

## Housing Ombudsman Complaints Handling Self-Assessment form:

### Bridgwater Young Men's Christian Association T/A YMCA Dulverton Group

**Date: April 2023 – March 2024**

#### **Guidance from the Housing Ombudsman Service:**

This self-assessment should be completed by the Complaints Officer and discussed at the landlord's governing body annually.

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

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

#### **Section 1: Definition of a complaint**

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence, commentary and any explanations</b>
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	Included within the published policy.
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	Yes	We consider anything brought to our attention that fitted the complaints definition, even if the term "complaint" is not used.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.		
1.4	Landlords must recognise the difference between a <b>service request</b> and a <b>complaint</b> . 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	Definitions are included within the published policy.
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	Included within the published policy.
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	Included within the published policy and on our website.



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## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Published within our Policy.
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"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	Published within our 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	Published within our Policy.
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	Yes	Published within our Policy.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	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.		
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Published within our Policy. We look at each complaint on an individual basis and investigate according to the facts.

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Residents can complain in person, via email, or over the phone.  We are introducing reporting via the website.
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 have access to the policy and procedure on complaints handling. All residents are given information on how to raise a complaint or how to register their dissatisfaction with a service. All staff are aware that complaints can be raised with them by anyone.  "Listened to" information given to residents on how to raise a complaint, and information is displayed on notice boards within all housing sites.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
			Staff toolbox sessions to take place on complaints process, and how to action a complaint received.
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	<p>"Listened to" information given to residents on how to raise a complaint, and information is displayed on notice boards within all housing sites.</p> <p>We are introducing reporting via the website.</p>
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	<p>Policy accessible to all residents.</p> <p>"Listened to" information given to residents on how to raise a complaint, and information is displayed on notice boards within all housing sites.</p> <p>Policy on website.</p> <p>We are reviewing website information accessibility to make improvements within 2024-2025.</p>
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	Included in policy and complaints process as well as other regular correspondence with residents, including move in.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf,	Yes	Included in policy and complaints process.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	and to be represented or accompanied at any meeting with the landlord.		
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	Published within our policy.

### Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Our Complaints Officers log all complaints and issue to Managers to investigate, respond and report back. The Complaints Officers follow up any complaints received and ensure that timescales are adhered to, or, when not able to, the resident is informed accordingly.
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	Our Complaints Officers log all complaints and issue to Managers to investigate, respond and report back. The Complaints Officers follow up any complaints received and ensure that timescales are adhered to, or, when not able to, the resident is informed accordingly.
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	Yes	All staff are aware of the importance of swift, comprehensive, and timely investigation and response to complaints received.



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	complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively.		Staff toolbox sessions on complaint handling is planned, along with complaints policy training for all staff within the 2024-2025.
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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Published within our policy and on our website.
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	Published within our 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	We have a two stage complaints process which is available on our website.
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 are logged internally. If they need to be looked into via contractor/external agent then the timescales are made clear and the Complaints Officer team will follow up to ensure completion within timescales.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints are logged internally. If they need to be looked into via contractor/external agent then the timescales are made clear and the Complaints Officer team will follow up to ensure completion within timescales.
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	Published within policy.
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	Published within policy and within correspondence with resident.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	Published within our policy



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	If we are unable to respond to a complaint within the timescales stated we will correspondence with the resident to keep advised on progress and the reasons for the delay.  Residents are aware of how to contact the Housing Ombudsman if they are dissatisfied at any point.
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	Each complaint is dealt with individually and any requests for reasonable adjustments are considered and actioned wherever possible. The resident will be kept informed at each stage.
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	Each complaint is dealt with individually and will move through the complaints stages in line with the process. Residents will be informed of reasons for decisions made/taken.
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	Yes	All complaints are logged and a record of all correspondence kept in line with our Retention and Disposal policy.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	relevant supporting documentation such as reports or surveys.		
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	All complaints are handled individually and we will try to remedy complaints as soon as it is possible to do so.
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	Behaviour Management Policies in place.
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	All complaints are handled individually and resident corresponded to in an equitable and fair way and in line with our behaviour policies if/as required.

