

# Housing Ombudsman Service - Complaint Handling Code

## Self-assessment of Arun District Council for 2022

Section 1 - Definition of a complaint				
Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	A complaint must be defined as: '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	Yes	Our complaint policy was updated in September 2022. The updated definition is as follows: A complaint is 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 or group.	A new complaint process is to be developed by March 2023 to align with the new policy and staff will be given training on this. This is to ensure ongoing compliance with the complaint handling code requirements and adherence to our policy.
1.2		Yes		
	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	We do not insist on residents using the word complaint for a matter to be handled as a complaint and this is covered within our policy.  "All customer complaints and compliments will be treated equally regardless of the method they are submitted, and customers do not have to use the word complaint for it to be treated as such." Any complaint submitted via a third party will be handled in line with our complaints policy and is stated within the policy.	
1.3		Yes		
	... 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 policy defines a service request. Where there is then a repeated request for a service or where a resident raises dissatisfaction with the response to their service request then this would be raised as a complaint.	
1.6		Yes		
	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	The council will accept all complaints unless the complaint falls within matters that cannot be dealt with under our complaints policy. Included at Appendix 1 in our policy.	
1.7		Yes		
	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	The complaints policy at Appendix 1 details circumstances where a matter will not be considered under the policy. Anything that has an appeal process: issuing of parking tickets, a decision on a planning application, housing application scheme, an eviction decision, review of homelessness application, entitlement to housing benefit	
1.8		Yes		
	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	Where the council does not accept a complaint the customer will be provided with an explanation and of their right to take the decision to the Ombudsman. This is detailed within our complaints policy.	
1.9		Yes		

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
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 complaint policy sets out the difference between a request for service and a complaint.	
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Wording has been added to our surveys to highlight how customers can make a complaint if they are dissatisfied with the service received	

Section 2 - Accessibility and awareness				
Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Our complaints policy makes clear the different channels residents can complain by. Either by phone, e-mail, online form, in person or in writing.	

	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Our complaints policy is available on our website in an accessible format detailing how a complaint can be made, the number of stages involved and what will happen at each stage.	
	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	Our complaints policy is available on our website and is available in a clear and accessible format	

	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	2.5	Yes	The council has a corporate equality and diversity document. Equality and Diversity is important to us and we are committed to making sure that people are treated fairly and with dignity. Our aim is to remove unnecessary barriers for everyone who works for us or uses our services. All staff receive training on equality and diversity and will respond to any requests for reasonable adjustments in line with the Equality Act	
	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	2.6	Yes	Residents are advised about the complaints process, Housing Ombudsman scheme and complaint handling code through various channels, including the website, in correspondence and in our newsletter.	
	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	2.7	Yes	Residents are provided with contact information for the Ombudsman within our newsletter, on our website and in correspondence with them about complaints.	We are reviewing and updating further letter templates within housing to include contact information for the Ombudsman.
	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.	2.8	Yes	The council's website includes information on complaints and the right to access the Housing Ombudsman Service, not only when the council's complaints process has been exhausted. Residents are informed within the complaint acknowledgement that they have the right to access the Housing Ombudsman service.	

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
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	Any complaint received via social media will be dealt with in line with our complaints policy. "Any complaints made via our social media sites will be dealt with in line with this complaint policy, to protect confidentiality and privacy we will reply and ask you to message us directly with further details so that we can log your complaint."	

### Section 3 - Complaint handling personnel

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
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	Our Infomanagement team receive formal complaints, and will then pass these over to the relevant service areas. Within each service area there are officers who will respond to complaints. There is an officer who tracks complaints to ensure they are given the necessary attention and responded to in the timescales prescribed	
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest	Yes	Complaint handlers are trained in complaint handling and the 2 stage process is in place to ensure that there is no conflict of interest.	To ensure continued compliance with the complaint handling code training will be offered to staff on the new policy and a process implemented in housing to ensure it is consistently applied. Complaints training and awareness of the code will also be included within the induction process for new staff

