

## **Housing Ombudsman Complaints Self Assessment form completed December 2025**

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

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

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

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

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with.	<i>Saved on the encrypted cloud HMSTVfiles drive</i>
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make a complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with. This also applies to written complaints and those submitted by a third party.	<i>Saved on the encrypted cloud HMSTVfiles drive</i>

1.4	<p>Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.</p>	Yes	<p>Service requests are recorded under each property with the name of the resident, the date of the request and the action taken.</p>	<p><i>Repair requests are recorded in 'Maintenance Log' kept on each site. Other service requests are recorded in the corresponding house file -flat number.</i></p>
1.5	<p>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.</p>	Yes	<p>Service requests are dealt with by the Site Supervisor, in the first instance. Should the resident still complain then the Manager should be informed, and they will look into the case and seek to reach a resolution.</p>	
1.6	<p>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.</p>	Yes	<p>The Information for Residents handbook has details of how to complain about a service, and it is also published on our website.</p>	<p><i>Any future resident survey will contain details of how to complain.</i></p>

## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	We will log all complaints, as above.	
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	<p>This has been included in our updated Complaints procedure.</p>	

2.3	<p>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.</p>	Yes	<p>This discretion has been written into our updated Complaints Policy dated December 2025.</p>	
2.4	<p>If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.</p>	Yes	<p>This has been written into our updated Complaints Policy dated December 2025.</p>	
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>This has been written into our updated Complaints Policy dated December 2025.</p>	

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Residents can complain to any member of staff, specifically to the Site Supervisor or Manager. There will also be a Complaints form on our website and an outline of how to complain in the Information for Residents handbook, staff will also verbally direct residents if necessary with paper copies of forms and Policy available if required.	
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	Residents can complain to any member of staff, specifically to the Site Supervisor or Manager. There will also be a Complaints form on our website and an outline of how to complain in the Information for Residents handbook, staff will also verbally direct residents if necessary.	

3.3	<p>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.</p>	Yes	<p>We will monitor the level of complaints and also introduce an annual residents survey to gauge performance.</p>	<p><i>We are a small organisation, with 60 residents over two sites. We have 6 staff members and two volunteer Responsible Residents who have daily contact with residents and can address any issues in the very first instance.</i></p>
3.4	<p>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.</p>	Yes	<p>The full Complaints Policy is now on our website and available to all of our residents in their Information for Residents handbook. A paper copy is available from the office at each site.</p>	
3.5	<p>The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.</p>	Yes	<p>The full Complaints Policy is now on our website and available to all of our residents in their Information for Residents handbook. A paper copy is available from the office at each site.</p>	

3.6	<p>Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.</p>	Yes	<p>This has been written into our updated Complaints Policy, Section 6, dated December 2025 and in our short, how to complain form, online and a paper copy is available from the office at each site.</p>	
3.7	<p>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.</p>	Yes	<p>This has been written into our updated Complaints Policy, Section 6, dated December 2025 and in our short, how to complain form, online and a paper copy is available from the office at each site.</p>	

## Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	All complaints will be handled by the Manager as the nominated Complaints Officer.	<i>All complaints will be dealt with under our Complaints Policy.</i>
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	Noted	The Complaints Officer is the Manager who has access and authority to all staff, usually on daily basis during the working week and direct access to Trustees at all times.

4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaint handling is seen as a core service and must be resourced to handle complaints effectively	Yes	Training of staff and notifying residents how they can complain. Triannual review of complaints by the Staffing and Pastoral subcommittee and noted by the full board of Trustees at meetings via the Manager's Report.	
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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	We have a comprehensive Complaints Policy in place.	
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	We have a complaints procedure which we follow and an accessible short complaints form.	<i>We are a small organisation, with 60 residents over two sites. We have 6 staff members and two volunteer Responsible Residents who have daily contact with residents and can address any issues in the very first instance.</i>

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 simple two stage Complaints Policy.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	N/A	We have a simple two stage Complaints Policy.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	We have a simple two stage Complaints Policy.	
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	See Stage 1 of our Complaints Policy, we define a complaint and process of recording such.	

5.7	<p>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.</p>	Yes	<p>We will make this clear, verbally and in writing.</p>	
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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	<p>We will handle all complaints in a fair and objective manner.</p>	

5.9	<p>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.</p>	Yes	<p>We will keep residents informed, explaining the delay both verbally and confirmed in writing.</p>	
5.10	<p>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.</p>	Yes	<p>We will keep a record of reasonable adjustments we make, for example provision of an interpreter, Social Worker, family member, etc, we will confirm if any adjustments made are sufficient throughout the process.</p>	
5.11	<p>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.</p>	Yes	<p>This will be built into the code</p>	

5.12	<p>A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.</p>	Yes	<p>All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with. This also applies to written complaints and those submitted by a third party.</p>	
5.13	<p>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.</p>	Yes	<p>Appropriate remedies can be provided at either stage of the complaints process without the need for escalation.</p>	
5.14	<p>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.</p>	Yes	<p>Unacceptable behaviour is covered in our Admissions Policy, Our Anti-Social Behaviour Policy and noted in the Complaints Policy.</p>	

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	Unacceptable behaviour is covered in our Admissions Policy, Our Anti-Social Behaviour Policy and noted in the Complaints Policy.	
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## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Stage 1 Complaints Policy - All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with. The Complaint will be acknowledged within 5 days, reviewed and responded to within 10 working days of the complaint being acknowledged.	<i>The Excel database is encrypted. Where appropriate, personal names will be redacted from other records and communications.</i>

