

Self-Assessment Form – 2022/23

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	A copy of Stroud District Council’s corporate complaints policy is published on its website, and Tenant Services reference complaints on their own website page, which clearly outlines this definition. See: https://www.stroud.gov.uk/housing/council-tenants-and-leaseholders/our-customers-matter/compliments-and-complaints/complaints
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	The Council’s complaints policy advises that any resident of Stroud District, or their representative, who has been given appropriate consent by the resident, may make a complaint, and these will be handled in line with our complaints policy.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Our complaints policy explains that we will always aim to quickly resolve complaints as quickly and efficiently as possible, at first point of contact. However, repeated requests for the same service or information, or cases of ongoing dissatisfaction, will be logged as a complaint.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	All complaints will be accepted unless the matter being raised is not covered under the Council’s 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	Examples of areas where the complaints policy will not apply are set out within the policy. Information on how these types of complaints are dealt with under other procedures are outlined in the policy.
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	This is clearly stated in our Complaints Policy

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	The difference between a service request and a complaint is outlined in our complaints policy. Tenant Services have designed a leaflet entitled "Have you made a complaint?" which outlines the differences between the two. It is published on the Council's website.
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 review all customer feedback and contact customers who advise us of a service failure. A complaint can be raised through this process.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	A number of contact channels are provided to residents so they can make a complaint. These include through our website, a phone call, an email, a letter, in person, and via social media.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	This information is outlined in the both the Stage 1 and Stage 2 response letter templates.

<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>Our corporate complaints policy can be found on our website and is easily accessible – there is a search facility which enables residents to type in the word ‘complaint’.</p> <p>Tenant Services also has information relating to complaints on their own page on the website.</p>
<p>2.5</p>	<p>Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual’s needs.</p> <p>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.</p>	<p>Yes</p>	<p>Our corporate complaints policy includes a section on Equality and Diversity and we recognise that some residents may need support to make their complaint or would like someone to act on their behalf. We provide assistance with additional requirements such as Braille, large print copies, minicom facilities, physical access to buildings, and an interpretation service if appropriate.</p> <p>We are committed to giving an equal service to all residents and members of our community. We will monitor and review equality characteristics data voluntarily submitted by complainants. We will also monitor and ensure that any equality considerations raised within complaints are handled sensitively and supportively to make sure that our services are reaching all residents and are appropriate to their specific needs.</p>
<p>2.6</p>	<p>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.</p>	<p>Yes</p>	<p>A copy of our complaints policy, along with information on the complaints process, the Housing Ombudsman Scheme, and the Complaint Handling Code is published on our website.</p> <p>Tenant Services also has information relating to complaints on their own page on the website.</p> <p>We are currently exploring alternative ways to publicise the process and policy.</p>
<p>2.7</p>	<p>Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.</p>	<p>Yes</p>	<p>Complainants are advised that they can contact the Housing Ombudsman Service at any point during the complaints process for information and support and are provided with the relevant contact details.</p> <p>This can also be communicated via Keynotes and social media</p>

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	Complainants are advised of their right to access the Housing Ombudsman Service at any point during the complaints process. This is outlined in the both the Stage 1 and Stage 2 response letter templates.
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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.	Yes	Our Complaints policy clearly states that complaints can be received via social media with confidentiality and privacy maintained. Once the complaint is received, it is taken out of social media as a form of communication and managed as per our Complaints policy

Section 3 – Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Tenant Services have a team who manage their complaints process, and register, acknowledge and co-ordinate incoming complaints that relate to housing and contract services. The service also has a team of complaint handlers who are allocated complaints for investigation.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Complaint handlers are required to undertake regular training in relation to handling complaints. Complaints are allocated to complaint handlers on a rotational basis and any conflicts of interest are identified at this stage in the process.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <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	Training, monitoring, feedback and having a robust complaints procedure assists complaint handlers to be skilled, considerate and professional.

	<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 		<p>Our complaints procedure is clear about what a complainant can expect from the complaint handler, and this is supported by corporate Service Standards.</p> <p>Officers who are assigned complaints have access to staff at all levels and the autonomy to resolve complaints.</p>
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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	Complaints are acknowledged within 3 working days. Individual case files are set up, and evidence relating to the investigation is saved within these. Complainants receive a leaflet entitled “Have you made a complaint?” when the acknowledgement is sent, which outlines the complaints process and the difference between a service request and a complaint.
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	The acknowledgement will tell the complainant the name of the service manager investigating the complaint and the target date for response. The service manager will contact the complainant to discuss the nature of the complaint and what outcome the complainant is seeking.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Where resource allows, complaints are independently investigated by a service manager outside of the area of business associated with the complaint. No complaint is investigated or responded to by a member of staff whom the complaint has been made against, or who has a conflict of interest in the matter.

