

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Complaints Policy	Landlord Complaints policy V1.3.docx Prior to April 2024 landlord complaints were managed by the corporate complaints team. The corporate policy aligns with this definition. We have since brought landlord complaints in-house, with a revised landlord policy and complaint lead role, to enhance our landlord complaint handling.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	Complaints policy and evidence on complaints database	Front-line staff are aware of this requirement, and the difference between a service request and a complaint. Implementing the new complaints policy and complaints lead role has given the opportunity to reinforce this with teams.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Complaints policy and on complaints database	See above – front-line teams are supported by the complaints lead and complaints officer to identify service requests and highlight the need for recording.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints policy and on respond complaints database and communication between the complaints team and frontline staff.	See above
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaints policy and other housing related policies detail how to make a complaint.	Our 2023 TSM survey included a line referring to Housing Officers who can record complaints: <i>“As the survey is confidential, your landlord will not be able to follow up individually on any of your answers. To report a specific issue and get a response, please contact your local area office for assistance”</i> . Going forward any future surveys will detail how to make a complaint.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints policy	Refer to Landlord Policy in section 1.2
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	This is detailed within the complaints policy	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints policy and website outlines how a resident can complain. Housing Offices also have relevant information to help residents make complaints.	Refer to Landlord Policy in section 1.2 Our website is compatible with web-based accessibility tools. Residents can submit a complaint via web-form, letter, in-person, phone, via third party etc. Teams have access to interpreters and translation services. We are using learning gained from the first months of our new landlord complaints service to inform future developments.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints policy	All staff are aware of this requirement. Implementing the new complaints policy and complaints lead role has given the opportunity to reinforce this with teams.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	The HNB Landlord Complaints Service is recording all complaints and enquiries directly since the start of the new service on 1 April 2024.	We have a new complaints Poster and leaflet which we are using to promote the complaints process to our residents along with planned E-bulletins promoting the service. All staff are also briefed to remind residents of the complaints process should they express dissatisfaction with the service. We are also seeing a steady increase in the number of complaints coming through to us.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The full complaints policy is available online, which is compatible with accessibility tools, and we have a dedicated web-page.	We intend to enhance accessibility through the creation of easy-read policies and are in the process of creating new leaflets and posters to reflect our new landlord specific complaints handling practice.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Complaints policy	New leaflets and posters are also in circulation and we are planning to use e-bulletins to promote the service intermittently.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Complaints policy	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Complaints policy and within communications to the complainant. Detailed in relevant wider policies. Our webpage also sets out this information.	This information was published in our resident magazine in July 24 and has been featured on a regular basis in other publications. We have a new social media strategy, which includes promotion of complaints and ombudsman information and we will continue to develop how we make this available to customers. We also have this information published on our website.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Complaints Lead and Complaints Officer	Prior to April 24 complaints were dealt with by the corporate complaints team and officers however the directorate has recruited a specialist role of Complaints Lead in response to the revised requirements. Improvement to the current team delivery is being monitored and improvements will be based on our continuous learning to ensure our delivery of the handling of complaints is fit for purpose.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Complaints Lead job role profile	The complaint lead will work closely with the Lead member, Director and the housing services senior management team but retains operational autonomy to resolve disputes.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	New HNB Landlord Complaints Service in place from 1 April	Working as part of Portsmouth City Council we have an established complaints handling culture and tools to support this, such as the intranet complaints hub. We have now advanced this with the new service from 1 April 2024 which has enabled complaint handling to sit closer to the landlord function. Identified learnings are now being fed back to relevant staff. The analysis of compliment and complaints data is informing where learning needs to be shared. All complaints investigating staff are briefed on the process and expectations in managing complaints. All staff are aware of the complaints policy and how to raise complaints on behalf of residents where needed. Complaints eLearning for all staff has been developed and relevant training sessions are planned will be delivered to staff by on an ongoing basis and will continue regularly based on continuous learnings as the service develops.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints policy	Refer to Landlord Policy in section 1.2
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints policy	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints policy	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Complaints policy	All complaints are managed in house

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints policy	All complaints are managed by our complaints team but our contractors are aware of our policy and the expectations we have for them to support on any complaint investigation.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Complaints database and comms with complainants	Supported through templates
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaints database and comms with complainants	Supported by guidance for managers available on Intranet

