

Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

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

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

Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	YES	In our complaints policy Company ethos and other relevant policies.
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	YES	In our complaints policy Company ethos and other relevant policies.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	YES	In our complaints policy and have records to evidence we have followed this practice.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	YES	In our complaints policy

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	YES	In our complaints policy Company ethos and other relevant policies.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	YES	In our complaints policy. To date, we have accepted all complaints.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	YES	In complaints policy We keep a record of service requests and complaints separately.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	YES	We monitor the feedback from tenants and where any tenants have raised concerns or are not satisfied, we make contact with them to offer this/get a better understanding of why they feel this way.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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<p>2.1</p>	<p>Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.</p>	<p>YES</p>	<p>In our complaints policy</p> <p>On our website, there is a feedback form.</p> <p>Advised of this in all correspondence with tenants.</p> <p>Our contact details are displayed within every home</p> <p>In our yearly tenant newsletter and surveys.</p>
<p>2.3</p>	<p>Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.</p>	<p>YES</p>	<p>We explain what will happen at each stage in our complaints policy. This is Available on our provider portal so that our Managing Agents can provide to tenants. We also send copies out/email to tenants when required. We also reference our complaints policy and the Housing Ombudsmen in our Tenancy Agreements, tenant newsletters and response letters.</p> <p>We offer the complaint policy in different languages and formats as stating on our policy. We have a feedback form on our website for tenants to leave comments/compliments and complaints.</p>
<p>2.4</p>	<p>Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.</p>	<p>YES</p>	<p>We are in the process of updating our website to have a section dedicated to our tenants and information such as complaints will be on there.</p> <p>In the meantime, the complaints policy is still made available on our website.</p>

			We have our complaints policy stored on our Provider portal so our Managing Agents can access at any time for our tenants.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	YES	<p>All of our tenants have a support need or a range of support needs in complex cases so, this is adopted into all of our policies and procedures.</p> <p>We have an Equality and Diversity Policy and have now updated complaints policy to explain we will make any reasonable adjustments for our tenants.</p> <p>Complaint officer has 20years of experience in this sector, NVQs in Safeguarding, health and Social care and training on managing challenging behaviour, Housing ombudsman dispute resolution training and other complaints handling training, amongst other training that is refreshed yearly. All recorded in training record.</p>
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	YES	It is in our complaints policy, complaint correspondence with tenants, we refer to this in our tenant newsletters and some managing agents have the information displayed. We have hard copies of posters displayed in our head office, when our MAs and tenants come in. We reference the Housing Ombudsman in our Tenancy Agreements

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	YES	We reference the Housing Ombudsman in our tenant newsletters and in our Tenancy Agreements. We provide this information to tenants raising a complaint in the correspondence letter we send to them regarding this (Acknowledgement letter, Stage 1&2 letters). Our Managing Agents on site will offer this information too.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	YES	In complaint policy In the complaint acknowledgement letter we issue to every tenant that has complained and thereafter, in our stage 1 & 2 responses.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	N/A	We do not currently communicate with our tenants via social media. We have not yet deemed this a suitable way to communicate with our tenants nor one we feel our service could manage sufficiently at this time.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the “complaints officer”.	YES	<p>In complaints policy</p> <p>All complaints received are reported to and reviewed by our Board members on a quarterly basis.</p> <p>We have also had a dedicated team of Board members and senior managers called our Tenant Engagement and Empowerment Team, who review such in a more targeted way, working closely with the assigned complaints officer.</p>
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	YES	<p>The complaint officer has all appropriate training, which is documented but is also continuously refreshing their training and skills on a yearly basis. We are obligated to report any conflicts of interest to our Board members on a yearly basis and our complaints officer has none. The majority of our services to tenants are delivered via our Managing Agents who are not directly employed by us, leaving us independent from them and able to ensure there are no conflicts of interest.</p>

Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents 	YES	Can be seen in our record keeping on complaint investigations.

	<ul style="list-style-type: none"> • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 		Is in the ethos of our company and we are group of staff who have worked together for many years to achieve the same aims of our company so, there are no barriers to accessing resolution/information.
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Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt .	YES	In our complaints policy We only have 2 Stages of a complaint, and this can be evidenced in our record keeping to.
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	YES	Upon receipt of a complaint, our dedicated complaints officer will call the tenant (if they are happy to speak with them – which is checked) and clarify our understanding of their complaint either during this call or in writing too. We then issue an Acknowledgement letter and ask that they contact us, should his be incorrect. Each

			case is person centred though so, if a tenant does not feel that they are able to call us back after receiving letter or there may be an external postal delay as they do not have an email address, then we will ask if they would like us to call them back and arrange a date/time to do this, or sometimes we offer a face to face visit. It will entirely depend upon the tenants preferred method of communication/support needs and abilities.
4.6	A complaint investigation must be conducted in an impartial manner.	YES	We are able to remain impartial as the complaints we receive are regarding the service provided by our Managing Agents, who are separate companies to us and it is our job to oversee that they are providing the sufficient support and maintaining safe and comfortable property standards anyway.
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	YES	Our online records will reflect this during the investigation, and we have safe and secure systems in place to ensure that only relevant staff members can access the complaint information.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	YES	You can see this in all other relevant policies and this will be recorded in our complaint investigation paperwork.