6.2	<p>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></p>	Yes	<p>Stage 1 Complaints Policy - All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with. The Complaint will be acknowledged within 5 days, reviewed and responded to within 10 working days of the complaint being acknowledged.</p>	
6.3	<p>Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.</p>	Yes	<p>Stage 1 Complaints Policy - All staff will be asked to make a note of any verbal complaints or dissatisfaction and report these to the Manager who will capture this on the Complaints Excel with the name of the resident, the date and the nature of the verbal complaint and how the complaint has been dealt with. The Complaint will be acknowledged within 5 days, reviewed and responded to within 10 working days of the complaint being acknowledged.</p>	

6.4	<p>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.</p>	Yes	<p>If an extension is needed, then the resident will be given an explanation with a clear timeframe; no longer than an additional 10 days.</p>	
6.5	<p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	Yes	<p>The contact details for the Ombudsman will be provided at that point. They are already provided in the Charity's Policy and Complaints Form.</p>	
6.6	<p>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.</p>	Yes	<p>A response to a complaint will be given as soon as the Charity is made aware of it, with any outstanding remedial actions required, monitored by the Manager with regular updates given to the resident.</p>	

6.7	<p>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.</p>	Yes	<p>All points will be addressed in response to the complaint in a clear way, with references to other Policies if required.</p>	
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6.8	<p>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.</p>	Yes	<p>If any additional related complaints are raised during Stage 1 and prior to a response being issued, they will be incorporated. Unrelated issues will be logged as a new complaint and the stage 1 procedure will start again.</p>	
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ol style="list-style-type: none"> <li>the complaint stage;</li> <li>the complaint definition;</li> <li>the decision on the complaint;</li> <li>the reasons for any decisions made;</li> <li>the details of any remedy offered to put things right;</li> <li>details of any outstanding actions; and</li> <li>details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ol>	Yes	<p>Please see the Charity's Complaints Policy and Procedures, section 7.8 (a-g) which is followed when responding to a stage 1 complaint in clear and plain language.</p>	

## Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Please see the Charity's Complaints Policy and Procedures, section 8, which details Stage 2 of the complaints procedure.	
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	Please see the Charity's Complaints Policy and Procedures, section 8.3 which details the actions that will be taken by the nominated Appeals Officer.	
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	Please see the Charity's Complaints Policy and Procedures, section 8.2. The Appeals Officer will, as part of their investigation make reasonable efforts to establish why the resident remains unhappy.	

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	We have a nominated Complaints Officer, the Manager and nominated Appeals Officer, the Chair of the Trustees, whose details are set out in the Charity's Complaints Policy.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Please see the Charity's Complaints Policy and Procedures, section 8.5 which details the Appeals Officer has to respond to a Stage 2 complaint and what actions will be taken if any delay should require extending these timeframes. The resident is also given the contact details of the Ombudsman.	
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	Please see the Charity's Complaints Policy and Procedures, section 8.5 which details the Appeals Officer has to respond to a Stage 2 complaint and what actions will be taken if any delay should require extending these timeframes. The resident is also given the contact details of the Ombudsman.	

6.16	<p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	Yes	<p>Please see the Charity's Complaints Policy and Procedures, section 8.5 which details the Appeals Officer has to respond to a Stage 2 complaint and what actions will be taken if any delay should require extending these timeframes. The resident is also given the contact details of the Ombudsman.</p>	
6.17	<p>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.</p>	Yes	<p>A response to a Stage 2 complaint will be given as soon as known, with any outstanding remedial actions required, monitored by the Appeals Officer and Manager, with regular updates given to the resident.</p>	
6.18	<p>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.</p>	Yes	<p>All points will be addressed in response to the Stage 2 complaint in a clear way, with references to other Policies as required.</p>	

6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <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	<p>Please see the Charity's Complaints Policy and Procedures, section 8.7(a-f), which details the actions that will be taken by the nominated Appeals Officer when responding to a Stage 2 complaint.</p>	
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>The decision of the Appeals Officer is final as set out in the Charity's Complaints Policy and Procedure 8.7 (g).</p>	

## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <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>	Yes	<p>We will comply with this as set out in the Charity's Complaints Policy and Procedure, section 9.</p>	
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>We will comply with this as set out in the Charity's Complaints Policy and Procedure, section 9.2.</p>	

7.3	<p>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.</p>	Yes	<p>We will comply with this as set out in the Charity's Complaints Policy and Procedure, section 9.3.</p>	
7.4	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	Yes	<p>We will comply with this as set out in the Charity's Complaints Policy and Procedure, section 9.4.</p>	

## Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements;</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	In progress	<p>We will comply with this as set out in the Charity's Complaints Policy and Procedure, section 11.</p>	

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The report will go to the Staffing and Pastoral Subcommittee followed by the full Board who will issue a response. Both the report and response will be published on the Charity's website.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We would do so.	No such restructuring or merger is anticipated at present
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We would do so.	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code.	Yes	We would do so.	

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

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	We would do so.	
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	We would do so. We have a standing item on the Staffing and Pastoral Subcommittee agenda to discuss and evaluate any complaints.	
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	We would do so.	

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 Manager.	
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	Chair of the Board.	
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	Deputy Chair of the Board.	

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Yes	Via the Staffing and Pastoral Subcommittee.	
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9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	We will implement this.	<p><i>We are a small organisation, with 60 residents over two sites. We have 1 part time Manager, 1 part-time Finance Assistant, 2 Site Supervisors, 2 Domestics and 2 volunteer Responsible Residents. We have daily contact with residents and can address any issues in the very first instance as and when they arise.</i></p>
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