



## Housing Ombudsman Complaint Handling Code – Updated self-assessment 2023

This document details how South Yorkshire Housing measures up against the Housing Ombudsman Complaints Handling Code. Throughout the self-assessment, you will see that the complaints policy is referenced. You can view the complaints policy on our website [here](#).

<b>Compliance with the complaint handling code</b>			
<b>1.</b>	<b>Definition of a complaint</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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	Point 1 of our complaints policy offers our definition of a complaint and uses similar wording that contains all of the points mentioned in the definition.
Must	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 complaints policy guides how we work when dealing with complaints and this requirement is covered by points 1 and 2.
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by points 1 and 2.
Must	1.7 A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	We accept all complaints unless it relates to point 5, or the bullets covered in point

			19 of our complaints policy.
Must	1.8 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	Points 5 & 19 of our complaints policy offers the reasonable circumstances why we wouldn't consider a complaint.
Must	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	If we are not going to accept a complaint our Customer Experience Team lead on discussing the reasons why with the customer and keeping records about the discussion.
Should	1.4 Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by points 6 and 7. It is included in our complaint handling staff training.
Should	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 survey handlers are trained in our approach to complaints.

<b>Compliance with the complaint handling code</b>			
<b>2.</b>	<b>Accessibility and awareness</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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	Yes	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 3.

	of access into the complaints system.		
Must	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 complaint policy is available on our website and we offer a paper version and large print version to anyone that requested it. There is a flowchart on the final page offers details about the stages.
Must	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	This information is available on a ' <a href="#">make a complaint</a> ' page on our website
Must	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	<p>Our complaints policy guides how we work when dealing with complaints and this requirement is referenced at 17 and 18.</p> <p>We completed an Equality Impact Assessment in 2021 on our complaints policy before we launched it.</p> <p>A business-wide Reasonable Adjustments policy has been drafted with the aim of supporting owners and reviewers when responding to reasonable adjustment requests.</p> <p>Action: Review training for complaints owners and reviewers once the new policy is signed off</p>
Must	2.6 Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online	Yes	Information is available on our website and we provide paper versions on request.

	and as part of regular correspondence with residents.		
Must	2.7 Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	We offer information about the Housing Ombudsman on complaints letters.
Must	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	We include this information when we respond to a complaint. There is information on the <a href="#">'make a complaint'</a> page of our website.
Should	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 3.  Our approach to handling all social media contacts is to not discuss any personal details. We would deal with the complaint using contact methods where we are confident of the customers' identity and allow us to securely share personal details.

<b>Compliance with the complaint handling code</b>			
<b>3.</b>	<b>Complaint handling personnel</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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	We have a dedicated Customer Experience Team that oversees complaints handling.
Must	3.2 ...the complaint handler appointed must have appropriate	Yes	Resources and training are available for

	complaint handling skills and no conflicts of interest.		complaint handlers (we call them owners) and our Customer Experience Team is on hand to offer support. Potential conflicts of interests are considered when a complaint is given an owner.
Should	<p>3.3 Complaint handlers should:</p> <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	<p>All complaint owners receive training and support to help them build experience and skill in dealing with complaints.</p> <p>They have access to staff guides and videos, the Customer Experience Team and colleagues at all levels across the business to facilitate dealing with complaints.</p>

<b>Compliance with the complaint handling code</b>			
<b>4.</b>	<b>Complaints handling principles</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	<p>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 <b>within five days of receipt.</b></p>	Yes	<p>Our complaints policy guides how we work when dealing with complaints and how we deal with initially trying to resolve a residents concerns is covered by point 6 and 7.</p> <p>All complaints are logged on the date we receive them. Our policy has 2 simple stages – response and review. Point 8 of the policy confirms how we acknowledge all complaints within 2 working days.</p>

			All our complaint resolutions and decisions are recorded and tracked via our housing management system.
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is partly covered by point 8. We send a standard acknowledgment within 2 working days to confirm we are handling the complaint.  One of the first tasks of the complaint owner is to contact the customer to discuss the complaint and the outcomes the customer is seeking.
Must	4.6 A complaint investigation must be conducted in an impartial manner.	Yes	Complaints are passed to the team closest to the issue and they use the complaint details to decide who is best placed to own the complaint.  If impartiality cannot be achieved by the team closest to the issue, the Customer Experience Team can own and respond to the complaint.
Must	4.7 The complaint handler must: <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> </ul>	Yes	Complaint owners have received training that describes their role.  These points are also on our internal complaints handling form that complaint owners follow.

