaints are seen as a learning tool.
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 & Procedure Website Residents Handbook	The policy and procedure is available on the website, residents handbook and noticeboard. Reminders in quarterly newsletter. There is an easy read version available on the noticeboard in the handbook, and copies are available
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 & Procedure Website Residents Handbook	The policy is available on the website and references the Housing Ombudsman, and Complaints Handling Code.
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 & Procedure	This is outlined in the Policy, (How to Make a Complaint section) 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 & Procedure Website	Contact details for the Ombudsman service is publicised through complaint correspondence, the complaints procedure on the website, noticeboards and residents' handbook
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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 reports to Operations and the Trustees	Manager has responsibility for complaint handling and reporting via Operations Team to Trustees. Based on volume of complaints currently bi-annually
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	Manager has access to all staff on site, and through the delegated authority, has autonomy to manage process.
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	Housing Meeting Minutes Complaints reports to Operations and the Trustees	Housing staff complete training in complaints handling, and how it should be a resident friendly process. Positive complaints culture, and how this is a learning opportunity, is discussed in team meetings. Complaints is a standing item at team meetings.

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 & Procedure Website	One policy is in place and publicised across the organisation.
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 & Procedure Complaints Reports	Complaints will be aimed to 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 & Procedure	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 & Procedure	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 & Procedure	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. 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 & Procedure	This forms part of the complaint acknowledgement, it ensures the extent of the complaint and any outcomes that 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 & Procedure	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 as appropriate.
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; 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.	Yes	Complaints Policy & Procedure Staff Training	These requirements are outlined in the Policy Statement 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	Complaints Policy & Procedure	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. Any variation on timescales will be communicated to the resident and this agreed.
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 & Procedure	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 and any support they need accommodated.
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 & Procedure	There is no refusal of escalation unless there was a legitimate reason in line with our policy. This would be communicated and the reasons explained to the resident. The Policy 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	Yes	Complaints Policy & Procedure Complaints Records	All records, evidence, investigation and associated documents are kept.

	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			Complaints folder keeps details of all complaints. Complaints are included on monthly audit for Operations .
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 & Procedure	The aim is to resolve all complaints at earliest opportunity but with a thorough robust process. 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	Complaints Policy & Procedure Anti Social Behaviour, Harassment Policy, and Dealing with Challenging Behaviour Policy	Referenced in Complaints Policy. We have Anti Social Behaviour, Harassment Policy and Dealing with Challenging Behaviour policy which would be used to manage unacceptable behaviour in contact with staff, alongside discussion with Operations Manager as needed.
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	Anti Social Behaviour, Harassment Policy, and Dealing with Challenging Behaviour Policy	ASB policy and Harassment policy and Dealing with Challenging Behaviour set out how to deal with unacceptable behaviour. Any restrictions will only be applied after discussion with Operations Manager and are subject to ongoing

				review and will demonstrate regard for the Equality Act 2010
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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 & Procedure	Complaints are 'taken seriously and resolved at the earliest opportunity' We will try to resolve complaints as quickly as possible, and where possible ahead of the guideline dates.
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 & Procedure	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 <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy & Procedure Complaints Log and Housing Audit	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	Yes	Complaints Policy & Procedure	If additional time is needed this will be explained and the resident informed and kept updated. Extensions to timescales will be monitored.

	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.			
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 & Procedure	The resident 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 the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy & Procedure	The response will be provided, and actions outlined. Records will continue to be kept of the actions and outcomes and these monitored until completed and the resident satisfied.
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 & Procedure	Policy states that reasons for the decision will be given and this will include policies, law and good practise as appropriate.
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	Yes	Complaints Policy & Procedure	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, or it is likely to cause a delay.

	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.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 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 stage 2 if the individual is not satisfied with the response.	Yes	Complaints Policy & Procedure	The policy states that all information identified will be communicated to the resident. All details are included in the response letter explaining the reasons for decisions, and the next stage, if the resident is not satisfied with the outcome. The Housing Ombudsman details will be publicised throughout the process.

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 & Procedure	If the resident is not satisfied the complaint would be progressed to Step 2. There are no further stages with the landlord after Stage 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 & Procedure	Timescales are in line with the Code. The issue would be outlined, and anything clarified if necessary, as the 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	Complaints Policy & Procedure	The policy states that the complaint can move to step 2 if resident is not satisfied. The complaint will be considered as a whole, including why the resident remains unhappy, and the resident may be asked what resolution is being sought.
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 & Procedure	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 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy & Procedure	Timescales are outlined in the policy and are within 20 days
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 & Procedure	Timescales are outlined in the policy and are no more than a further 20 days. 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,	Yes	Complaints Policy & Procedure	The resident will be given details of the Ombudsman when informed about the extension.

	they must be provided with the contact details of the Ombudsman.			
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 & Procedure Complaints Log	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.
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 & Procedure	Policy states that reasons for the decision will be given and this will include policies, law and good practise as appropriate.
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	Yes	Complaints Policy & Procedure	All details are included in the letter explaining the reasons for decisions, and details of how to escalate to the Housing Ombudsman if dissatisfied with the conclusion of Stage 2.

	Service if the individual remains dissatisfied.			
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 & Procedure	Assistant Director of Operations can involve other staff members as appropriate in order to provide comprehensive outcomes and track actions.

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: • 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 & Procedure Reviews of Policies and Procedures	If something has gone wrong or a mistake has been made, we will identify this and outline actions to address this, this may include an apology. The actions taken will be in line with best practise and appropriate for the situation. If appropriate these are shared through training and for ongoing learning. If appropriate residents meetings will be used to target issues where complaint trends are identified Policies and Procedures are continually reviewed.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy & Procedure	We will ensure the extent of the impact on the resident is assessed and the remedy reflects this.

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 Policy & Procedure	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 Policy & Procedure	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	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. 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Annual Complaints and Performance Report to Trustees Self Assessment	Self Assessment has been completed annually since 2022. Complaints and Performance report is submitted to Trustees annually. A six monthly update is provided to Operations for Trustee oversight. This will be adjusted if the volume of complaints increases. Complaint handling performance, review, outcomes, learning and improvements are shared with Operations Team monthly. Any findings or reports from Housing Ombudsman would be shared with Senior Management and Trustees when applicable.

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	Annual Complaints and Performance Report and Trustees Response 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.	N/A		Will do so if the situation arises
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		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.	N/A		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	Annual Complaints and Performance Report Updates and monthly monitoring	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	Annual Complaints and Performance Report	Policy changes are considered and implemented if needed as in the course of addressing each complaint. The annual report includes details on complaints, stages and improvements put in place
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	Residents Meetings Housing Staff Meetings Website	Complaints as a standing item at staff meetings, and staff are encouraged to comment and look for improvements. Learning is shared with residents at meetings and through the Newsletter. Feedback from resident surveys
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	Assistant Director of Operations has responsibility at Senior level for Complaints

	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	Board Structure	Chair
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	Board Structure	The annual report and six monthly update report are passed via Operations to the MRC and Trustees.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: 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 orders	Yes	Complaints and performance reports	Annual report and a six monthly update provided via Operations to MRC and Trustees. Any Ombudsman investigations and decisions would be reported as relevant. Six monthly reporting of complaints KPIs, volumes, categories, themes, response timescales to Operations

	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	Complaints Policy & Procedure Website	Our aim is to provide best standard of service for residents, reflected on our four values. All complaints are logged, actions and outcomes recorded and monitored. Suggestions, comments and views on the improvement of the service are welcomed, and can be made through a variety of methods