

Appendix A: Self-assessment form (June 2024)

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	www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.2
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		Both points are covered in the Complaints Training that is undertaken by all members of staff annually. In 2023-2024 we accepted 7 complaints from third parties / resident representatives.
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.5 states a request for service isn't a complaint. Use of HOS service request flows in Complaints Training for staff.

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		This forms part of the Complaints Training
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	https://www.pfh.org.uk/wp-content/uploads/2024/02/PFH_NewsletterSummer_Aug_23_DigitalSGL_-1.pdf	We regularly promote how to complain in our People First magazine. As standard we follow up on all negative comments received in surveys where we can identify the resident to proactively solve and escalate where necessary.

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	www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.6
2.2	<p>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:</p> <ul style="list-style-type: none"> • 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. 	Yes	www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.5 & 3.8

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
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	www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.5
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	www.pfh.org.uk/document/complaints-and-customer-feedback-policy/	Complaints, Compliments & Suggestions Policy section 3.6
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes		In 2023-2024 we accepted 100% of complaints.

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	https://www.pfh.org.uk/wp-content/uploads/2024/02/PFH_NewsletterSummer_Aug23_DigitalSGL_-1.pdf	Residents can make a complaint by telephone, writing, email, in person, via social media or using the website form. We inform all residents of how to complain in People First which is shared to residents in their preferred communication method (large print, other language, third party etc). We also have a Reasonable Adjustments Policy
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		All staff undertake annual Complaints Training to understand how to take a complaint
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	Yes	https://www.pfh.org.uk/residents/how-we-are-performing/tenant-satisfaction-measures/ https://www.pfh.org.uk/wp-content/uploads/2024/02/PFH_	Complaint performance is monitored on a weekly basis and will be benchmarked upon publication of the TSM information.

	complaint volumes are potentially a sign that residents are unable to complain.		NewsletterSummer Aug23 DigitalSGL -1.pdf	Complaints performance is shared in People First and as part of our TSM figures on the website.
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	We inform all residents of how to complain in People First which is shared to residents in their preferred communication method (large print, other language, third party etc). We also have a Reasonable Adjustments Policy.
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 4.2
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		We accepted 7 complaints in 2023-2024 from third parties on behalf on residents. All communication correspondence offers resident the opportunity to have a third-party deal with their complaint on their behalf. Complaints Training also covers this.
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		All complaints correspondence letters set out all contact details for the Housing Ombudsman Service

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 2.7
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 Officer works closely with complaint handlers undertaking complaint investigations and providing weekly updates to Senior Leadership Team.
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		All staff undertake Complaints Training annually. This was last undertaken in July 2023 and due again July 2024.

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, compliments and suggestions policy covers the code.
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		No Stage 0 process exists.
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Two stage process as per the code, detailed in 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		All complaints managed by PFH directly in two stages.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A		No third-party handling of complaints
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.3
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.3
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> 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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 2.2

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.5
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 4.3
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.10
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		All managed in Castleton. New system expected to be in place Autumn 2024 and process has been built for this.

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.4
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 5.4

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.4
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.0. Noted in 2023-2024 a complaint received in Sept 2023 was acknowledged outside the timescales, it was felt PFH do

				comply as per their current approach
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Policy and training guide reflective of the code. In 2023-2024 1005 complaints were investigated within timescales.
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.5 In 2023-2024 12 extensions were requested
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		Template letter for extension has contact details on for HOS
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> 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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6

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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Template letters inform residents of stage 2 escalation, and a complaints survey is undertaken to provide another opportunity. In 2023-2024 5 complaints escalated to stage 2
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		Policy and training guide reflective of the code. In 2023-2024 100% complaints were acknowledged within timescales.
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		This forms part of the Complaints Training materials.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.7
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Policy and training guide reflective of the code. In 2023-2024 100% complaints were acknowledged within timescales
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	https://www.pfh.org.uk/document/complaint	Complaints, Compliments & Suggestions Policy section 7.5

	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.		s-and-customer-feedback-policy	
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		Template letter for extension has contact details on for HOS
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6
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	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6
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;	Yes	https://www.pfh.org.uk/document/complaints-and-customer-feedback-policy	Complaints, Compliments & Suggestions Policy section 7.6

	<p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes		<p>Stage 2 template letter includes the wording "This now concludes the stage 2 of our internal complaints process. If you wish to take this complaint further, you can do so going direct to Housing Ombudsman yourself or via a designated person. You can contact The Housing Ombudsman Service by telephone - 0300 111 3000, by email - info@housing-ombudsman.org.uk or in writing to Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ"</p>

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>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:</p> <ul style="list-style-type: none"> • Apologising; 	Yes		<p>This forms part of the Complaints Training materials.</p>

	<ul style="list-style-type: none"> • 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. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes		The PFH resident group “Learning from feedback forum” felt PFH did meet this requirement demonstrated through training materials and case studies.
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		The PFH resident group “Learning from feedback forum” felt PFH did meet this requirement demonstrated through training materials and case studies.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	YEs		The PFH resident group “Learning from feedback forum” felt PFH did meet this requirement

				demonstrated through training materials and case studies shared. Further to this the Compensation Policy will be reviewed to include the remedy guidance from the Housing Ombudsman.
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> 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	https://www.pfh.org.uk/contact-us/give-us-your-feedback/	<p>Annual Complaints Performance and Improvement Report completed with the support of the Member Responsible for Complaints and the resident group Learning From Feedback Forum</p>

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 on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	https://www.pfh.org.uk/contact-us/give-us-your-feedback/	Annual Complaints Performance and Improvement Report completed with the support of the Member Responsible for Complaints and the resident group Learning From Feedback Forum
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		We would act upon this when requested / required.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would act upon this when requested / required.
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		We would act upon this when required.

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 forms part of the Complaints Training. Complaints Officer also oversees all complaints looking for themes and service improvements
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		Complaints Officer oversees all complaints looking for themes and service improvements and identify areas to make positive changes.
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	https://www.pfh.org.uk/residents/get-involved/learning-from-feedback-forum/	We have a dedicated resident "Learning From Feedback Forum" which is chaired by the MRC. Complaints learning and improvements forms part of the agenda.
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,	Yes		The Customer Experience Manager will undertake the role of 'Complaints Officer', and is responsible for overall complaint handling and reporting, including

	serious risks, or policies and procedures that require revision.			assessing themes or trends.
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		Current non-executive Board Member Pam Davies has undertaken the role of Member Responsible for Complaints since May 2023.
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		Report submitted to the board on a 6monthly basis to cover April – September, April – March of each year
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> 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 	Yes		Report submitted to the board on a 6monthly basis to cover April – September, April – March of each year

	<p>complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes		<p>Objective agreed to be included for all relevant staff which is currently being rolled out for 2024-2025</p>