	<ul style="list-style-type: none"> <li>keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>		
Must	4.11 Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	One of the first tasks of the complaint owner is to contact the customer to discuss the complaint and agree next steps including how they will communicate with the customer.
Must	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: <ul style="list-style-type: none"> <li>set out their position</li> <li>comment on any adverse findings before a final decision is made.</li> </ul>	Yes	Guidance for complaint owners includes keeping in regular contact to update throughout the investigation.
Must	4.13 A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 12.
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 12.  The exceptions that would be considered as a complaint escalates are:  - Complaint policy exclusions - point 19 of the policy where it confirms what we won't deal with.

			- Unreasonable behaviour - point 23 of the policy confirms we may refuse to deal with a complaint if someone acts unreasonably.
Must	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 use our housing management and electronic document management systems to record, document and manage complaints.
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 23. In the policy it also offers a link to <a href="#">Unreasonable behaviour guidelines</a> .
Should	4.3 Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic.	No	Action: Include when we review resources available to complaint owners and in refresher training.
Should	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 handling performance monitored to make sure owners are resolving and responding to complaint at the earliest opportunity.
Should	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 guides how we work when dealing with complaints and this requirement is covered by point 2.
Should	4.8 Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their	No	Action: Include when we review resources available to complaint owners and in



	understanding of the obligations of both parties.		refresher training.
Should	4.9 Communication with the resident should not generally identify individual members of staff or contractors.	No	Action: Include when we review resources available to complaint owners and in refresher training.
Should	4.10 Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Owners and reviewers are encouraged to understand the importance and value of sharing regular updates of progress and good record keeping. It is covered through training and guides
Should	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 16.
Should	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	The Customer Experience function lead regular insight work that is shared with key stakeholders to improve services. The insight includes analysis to identify themes, learning from complaints, the complaint handling satisfaction surveys, giving recommendations for improvement and highlighting where we could have done better.
Should	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 approach document walks owners through how and when they may need to restrict contact, while considering any mitigating factors.  All the details about an interaction and

			decisions made should be document.
--	--	--	------------------------------------

<b>Compliance with the complaint handling code</b>			
<b>5.</b>	<b>Complaint stages</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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 complaints policy guides how we work when dealing with complaints and this requirement is covered by point 9 and 12.  <i>Action: We are working to increase the volume of complaints responded to within 10 working day and are reviewing how extensions are used. Refresher training delivered to complaint owners giving guidance on using extensions.</i>
Must	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 ask all complaint owners to respond once they know the answer to a complaint.  We are working on improving how outstanding actions are recorded and tracked in our housing management system, making sure they are completed within agreed timescales.
Must	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.	No	<i>Action: Carry out a regular review of responses to make sure this is happening</i>

Must	<p>5.8 Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <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	We ask complaint owners to state all these points in their outcome letter/email and this is covered in our training resources.
<b>5.</b>	<b>Complaint stage 2</b>		
Must	<p>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.</p>	Yes	<p>Our complaints policy guides how we work when dealing with complaints and point 12 details the escalation process if a customer is not satisfied with the response to their complaint. We always move to this stage if the customer requests it.</p> <p>Point 14 and 15 of the policy describes how we let the customer know about their right to take their complaint to the Housing Ombudsman following completing our complaints stages.</p>
Must	<p>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</p>	Yes	We clearly set this out as part of our 'Review' stage to complaints and the Review form.

	clarification and the full definition agreed between both parties.		
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 12.
Must	5.12 The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 12.
Must	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	Our complaints policy guides how we work when dealing with complaints and this requirement is covered by point 12.
Must	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"> <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> </ul> <b>and</b> <ul style="list-style-type: none"> <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	We ask complaint reviewers to state all these points in their outcome letter/email and this is covered in our training resources.