			All of our tenants have support needs and have a support plan in place so we are always mindful of making this process as comfortable for our tenants as possible. Complaints staff are highly trained in the health and social care field.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	YES	This is evidenced in our complaint investigations paperwork and we record what their response is and factor this into our response.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	YES	In complaints policy and within all complaint correspondence to the tenant. We use the Housing Ombudsmen template letters to achieve this.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	YES	Within our complaints policy
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	YES	We have detailed record keeping for all complaints online. Every piece of relevant information/evidence etc is stored in an allocated file that commences as soon as the complaint is received.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	YES	We do not currently have this addressed in our complaints policy but this is due to be reviewed shortly.

			We do have a zero tolerance policy and an ASB policy and we do reference unacceptable behaviour in our TAs
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	YES	Expectations are managed verbally with the tenants on first point of contact with them/initial discussion about complaint. Where possible, we always try to call the tenant to discuss this and establish more facts. This is recorded in our complaints investigation records. We then follow up in our complaints responses and acknowledgement letters
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	YES	This is asked immediately when holding initial phone call and if unable to call, we ask this in an email, which we document and save. We then send an acknowledgement letter that explains what the outcome is that they are looking for and ask that they inform us if incorrect. This is evidence in our complaint investigation sheet
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	YES	In our complaints policy All of our tenants have a dedicated support worker that our MAs provide so they have access to someone for support as part of their TA with us.

4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	YES	We will discuss this where required and place in our complaint response
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	YES	We do not identify to the tenant however, the tenant will sometimes report to us who their complaint relates to.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	YES	We keep in contact with them as required and all contact is recorded in our complain investigation records.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	YES	We are currently working towards building an appropriate survey for our tenants however, we do follow up with a call/email to our tenants after our investigation has been completed to see how things are for them and if they are happy with the outcome.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	YES	In our complaints policy We also reflect upon a situation to find what went wrong and implement any changes to prevent from occurring again, this is recorded after every complaint in the investigation record.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	YES	We discuss they best way forward and explain to the tenant, the reason why their contact has been restricted. Including informing them how they can still contact us.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	YES	In complaints policy and in our records, we keep a note of the date that a complaint response is due and monitor that it is sent on time.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	YES	We will write to the tenant and explain what actions have been put in place to address the issue and how we will monitor the actions are completed. All recorded in our investigation records.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	YES	Issued in our responses to tenants and discussed verbally throughout including managing tenant expectations.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	YES	We use the Housing Ombudsman template letters for all of our responses.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	YES	We provide information in each response on how to escalate to next stage if they are not happy. We use the Housing Ombudsmans template letter for our responses.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	YES	We will respond with our understanding in either an email or in a Stage 2 acknowledgement letter after further communication with the tenant either written, verbal or both.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	YES	In our complaints policy
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	YES	In our complaints policy and response letters.
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	YES	In our complaints policy
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and	YES	In our complaint response letters as we use the Housing Ombudsmans template letters.

	<ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	YES	We have two stages of a complaint, we do not have a third as per our complaints policy.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	N/A	We do not have a third stage.

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	YES	We would not like to extend further past this point but this is in our complaints policy
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	YES	In our complaints policy and all response letters to our tenants.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	YES	In our investigation records, we have a set list of questions and one of them is if there have been any previous complaints that need to be considered.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	YES	We have included additional complaints within our stage 1 response, where appropriate and where it has not extended the timeframe. This can be found in our logs and responses.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	YES	In our complaints policy
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	YES	In our complaints policy and responses to tenant.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	We do not have a stage 3
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	We do not have a Stage 3

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	YES	In our complaint investigation records and tenant responses as we use the Housing ombudsman template letters.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	YES	Can be seen in our investigation records and responses issued. We use the Housing Ombudsman template letters.

6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	YES	Can be seen in our investigation records and responses issued. We use the Housing Ombudsman template letters.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	YES	Can be seen in our policy, investigation records and responses issued. We use the Housing Ombudsman template letters.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	YES	Can be seen in our investigation records and responses issued. We use the Housing Ombudsman template letters.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	YES	Can be seen in our investigation records and responses issued. We use the Housing Ombudsman template letters.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	YES	Complaints are reviewed on quarterly basis and reported back to our Board members for their scrutiny. Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints

			reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	YES	<p>We report to the Regulator of Social Housing on a yearly basis and our board members on a quarterly basis, we have a dedicated member of staff who does this.</p> <p>Can be seen in our board notes and records placed online on our website.</p> <p>Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.</p>
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be 	YES	<p>We complete all reports and place on our website on a yearly basis.</p> <p>We report to the Regulator of Social Housing on a yearly basis and our board members on a quarterly basis, we have a dedicated member of staff who does this.</p> <p>Can be seen in our board notes and records placed online on our website.</p>

	<p>tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</p>		<p>Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.</p>
7.5	<p>Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.</p>	YES	<p>We report to the Regulator of Social Housing on a yearly basis and our board members on a quarterly basis, we have a dedicated member of staff who does this.</p> <p>Can be seen in our board notes and records placed online on our website.</p> <p>Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.</p>
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	YES	<p>We work like this internally but we also work closely with Birmingham City Council Exempt Team and our Managing Agents to resolve complaints.</p> <p>We record where things have gone wrong in our reflection section in our investigation records.</p> <p>Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints</p>

			reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.
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Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	YES	We complete this in a yearly basis then place on our website. Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	YES	We complete this in a yearly basis then place on our website.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	YES	We complete this in a yearly basis then place on our website. We send annual reports to the Regulator of Social Housing Compliant reports as part of Operations reports reported regularly- have established a Tenant Engagement Committee who review complaints reporting and examine routes for tenant engagement and improvement of services based upon tenant needs.