### Section 6: Complaints Stages

#### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Yes	Published within complaints policy and procedure.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.		
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received</u></b> .	Yes	All complaints are logged with our Complaints Officer team and followed up in line with timescales specified in our Policy.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	All complaints are logged with our Complaints Officer team and followed up in line with timescales specified in our Policy.
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	All complaints are dealt with on an individual basis. If the person investigating the complaint needs additional time to look into the matter and respond to the complainant then this is logged with the Complaints Officer team and the resident kept informed.
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	Residents are provided with detailed of any delay in response timescales and provided with information on how to contact the Housing Ombudsman.
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	Yes	All complainants are responded to once the complaint has been investigated and facts have been established.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	actioned promptly with appropriate updates provided to the resident.		
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	All complainants are responded to once the complaint has been investigated and facts have been established. All responses include reasons for the decisions that have been made giving details on how to escalate or to contact the Housing Ombudsman.
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	All complainants are responded to once the complaint has been investigated and facts have been established. If new issues are raised prior to response these are incorporated into the complaint investigation accordingly. If they are raised after a response has been issued the secondary complaint will be logged and investigated/responded to separately.
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> </ul>	Yes	A full response is given to the resident after a full investigation into the complaint has been carried out. This response includes details of the initial complaint, the decision and reasons why the decision was taken. The response will also include details on how to appeal or contact the Housing Ombudsman.  Within Policy.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.		

## Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Published within 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	Published within policy.
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	Published within 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	The person dealing with any Stage 2 complaint will be separate to that of the person handling the Stage 1 complaint.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Published within policy.



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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	All complaints are handled individually. Should an extension to the response time be required this will be communicated to the resident accordingly explaining the reasons why the extension is required, along with our referred timescale for completion and response.
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	All complaints are handled individually. Should an extension to the response time be required this will be communicated to the resident accordingly explaining the reasons why the extension is required, along with our referred timescale for completion and response. Residents are made aware of the contact details for the Housing Ombudsman.
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	A response is sent to the resident as soon as the investigation is complete and facts have been established. Any outstanding actions are followed up and updates given to the resident accordingly.
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	A full response is given to the resident after a full investigation into the complaint has been carried out. This response includes details of the initial complaint, the decision and reasons why the decision was taken. The response will also include



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
			details on how to appeal or contact the Housing Ombudsman.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	A full response is given to the resident after a full investigation into the complaint has been carried out. This response includes details of the initial complaint, the decision and reasons why the decision was taken. The response will also include details on how to appeal or contact the Housing Ombudsman.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	All relevant staff are involved in the issuance of our Stage 2 final decision.

### Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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:	Yes	Each complaint is handled individually. Should fault be found with our actions then this is acknowledged, apologised for, and suitable remedy implemented accordingly.



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	<ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>		
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Each complaint is handled individually. Should fault be found with our actions then this is acknowledged, apologised for, and suitable remedy implemented accordingly.
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	Each complaint is handled individually. Should fault be found with our actions then this is acknowledged, apologised for, and suitable remedy implemented accordingly, with timescales.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Housing Ombudsman guidance is followed when decided on remedies to be made/offered.

## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:	Yes	Report produced, which is reviewed by our Trustee responsible for overseeing complaints handling.  Available to view on our website.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	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.		
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	Our complaints performance and service improvement report has been reviewed by our MRC and this has been uploaded to our website under the Complaints section.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The self-assessment is reviewed annually, or when there is a change in process, procedure or requirements.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Reviews will be carried out if we are asked.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
			The self-assessment is reviewed annually, or when there is a change in process, procedure or requirements.
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	The Code will be followed in the event of any cyber incident, or incident which involves failure to comply with the Code.

## Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	All complaints are reviewed upon completion of investigation and establishment of facts. Where this highlights that a change in practice is required for improvement this will be actioned and monitored and any necessary learning taken.
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	All complaints are reviewed upon completion of investigation and establishment of facts. Where this highlights that a change in practice is required for improvement this will be actioned and monitored and any necessary learning taken.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
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	Any learning taken from complaints investigations are reported into resident meetings and discussed at Trustee meetings.
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	The Complaints Handling team oversees all complaints that come in and review trends, outcomes and improvements needed. The team also review any policy or procedural changes that may be required and action accordingly.
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	An MRC is appointed through the Board of Trustees in line with the Code and Policy.
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	Our MRC has access to Complaints information through the Company Secretary and Complaints Handling team.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive:	Yes	Information on complaints received, and their status, is provided to the MRC and all Trustees on a monthly basis.



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Code provision	Code requirement	Comply: Yes / No	Evidence, commentary and any explanations
	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.		
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.	Yes	<p>Complaints are taken seriously and all are investigated and facts established. All employees are aware of the expectation that customer experience is paramount and that any complaint should be handled effectively and thoroughly, learning from these experiences to improve service provision.</p> <p>We work with our contractors and external parties should a complaint arise and remind them of our expectations and the need to investigate fully.</p>



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