<p>4.7</p>	<p>The complaint handler must:</p> <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. 	<p>Yes</p>	<p>Service managers will decide, based on all the evidence and information presented, whether the facts of the case have been determined.</p> <p>No complaints are investigated or responded to by a member of staff about whom the complaint has been made, or who has a conflict of interest in the matter.</p> <p>All complaints received will be dealt with confidentially and in accordance with the requirements of the GDPR and Data Protection law.</p>
<p>4.11</p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>Yes</p>	<p>We recognise that some residents may need support to make their complaint or would like someone to act on their behalf. We will ensure that we address any additional requirements, e.g. Braille, large print copies, minicom facilities, physical access to buildings and an interpretation service if appropriate.</p> <p>Service managers will keep complainants up to date through the investigation process as appropriate.</p>
<p>4.12</p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	<p>Yes</p>	<p>Service managers will contact the complainant on receipt of their complaint in order to give them the opportunity to have their concerns heard. Staff who are subject of the complaint are interviewed and also given the opportunity to set out their position.</p>
<p>4.13</p>	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint.</p>	<p>Yes</p>	<p>The complaints policy states that we will be unlikely to investigate a particular matter after 12 months has elapsed, although there may be instances where exceptions need to be made and these will be considered by the relevant Head of Service. Complainants are advised in the response letters to Stage 1 complaints that if they remain dissatisfied, they can escalate their complaint to Stage 2 within 10 working days. For complaints at Stage 2 of the process, the response letter advises that the resident may approach a 'designated person' or wait 8 weeks to take the complaint directly to the Ombudsman if they remain dissatisfied.</p>

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	This is clearly set out in 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	All formal complaints and correspondence are logged on a central corporate complaints database. The Council are currently implementing a new system for logging complaints with the aim to provide improved functionality to improve the ability to interrogate data more effectively.
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	The Council has a policy on Unacceptable Behaviour by Complainants which is available on our website.

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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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	We recognise that some residents may need support to make their complaint or would like someone to act on their behalf, and we will ensure we address any additional requirements.
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 recognise that some residents might ask someone to act on their behalf, and we will ensure we address any additional requirements.
4.9	Communication with the resident should not generally identified individual members of staff or contractors.	Yes	We will generally only refer to job roles in our response letters, unless an officer has been specifically named in the complaint. In this case, the officer will be interviewed as part of the investigation. Where a complaint is about a council employee, the

			employee name will be redacted from any systems or databases.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Officers investigating complaints pledge to keep complainants updated throughout the investigation process and provide a response within the timescales. If this is not possible, we will keep the complainant informed of progress and let them know how long we think the investigation will take to conclude.
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	Upon closure of a complaint, a complaint handling satisfaction survey is sent to the complainant and feedback is included in quarterly and annual performance reports. *Check Regulator of Social Housing – expectation to introduce a set of tenant satisfaction measures for all landlords in 2023 as set out in white paper – including a measure for satisfaction with complaint handling via a perception survey method??
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	Learning outcomes and lessons learned are captured and discussed at team meetings. Refresher training is delivered where identified.
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice

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.	Partially	This is clearly stated within our Complaints policy, with live complaints tracked daily. Where Extensions are requested, residents are kept up to date. However, performance in this area is not fully complaint with action being taken against non-compliant complaint handlers

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.	Partially	This is clearly stated within our Complaints policy, with live complaints tracked daily to ensure complaint handlers are completed the complaint logger. Where complaints are not being closed, action is being taken against non-compliant complaint handlers
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	When dealing with any communication/enquiry/complaint, comprehensive responses are provided as per our usual service delivery practice. However, complainants can escalate to Stage 2 of our process if we have failed to address all points raised.
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	The HOS stage one letter template is used to cover all points listed.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 complain 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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.

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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.
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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence. However, performance in this area for 2022/23 is not where it should be.
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 <p>and</p> <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. 	Yes	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.

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.	n/a	We do not have a third stage in our Complaints policy/process.
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	n/a

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.
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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice

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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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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.	Partially	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence. However, agreement is not always reached or the complainant does not always respond.
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	This is clearly stated within our Complaints policy, with all communication recorded and reported on as evidence.

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	n/a
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	n/a

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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice
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	When dealing with any communication/enquiry/complaint in this area, residents expectations are managed as per our Compensation Policy

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	This is covered by any complaint learning outcomes
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	When dealing with any communication/enquiry/complaint, residents expectations are managed as per our usual service delivery practice, with legal advice sought from the council’s legal representative if needed

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	<p>Learning outcomes / lessons learned are reported back to teams on a regular basis.</p> <p>Feedback is given to the scrutiny group at regular meetings.</p> <p>We are providing more opportunities for resident involvement through the delivery of the Charter for Social Housing, improving on our continued commitment to build on resident involvement opportunities. We have held several tenant participation events and these are used to give and receive feedback on complaints.</p> <p>We will be liaising with the Youth Council to encourage feedback from younger residents.</p> <p>An Annual Report has not been produced since 2019 (due to CV-19); however, it has been reintroduced for 2022/23 and will be distributed at year end.</p> <p>Keynotes, the Council’s tenants’ newsletter, also includes complaints feedback, e.g. “you said, we did”, plus statistical data</p>

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>Quarterly and Annual Reports are submitted to Housing Committee for their approval.</p> <p>The Performance Monitors have direct management of this area.</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 	Yes	<p>Complaints data is uploaded to the Council’s performance monitoring system on a monthly basis.</p> <p>The Performance Monitors (elected Councillors) for Housing Committee are responsible for this area,</p>

	<p>complaint handling</p> <ul style="list-style-type: none"> 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 responsibilities should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 		<p>scrutinising and reporting on the data at Housing Committee meetings.</p> <p>The Strategic Director of Communities and Head of Housing also receive regular quarterly and annual reports detailing complaints data and they also feedback to Housing Committee.</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>This would be our usual practice. Managers also meet regularly to discuss complaints handling and learning outcomes. All staff are informed of learning outcomes at monthly operational meetings with training given when identified.</p>
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the needs 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>The Council's values and behaviours, and Service Delivery Plan support these objectives.</p>

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	Completed – October 2022
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	To be completed if restructure occurs

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	To be presented to Housing Committee for approval – March 2023
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