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions

	<p>Complaint handlers should: • 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</p> <p>3.3 resolve disputes quickly and fairly.</p>	Yes	<p>The councils complaint policy makes clear what a complainant can expect from the nominated person dealing with the complaint.</p> <p>Act independently and have an open mind</p> <p>Take measures to address any actual or perceived conflict of interest</p> <p>Consider all relevant information and evidence carefully</p> <p>Keep the complaint confidential as far as possible with information only disclosed if necessary to properly investigate the matter. All housing staff have recently undertaken the free Housing Ombudsman training</p>	To ensure continued compliance with the complaint handling code we will establish an ongoing training programme for complaint handlers.
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**Section 4 - Complaint handling principles**

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
4.1	<p>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 (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	<p>The council does not have any extra/pre named stages such as stage '0'. All complaints are handled in line with our 2 stage process and are acknowledged within five days of receipt.</p>	
4.2	<p>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.</p>	Yes	<p>All acknowledgements include. The name and contact details of the complaint handler, our understanding of the complaint and the outcomes the customer is seeking and a date or timeframe by which they can expect to receive a response. If any aspect of the complaint is unclear we will ask the resident for clarification. This is contained within our complaints policy</p>	

4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Staff who are the subject of the complaint will not be involved in the complaint investigation	
4.7	The complaint handler must: • 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	The complaint policy sets out how the complaint handler will deal with the complaint, and includes all areas referred to in 4.7.	Ongoing training for complaint handlers will be established to ensure adherence to the complaint handling code.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Where arrangements have been agreed with residents these will be adhered to and communicated to any staff who will be dealing with the complaint.	
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: • set out their position • comment on any adverse findings before a final decision is made.	Yes	Staff members who are the subject of the complaint, will be interviewed as part of the complaint investigation. This will allow them to set out their position. The residents position is confirmed at acknowledgement stage.	
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Timescales are set out within our complaints policy. This includes the timescales for escalating to stage 2 .	
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	In appendix 1 of the complaints policy we set out the circumstances in which a matter will not be considered under the complaints policy. The council does not unreasonably refuse to escalate complaints.	
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	We record our complaints via spreadsheets and record contacts on our housing management system. We are currently developing a new housing system with the aim of providing improved functionality and efficiency.	
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	The council has an unreasonable behaviour policy.	

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Unrealistic outcomes will be managed as and when received and will be managed as part of the complaint acknowledgement and investigation.	
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	Our complaint policy makes clear we will take action to put things right as quickly as possible. We aim to resolve all complaints at Stage 1	
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	Our complaints policy states how we will deal with complaints via a third party.	
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	The complaint handler will clarify any legal obligations at acknowledgement stage and the complaint response will detail the council's obligations and the obligations of the resident.	
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Individuals will not be identified or named as part of the complaint process.	
4.1	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We aim to keep responses to all complaints within the timeframes set out within our policy. If it is known that timeframes cannot be met, the complaint handler will inform the complainant of this.	
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	In April 2022 we set up a process for measuring satisfaction with complaint handling via transactional surveys that are sent out upon closure of a complaint.	
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 view complaints as a way to help us improve our standards and the quality of service provided. Staff are supported within the council and understand the value of learning from 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 behaviour policy sets out the type of restrictions that could be put in place. Prior to any restrictions being put in place the residents will be given notice of their possible implementation and given the opportunity to amend their behaviour.	

**Section 5 - Complaint stages**

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
<b>Stage 1</b>				
	Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason	Yes	We aim to respond to complaints within 10 working days. If we need to extend the timescale this will be explained to the resident and a new timeframe given, this will not exceed a further 10 days without good reason.	
5.1				
	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	This is stated within our complaint policy, outstanding actions will then be tracked and updates provided to residents	
5.5				
	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	This is standard practice. A standard letter template has been developed to assist staff and ensure consistency	
5.6				
	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"> <li>the complaint stage</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions</li> <li>details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	This is standard practice. A standard letter template has been developed to assist staff and ensure consistency	
5.8				

