

Appendix B – 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 (October 2023)
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	Policy section 2.5
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	Policy section 2.3 and 2.4 (expression of dissatisfaction. Examples of third party include family member, friend/carers, mental health advocate and MP.
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	Policy section 3.5 - we will try to resolve issues at first point of contact as a service request. If this does not resolve the matter, or if the customer requests it, we will log a formal complaint as long as this is within the remit of the Complaints, Compensation and Compliments Policy.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Policy section 2.6
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these	Yes	Policy section 2.6

	circumstances should be fair and reasonable to residents.		
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	Policy section 2.6
Best practice 'should' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Policy section 3.5 - we will try to resolve issues at first point of contact as a service request. If this does not resolve the matter, or if the customer requests it, we will log a formal complaint as long as this is within the remit of the Complaints Policy.
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	Our external survey partner alongside our in-house engagement team undertakes satisfaction surveys with customers. Where there are clear areas of dissatisfaction, the service areas will go back to follow up with the customer. If the customer wished to pursue this as a complaint, then this will be raised at this time.
Section 2 - Accessibility and awareness - Mandatory 'must' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)

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	<p>Policy Section 3.1</p> <p>Customers can raise a complaint by:</p> <ul style="list-style-type: none"> • via the customer app and portal • email to Feedback@believehousing.co.uk • through any member of staff either in person or by telephone on 0300 1311 999. • logging it on our website, or through our social media channels • writing to us at believe housing, Spectrum 4, Spectrum Business Park, Seaham, SR7 7TT <p>The number of complaints received in the last 12 months demonstrates that customers are able to effectively make a complaint to us and do so. In our annual tenants survey in November 2022 we included a question on whether people knew how to make a complaint and feel confident to do so. 89% of people confirmed they would know how to make a complaint (increase of 3% from previous year).</p>
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	Policy is on the website. Leaflet and website give guidance on the process in simple and clear terms.
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	Policy section of website and how to make a complaint page

2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	We have completed an Equality Impact Assessment which sets out what reasonable adjustments we will make to ensure accessibility to all. Our EDI Policy/framework sets out the principles and commitment by believe housing to embedding these across the organisation.
2.6	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.	Yes	Policy section 7.3 - Housing Ombudsman scheme poster in communal spaces, website, leaflet and monthly newsletter. New tenants onboarding pack.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Policy Section 6.2 - Annual report to tenants 2022/23 published October 2023. Published on website. Details provided in monthly newsletter.
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	In Policy section 7.3 Website and Complaints leaflet. Verbally with customer seeking advice on next steps.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Policy section 3.1

Section 3 - Complaint handling personnel Mandatory 'must' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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 Customer Insight Team led by the Engagement and Feedback Manager is the 'complaints officer'
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Policy section 3.22- Stage 2 (appeal) - training records of employees. Housing ombudsman e-learning for complaints investigators.
Best practice 'should' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Our vision and values focus on 'Doing the right thing for our customers'. The Insight Team has had training in safeguarding and handling distressed and angry customers. The team has access to colleagues at all levels including specialists and Service Directors to resolve issues fairly and as quickly as possible.
Section 4 - Complaint handling principles Mandatory 'must' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)

4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (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 .	Yes	Policy section 3.7 - 3.10 - We have a two stage complaints process. We work with our customers within the first five days of receiving notification of dissatisfaction to clarify the exact nature of the complaint and what is needed to resolve this. We have worked across our services to embed the importance of raising formally if customers have made repeated attempts to resolve as a service request.
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	Policy section 3.7 - 3.10 - We have a two stage complaints process. We work with our customers within the first five days of receiving notification of dissatisfaction to clarify the exact nature of the complaint and what is needed to resolve this.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Policy section 3.6 - Complaints are investigated through the Customer Insight Team so that they are conducted in an impartial way, considering information from both sides. Our values and behaviours reflect this requirement (see page 5 of our Corporate Plan 2022 - 25)

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	Policy section 3.13
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Policy section 3.7 - During the initial triage of the complaint we collect information on preferred communication methods. We also collect an email address to speed up communication where the customer is not available during business hours.
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> · set out their position · comment on any adverse findings before a final decision is made. 	Yes	Policy section 3.14
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Policy section 3.17
4.14	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.</p>	Yes	Policy section 3.17 - 3.21

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 have developed a new process within our CRM to keep all records relating to complaints in one place. This is backed up within a dedicated complaints channel in Microsoft Teams for instances where the system is not available.
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	Policy section 5
Best practice 'should' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Policy section 4.2 - During the initial triage of the complaint we work with our customers to clarify the exact nature of the complaint and what is needed to resolve this. Only when this is agreed will we assign an impartial investigator. Where the outcome is unrealistic, we will advise the customer at the earliest opportunity.
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	Policy section 3.11 - We will advise that the matter has been referred to an impartial investigator, confirm the issues we are investigating and what is required to put things right. We will take remedial actions as soon as possible and take action to resolve any urgent issues to the relevant service area for action. For example, following a Health and Safety incident.