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Complaints database and comms with complainants	Whilst complaints are investigated and responses provided at the service level the complaints team oversee the process to ensure transparency, fairness and consistency are being delivered.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Complaints policy	We keep the complainant up to date by agreement with them regarding the status of their complaint
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Communication and Reasonable adjustments policy	Reasonable adjustment requirements are captured at the point of contact and adhered to through the complaint handling. They are further flagged on wider systems to ensure that reasonable adjustments can be considered in future contact and communication where possible. We have published our Communication and reasonable adjustments policy online.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Policy, Complaints database and comms with complainants	
5.12	A full record must be kept of the complaint, 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 relevant supporting documentation such as reports or surveys.	Yes	Complaints database	All complaints related documents are uploaded to the complaints database as part of the process for logging a complaint.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints database and communications with complainants	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Managing unreasonable behaviour policy.	Our managing unreasonable behaviour policy has been published online.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Our Managing unreasonable behaviour policy.	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Comms with complainants, contents of the complaints database	The directorate has recruited a specialist role of Complaints Lead in response to the new requirements. Improvement to the current team delivery is being monitored and will be based on our continuous learning to ensure our delivery of the handling of complaints is fit for purpose.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	Yes	Complaints policy and complaints database	Refer to Landlord Policy in section 1.2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	Complaints policy and complaints database	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints policy and complaints database	
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Complaints policy and complaints database	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints policy and complaints database	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints database and comms with complainant	Templates support this
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Complaints database and comms with complainant	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Complaints database and comms with complainant	Templates support this

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Complaints policy	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints database and comms with complainants	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Complaints policy	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints policy Complaints Database	Stage 2 complaints are responded to by a more senior officer than stage 1 complaints, that has not been involved in the stage 1 response.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Complaints policy Complaints Database	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints policy Complaints Database	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Complaints Policy and correspondence with residents	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints policy eCase action tracker	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy	The complaint acknowledgement and template letters support this practice
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Complaints Policy	The complaint acknowledgement and templates support this practice

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Complaints policy and responses	Refer to Landlord Policy in section 1.2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints policy and responses	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Complaints policy and responses	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints policy and responses	Housing ombudsman guidance and website is regularly reviewed

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Service has now completed a full year and we will produce an annual report to include points a) to f) which will be presented to our housing cabinet which is usually live streamed, published online, shared with our formal residents group and published in our tenants magazine autumn 25	We have published our 24/25 annual report on our website

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	As above	The annual complaints performance and service report will be reported to Housing Cabinet for consideration and review at the first meeting in the municipal year. Resident representative are present at this meeting and the responses will be noted in the outcomes of the meeting, which is also recorded and published online. In addition, the comments and response will be published via our website alongside the report, in HouseTalk and our Annual report.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Completed and submitted	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	As per the code	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	This is detailed in our annual report	The Complaints Lead reports complaints trends and learning identified through to the Customer Services Board on a quarterly basis to inform process and policy change or team wide training plans. This information is also reported through to the Cabinet member responsible for Complaints as well as the Director. Measures will be used to report performance and identify trends. Improved tracker is being developed to ensure learning themes are shared across all landlord services and not just within the service where complaints are received.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	The complaint and compliments system was part of the local authorities corporate policy and process up until 31 March 2024. A new system is now in place to separate the landlord specific complaints to enable compliance. As the new system embeds, a key area of improvement has been identified in clearly demonstrating how service improvements have been made to services beyond the resolution of individual complaints.	As the service develops and we improve our understanding of customer demand the complaints lead will share reflective learning in all relevant forums, including the customer service board. Data from the service will be used to identify trends and learning which will inform the contents of various reports. Information is currently fed into the Governance Audit & Standards Committee (GASC) which is a corporate reporting function, along with featuring in quarterly reports to Members for oversight. Learnings from complaints are routinely shared across management teams and service areas to improve consistency and awareness.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Our complaints report is published in a number of different places for residents including our web site, tenant's magazine and is presented to our residents' consortium meeting as well as being shared at housing cabinet which is attended by resident consortium reps and is live streamed. Prior to April 24 complaints featured in the corporate complaints report through the governance structure and democratic process	We are looking at ways we can get resident representatives more involved in scrutinising our complaints performance. We will be working to support residents in developing skills to enable positive and meaningful scrutiny by them. A scrutiny group has been meeting and will finish in January 2026. The scrutiny outcomes will then be used to inform any changes that we need to make.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	There is a Complaints Lead in post	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	The nominated lead is the portfolio holder for Housing and tackling homelessness.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	The nominated lead is the portfolio holder for Housing and tackling homelessness.	The nominated lead chairs the housing cabinet where we attend to share the annual report including trends and performance.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	The MRC has ongoing oversight of the reporting for complaints via GASC and the Members report.	From January 2025, the MRC is briefed quarterly on complaints data including trends, learning identified and actions in response to learning as well as ombudsman case outcomes for the quarter. Monthly Customer Service Group attended will receive regular updates on complaints, giving opportunity for scrutiny and discussion.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	No	Whilst we are in the process of agreeing a standardised objective for staff all staff are briefed on the expectation listed here in a) to c) and the new objectives will be in place from February 26 as part of the PDR process. In the interim all staff will be briefed on this objective to consolidate their understanding that these are clear expectations when managing complaints.	