

Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	Hastoe's policy and procedure include the exact words required for a definition of a complaint in line with the code.
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Our policy states this word for word. Our policy allows for third parties to make a complaint - <i>A third party such as an MP, Councillor, advocate, friend or family member. Although the complainant will have to give permission in most circumstances.</i>
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	We have a service failure process for queries that we will try and resolve there and then however if this is not possible and further investigation is needed or the resident requests it then we will log the issue as a formal complaint.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	The below points in 1.8 states when we would not raise a complaint.

<p>1.8</p>	<p>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.</p>	<p>Yes</p>	<p>Our complaints policy advises of areas of resident dissatisfaction which fall outside the scope of the policy, these include:</p> <ul style="list-style-type: none"> •A first request for service, such as a repair. •Challenges to service charge or rent setting. Although complaints about the quality of estate services are managed under this policy. •In situations where legal proceedings have started and an application has been made to the court. •Situations where a claim is being dealt with by Hastoe's insurers. •Neighbour disputes or antisocial behaviour, unless the complaint is in relation to how Hastoe has managed this issue •Complaints about data breaches. •Matters that have already been investigated as part of a formal complaint. <p>Separate policies and/or procedures are in place for the above.</p> <p>Hastoe would ordinarily not investigate a complaint which has been raised about an issue that arose 6 months prior to the issue being raised with us.</p>
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1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	We have have amended our policy and procedure to reflect the requirements and we have set up a template letter for declining requests.
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Our complaints policy defines a service request, a service failure 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	Transactional surveys customer satisfaction surveys undertaken in relation to call handling and responsive repairs are routinely reviewed and issues with dissatisfaction are followed up where possible.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	A complaint can be made to Hastoe via the following channels. <ul style="list-style-type: none"> • Telephone • Face to face • Text Message • The Hastoe website or MyHastoe portal • In writing • A third party such as an MP, Councillor, advocate, friend or family member. Although the complainant will have to give permission in most circumstances.
2.3	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 full complaints policy is available on our website : https://www.hastoe.com/contact-us/make-a-complaint/ This includes what happens at both stages of our complaint process and gives timescales that responses should be expected within.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Please see link above. Easily found in our contact us section or can be searched for by typing complaints in the search bar.

<p>2.5</p>	<p>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.</p>	<p>Yes</p>	<p>Our policy states- Reasonable adjustments will be made to accommodate a complainant's needs in accordance with the Equality Act 2010. This may include changes to the complaints policy, procedure or process.</p> <p>When investigating a complaint, the Complaint handler will consider whether reasonable adjustments should have been made to policies, procedures or processes relevant to the complaint to accommodate the needs of the complainant.</p> <p>Any exceptions would be picked up on in our quarterly reporting and reviewed. Should further training be required this would be rolled out to all complaint handlers.</p>
<p>2.6</p>	<p>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.</p>	<p>Yes</p>	<p>Our complaints policy, our compliance with this code and details about the housing ombudsman are on our website.</p> <p>Our June 2023 newsletter to residents included information about complaints.</p> <p>Our Annual report to residents contains information about complaints.</p> <p>Email signatures within customer facing teams provide complaints information from time to time</p> <p>A new leaflet is being designed for use by customer facing staff and scheme posters are to be updated with more information on complaints and the ombudsman service.</p>

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	<p>Information available in our resident magazine.</p> <p>We provide the Ombudsman's details as part of our complaint acknowledgements and responses.</p> <p>Email signatures for our customer facing staff have been amended to include a link to our website where information about the ombudsman service is located.</p>
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	The initial complaint acknowledgement includes an information sheet that summarises our complaints policy and provides contact details for the ombudsman. All complaint letters advise that residents can contact the ombudsman at any time.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how Confidentiality and privacy will be maintained.	Yes	This is contained within our policy, the resident would be signposted to our website to enable them to make a complaint. Further review of other digital sources, such as Google, will be undertaken to ensure that residents raising issues in other forums will also be signposted to our website.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	The Housing Director has overall responsibility for complaints within the organisation and takes responsibility for reporting to the Board.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All responsible staff have complaints handling training. The complaint is dealt with by a member of staff who has not been involved with the issue previously to maintain independence.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	<p>We operate a joined up approach in the resolution of complaints, with other departments engaging with the lead complaint handler. The lead would have experience and be able to resolve complaints fairly.</p> <p>Where compensation is offered and this exceeds the complaint handler's authorisation level, a more senior manager will review the amount offered.</p>

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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>Hastoe's complaint process starts at Stage 1 of the formal process and is acknowledged within 2 working days of receipt.</p>

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Once a complaint is raised the complaint handler will make contact with the resident to gain more information and ensure they have all details of the issue and what resolution the resident is looking for.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Complaints are normally handled by the a member of staff working in the service area the complaint is in relation to, however, where this member of staff has already been involved in the issue, the complaint is assigned to an alternative member of staff.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	This requirement is included in our procedure and reiterated in complaints training.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication.	Yes	Residents are kept updated by the complaint handler throughout the complaints process. Method of communication should be agreed with the complainant at the start of the complaint.

<p>4.12</p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	<p>Yes</p>	<p>The complaint handler considers all aspects of the complaint before making a decision and complainants are invited to contact the complaint handler to discuss the complaint following the outcome.</p>
<p>4.13</p>	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	<p>Yes</p>	<p>On sending the resident our stage 1 complaint response we set out that should they wish to escalate to stage 2 they should make contact with us within 21 days of the response being sent.</p>
<p>4.14</p>	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.</p>	<p>Yes</p>	<p>We have not refused to escalate a complaint in the last 12 months. However our procedure covers declining complaints/complaint escalation.</p>

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	All correspondence and customer contact is recorded in our Housing Management system. All documents are saved to “Liberty” -our document management system. All complaint handlers have access and are trained in how to use the systems.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	We have an acceptable behaviour policy and procedure in place.

Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents’ expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	On being assigned a complaint the complaint handler will make contact, ideally via telephone, with the resident to let them know what is possible and realistic.
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	Complaint response timescales are monitored to ensure compliance to our policy and to ensure that reasons to extend the timescales are reasonable.
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	If we get agreement from the resident that we can liaise with a representative then we will.
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	Our legal obligations are set out in relevant policies and procedures, tenancy agreements, lease agreements etc. and complainants are advised of these in complaint responses.

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	This does not happen unless the complainant complains specifically about the behaviour of a member of staff.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	The complaint handler will be in regular contact with the resident throughout the complaints process.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We undertake complaints scrutiny sessions with residents who have previously complained. Residents are encouraged to feedback on their complaints experience. This information is then used for service improvements. Satisfaction with our complaints service is undertaken as part of an annual satisfaction survey.
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	Staff receive complaints training and this is revised when there are any significant changes to our policy and procedure. We strive towards a positive complaints culture.
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	This is managed through our Acceptable Behaviour policy and procedure.

Section 5 - Complaint stages

Mandatory 'must' requirements Stage

1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> 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.	No	Our policy and procedure fully comply with this requirement, but our performance in response times has not complied with this. Performance is closely monitored by the Executive team and a Board task and finish group has been set up to review the drivers and provide solutions to this. Recommendations will be reviewed by the Hastoe Group Board in November 23.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Where there are outstanding issues to resolve following the response to a complaint, a further case is raised to track these until resolved.

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	A full and comprehensive complaint response is sent. A 10% check of complaints is completed each quarter to ensure that this is complied with.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	Standard template letters are in place for all responses to ensure compliance.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	If the resident is unhappy with the stage 1 response we will progress it to stage 2.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	As with our stage 1 process if a complaint is escalated to stage 2 of the process the complaint handler will contact the resident to ensure clarity as to what outcome the resident wishes for.
	Landlords must only escalate a complaint to stage two once it	Yes	We would only escalate at the residents

5.11	has completed stage one and at the request of the resident.		request following a response to their stage 1 complaint letter.
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5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Complaints at Stage 2 will be assigned to a Director who will not have dealt with the complaint at stage 1.
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is set out in our policy, and since reverting to being managed by Directors these timescales are being met.
5.16	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"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	standard letter templates are used to ensure compliance. We have no stage 3 to our complaint process, if the resident remains unhappy with our decision we provide details on how to escalate to the Housing Ombudsman Service.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Hastoe has a 2 stage complaints procedure.

5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	N/A	There is no stage 3 to our complaints procedure.
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Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Partially	Our policy complies with this, but this is not always followed by complaint handlers.
5.3	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	Our policy complies with this, but this has not been required to date.
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	<p>We consider older issues as part of the background of any complaint and this is included in our policy.</p> <p>All customer contact is saved on our systems including our document holding system, Liberty. Should we need to revisit past investigations.</p>
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 detailed in our policy.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	As before with stage 1.
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	As before with stage 1.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	Hastoe does not operate a 3 rd stage of the complaint process. If a resident remains unhappy with our stage 2 response we provide the Ombudsman's details.
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	As above

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	This would be discussed with the complainant and an action plan put together to resolve the complaint.
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	We would set expectations at first point of contact with the complainant and any remedies offered are in line with the Housing Ombudsman guidance for 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	Outstanding actions are either followed up by the complaint handler or the complainant is given details of who will be following up on any outstanding actions.
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	<p>We would do this in line with our compensation policy. https://www.hastoe.com/about-us/policies/complaints-policy/compensation-policy/</p> <p>Compensation may be offered and we have a policy and procedure detailing when compensation may be considered. This aligns to the Housing Ombudsman's guide to remedies.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	On closure of a complaint we ask that the complaint handler feeds back any lessons learnt so we can look at any possible service changes or training opportunities.
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	Legal advice is taken where necessary in the management of complaints. We will offer a resolution where we can, but where an application has already been made to court we will not deal with the issue as part of our complaints process as detailed in our policy.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	<p>We report quarterly on complaints and feedback to our executive team and Board.</p> <p>Complaint response times are reported as part of our KPIs to the Executive and Board and are available to staff.</p> <p>Complaints are discussed at team meetings using case studies to promote learning and discuss ways to improve response times.</p> <p>We have complaints scrutiny sessions in the year and findings from these are built into our service improvements.</p> <p>The annual customer report contains details of complaints performance and outcomes.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	No	This is under review by the Board as at September 23.
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	Yes, this is included in the quarterly monitoring report, and a link to the annual performance report from the ombudsman is provided annually alongside this self assessment.

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	Complaints are reported on Quarterly and any service improvements built into our forward planning. There are also used to inform staff training and complaints are discussed with contractors at regular contract meetings.
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"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	We have KPIs in relation to complaint handling included in relevant staff objectives. Complaints often need several departments to work together to reach a resolution for the resident. Complaints are managed using a lessons learned approach rather than a blame approach.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Will be completed annually as required.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Not applicable to date, but will happen should these circumstances apply.

8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none">• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents• include the self-assessment in their annual report section on complaints handling performance	Yes	This is reported to the Board annually and is made available on our website and in our annual report.
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