<b>5.</b>	<b>Complaint stage 3</b>		
Must	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.	n/a	2 stage process since September 2021.
Must	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"> <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>	n/a	No stage 3.
<b>5.</b>	<b>Complaint stage 1</b>		
Should	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.	No	Actions: review how and where this information should be recorded. Revisit training guides to make sure owners understand what they must do and how. Include in performance monitoring for closed complaints.
Should	5.3 Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's	No	Action: Revisit training guides to make sure complaints owners understand what they

	contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.		need to do in the event agreement cannot be reached inc. how and when to signpost to the Ombudsman.
Should	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.	No	Action: Revisit training guides to make sure that complaint owners understand they should consider 'older reports' in the event of a recurring issue.
Should	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.	No	Action: Revisit training guides to make sure complaints owners understand when an additional complaint should be included into an open complaint and when it should be logged as a new complaint
<b>5.</b>	<b>Complaint stage 2</b>		
Should	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	No	Our complaints policy guides how we work when dealing with extensions to complaints and is covered by point 13. Action: Review how extensions are used and recorded to make sure clear timeframes are given and agreed with customers. Review training resources and carry out regular monitoring to make sure this is happening.
Should	5.15 Where agreement over an extension period cannot be	No	Action: Review training resources and carry

	reached, landlords should provide the Housing Ombudsman’s contact details so the resident can challenge the landlords plan for responding and/or the proposed timeliness of a landlord’s response.		out regular monitoring to make sure this is happening.
<b>5.</b>	<b>Complaint stage 3</b>		
Should	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	
Should	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	

<b>Compliance with the complaint handling code</b>			
<b>6.</b>	<b>Putting things right</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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	We ask complaint owners to record the actions or work that needs to be taken to put it right including timescales.
Must	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.	No	Action: As part of our audit process introduce checks to make sure when we offer a remedy it is appropriate and that we are managing customer expectations, not over-promising or creating unfairness to other residents.
Must	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	We ask complaint owners and reviewers to clearly set out all actions/work to be completed and by when.
Must	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	Our complaints policy guides how we award compensation and is covered by point 22. Our Guidelines for discretionary compensation help staff to calculate an appropriate amount to offer.
Should	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.	No	Action: Review how Learning Outcomes are recorded, shared, and analysed to identify themes, and shared with the business



Should	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.	No	Action: review training to consider in which circumstance this could occur and provide advice to complaint owners.
--------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----	--------------------------------------------------------------------------------------------------------------------

<b>Compliance with the complaint handling code</b>			
<b>7.</b>	<b>Continuous learning and improvement</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	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>Our complaints policy states our commitment to this, points 24 &amp; 25.</p> <p>We share annual performance with our board, via an annual report and include information in our Annual Report to Tenants.</p> <p>We are sharing monthly data on complaint handling with key staff and are continuing to build on this.</p>
Should	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	From April 23 we are sharing more frequently information about complaints handling performance and insight with our Leadership and Directors Team. Our Board receives an annual report on complaints.
Should	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</li> </ul>	Yes	From April 23 we are sharing more frequently information about complaints handling performance and insight with our Leadership and Directors Team. Our Board receives an annual report on complaints.

	<p>Ombudsman, where applicable</p> <ul style="list-style-type: none"> <li>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.</li> </ul>		
Should	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	We have an approach to hearing and using customer voice that is focussed on identifying themes and trends from a range of sources including complaints. Themes are identified and actions to tackle are tracked and from 23-24 will be reported on.
Should	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 act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	No	Action: review training and guidance shared with feedback groups, complaint owners and reviewers to make sure we are doing this.

<b>Compliance with the complaint handling code</b>			
<b>8.</b>	<b>Self-assessment and compliance</b>	<b>Comply?</b>	<b>Evidence and comments</b>
Must	8.1 Landlords must carry out an annual self-assessment against	Yes	This is completed each year.

	the Code to ensure their complaint handling remains in line with its requirements.		For this year it had been completed by Customer Contacts Manager
Must	8.2 Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	We did this in September 2021 when we reviewed the policy.
Must	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	<p>The self-assessment is published on our website and we are committed to do this each year.</p> <p>A link to the self-assessment is included in the annual report to tenants.</p> <p><b>Actions: share outcomes from the self-assessment with our board.</b></p>