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	Policy Section 2.4 - we will not prevent a customer from being accompanied if they wish and encourage customers to appoint a third party to act on their behalf if it can help to resolve the issue quicker for them.
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 Customer Insight Team will seek legal advice as and when required. The Team also has access to technical and service specialists to assess compliance with relevant legislation. We will explain our stance verbally and in writing as clearly as we can to ensure the information is understood.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	We now do not generally refer to individuals by name but refer to the roles of employees.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We have developed a new process within our CRM dedicated to the complaints handling process. This automatically triggers responses to customers on day 5 to provide an update and day 8 to explain findings before publishing the final response in writing.
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	Satisfaction survey (transactional) following closure of a complaint. This is carried out independently. Comments welcomed via the annual report to tenants. We have measured perception in preparation for the introduction of the Tenant Satisfaction Measures.

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	In addition to ensuring that any individual is given the opportunity to provide their account of events if a complaint is made about them, we would also work with the line manager to ensure that any support needed is provided to that person. This includes providing any additional training that might be identified. This is outlined in our complaints procedure.
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	The Person of Interest Policy involves an individual assessment form to assess the needs of the customer. We have completed an Equality Impact Assessment on this process.
Section 5 - Complaint stages - Mandatory 'must' requirements Stage 1			
Code section		Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
5.1	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	Policy section 3.13 We have not consistently met this target in the last 12 months due to staffing changes within the team. We have recruited an extra investigator and are concentrating on improving our performance against this target this year.
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	We will not delay a complaint response unnecessarily.

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	Policy section 3.15 - we have produced templates and guidance to our investigators based on Ombudsman best practice.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: the complaint stage <ul style="list-style-type: none"> · the decision on the complaint · the reasons for any decisions made · the details of any remedy offered to put things right · details of any outstanding actions · details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	We use a letter template based on the Housing Ombudsman's sample on his website.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Policy section 3.18
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	Policy section 3.17 - 3.21

5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Policy section 3.17
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Policy section 3.22 - At Stage 2 we will allocate the investigation to a Team Leader or Senior Manager.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> 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	Policy Section 3.21 - We have not consistently met this target in the last 12 months due to staffing changes within the team. We are concentrating on improving our process and performance against this target this year.
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	We use a letter template based on the Housing Ombudsman's sample on their website.
Stage 3			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)

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	Two stage process in place.
5.20	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"> 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	Not applicable

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Policy section 3.21 - we aim to respond within 20 working days (unless there are mitigating reasons to extend this timescale). Any extension will be in agreement with the customer. However, the customer has the right to stop the investigation and refer themselves to the Ombudsman if they do not agree with the new timescales.

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	As above
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	Investigators are able to access previous service requests, complaints and contacts regarding the issue.
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	If any additional issues come to light during the Stage 1 complaints investigation process, then we will address those within our response wherever possible. If it is a separate issue that requires significantly more investigation, then we would log this as a separate complaint.
Stage 2			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Policy section 3.21
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	Policy section 3.21
Stage 3			

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	Not applicable.
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	Not applicable.
Section 6 - Putting things right - Mandatory 'must' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	If we have identified through the complaints process that something has gone wrong, then we will look to address this and put things right in our response. We will ask the customer the resolution that they are seeking for their complaint to help achieve this.

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	Policy section 4.2 - During the initial triage of the complaint we work with our customers to clarify the exact nature of the complaint and what is needed to resolve this. Only when this is agreed will we assign an impartial investigator. Where the outcome is unreasonable, unrealistic and would be unfair to our other customers we will advise the customer during triage.
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	Policy section 3.27
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	Policy section 4.3
Best practice 'should' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Policy section 6.2 - Trends are monitored for systemic issues, lessons learned and service improvements.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	We work closely with our Legal team to ensure that we put the appropriate redress in place whilst working to achieve the resolution that the customer is looking for.
Section 7 - Continuous learning and improvement - Mandatory 'must' requirements			

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Annual report to Tenants. Annual Insight report to Performance and Standards Committee. Briefing notes to our Board on learning from Housing Ombudsman cases. Findings from all complaints are talked through with the relevant service manager and/or Senior management.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Whilst we do not have appointed Board Champions, the Chair of the Board takes this responsibility, receiving a regular update on complaints through their regular meetings with our Chief Executive. This is in addition to the reporting to Board through our quarterly performance report. Complaints performance is part of our Corporate Scorecard

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	Briefing note on Ombudsman cases and learning. IDA briefing. Revised categorisation of complaints and insight from satisfaction surveys in QL to facilitate trend analysis and reporting.
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	Annual report on customer insight. Review of HO cases. Monthly meetings. New QL system and introduction of category codes include better methods of identifying trends in customer insight across all services. Closed complaint reviews with Directors. Power BI dashboards.

7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> · have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments · 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	<p>We are committed to working collaboratively across teams to resolve complaints quickly and effectively for our customers. Learning from complaints is shared corporately to drive service improvements across multi departments whenever possible. All staff receive training on the complaints process, it's objectives and principles that drive it. These values and behaviours and strategic objectives are outlined on page 5 of our Corporate Plan. Our managers are taking part in a influencers programme to develop cross departmental relationships and strengthen collaborative working.</p>
Section 8 - Self-assessment and compliance Mandatory 'must' requirements			
Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations (October 2023)
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	Self-assessments completed in 2020/21, 2021/22 and this year 2022/23. We have strengthened compliance year on year.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	We have completed our 2022/23 self-assessment alongside a review of our policy and supporting procedures. We will continue to do this annually in accordance with the Code.

8.3	<p>Following each self-assessment, a landlord must:</p> <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	<p>The 2022/23 self-assessment has been reported to Performance and Strategy Committee, Board and our Customer Voices Group. A copy is presented on our website.</p>
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