<b>Stage 2</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	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 is standard practice and complaints will be progressed to stage 2 of our complaints policy. Appendix 1 sets out the circumstances where a complaint would not be considered under the complaints policy.	
5.9				
	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	When acknowledging the stage 2 complaint we will set out our understanding of the complaint and the outcomes the resident is seeking, if any aspect of the complaint is unclear we will ask for clarification.	
5.1				
	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Complaints are only escalated to stage 2 once a stage 1 has been completed and at the request of the resident.	
5.11				
	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Stage 2 complaints are dealt with by a senior officer independent of the original complaint	
5.12				
	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	We always aims to respond within 20 working days. If we need to extend the timescale this will be explained to the resident and a new timeframe given, this will not exceed a further 10 days without good reason.	
5.13				
	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</li> <li>the complaint definition</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions and</li> <li>if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	This is standard practice. A standard letter template is being developed to assist staff and ensure consistency	
5.16				

<b>Stage 3</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	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	Yes	The council operates a two stage complaint process	
5.17				
	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</li> <li>the complaint definition</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions</li> <li>details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	Yes	Not-applicable as the council operates a two stage complaint process	
5.2				

<b>Best practice 'should' requirements</b>				
<b>Stage 1</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	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	We aim to respond to complaints within the target timescales, if an extension is required this is discussed with the resident and they are kept informed of the timeframe.	
5.2				
	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	The details of the ombudsman would be provided in cases where we cannot reach an agreement	
5.3				

	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	Background information is considered as part of the complaint investigation	
	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	This is stated within our complaint policy "Where you raise additional complaints during the investigation, these will be incorporated into Stage 1 response if they are relevant, and the stage 1 response has not been issued".	

Stage 2					
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	5.14		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	We aim to respond to complaints within the target timescales, if an extension is required this is discussed with the resident and they are kept informed of the timeframe
	5.15		Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	The details of the ombudsman are on our website and also would be provided in cases where we cannot reach an agreement

Stage 3					
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	5.18		Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	This council operates a two stage complaints process
	5.19		Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Not applicable the council operates a two stage complaints process

## Section 6 - Putting Things Right

### Mandatory 'must' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	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	Our complaints policy sets out that when things go wrong we will apologise and take actions to put things right as quickly as possible and use the feedback to change and improve the way we deliver our services.
	6.2		Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	When applying remedies staff consider the Ombudsman's guidance on remedies, and also refer to our compensation policy concerning redress to be made. To ensure ongoing compliance with the complaint handling code we will provide regular training to staff on applying remedies
	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 complaint response letters are written clearly and considerately, setting out the remedies offered and will be followed through to completion and tracked by the complaint handlers.
	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	In awarding compensation these points are considered, the council also has a compensation policy in place to refer to on these matters

### Best practice 'should' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	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	Service managers review the learnings from complaints, identifying trends, seeking to drive forward improvements and identify if anything needs to be changed in terms of process or systems.
	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	Where a resident may have a legal entitlement to redress we will offer a resolution where possible, and will obtain legal advice as required

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
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	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	A consistent process for tracking and collating data from complaints is consistently improving. Wider learning and improvement from complaints will be reported via the annual report and in our residents magazine. Learning from complaints is also shared with our residents group.	
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Best practice 'should' requirements				
Code section		Do we comply	Evidence, commentary and explanations	Actions
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	The Group Head of Law and Governance has lead responsibility for complaints. With the support of the Head of Housing regular performance reports will be presented to committee commencing in 2023.	
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies.</li> </ul> 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	Yes	The provision of regular performance information to the committee is being collated and will be presented to committee commencing in 2023.	
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	A quarterly report on themes and trends will be presented to the Corporate management team, and a monthly report will be presented to the housing management team to discuss potential systemic issues, serious risks, or policies and procedures that require revision. This will commence in early 2023.	
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing</li> </ul>	Yes	We are working towards service transformation that will include review of objectives for employees, which will include best practice around complaint handling.	

### Section 8 - Self-assessment and compliance

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Outstanding actions
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 will be undertaken annually in December	
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This will be undertaken in the event of a significant restructure and/or change in procedures	
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>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</li> <li>publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	This self-assessment is being reported to committee on 25 January 2022. The self assessment will be published on our complaints page on our website and will be included within our annual report.	