Appendix A: Self-assessment form

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: *'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.'*	Yes	Complaints Policy	We have included the definition verbatim within our Complaints Policy. We also ensure that the definition of a complaint is used when responding to and acknowledging a complaint.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Staff training	Staff are trained to ensure any person expressing dissatisfaction with our service is reminded of their right to complain. If someone does want to make a complaint, a copy of our Complaints Policy is sent to them.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	As per our Complaints Policy,	We elaborate on this stating "If you are approaching us for a service for the first time, (e.g. reporting a fault, requesting an appointment etc.) then this policy does not apply. You should first give us a chance to respond to your request. If you make

				a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below and log a formal complaint.”
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints Policy Repairs and Maintenance Policy Tenancy Agreement	We have duties as landlords which we take very seriously. We need to act and respond in accordance with our Complaints Policy, Repairs and Maintenance Policy, the tenant’s tenancy agreement, statutory law as well as anti-social behaviour policy, hoarding etc. Therefore, our duties in these areas do not stop when a complaint is ongoing. We still have a duty regardless of the complaint. In our Complaints Policy, we also state, “If possible, we believe it is best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with your Housing Officer. He or she will try to resolve it for you there and then. If there are any lessons to learn from

				addressing your concern then your Housing Officer will draw them to our attention. If the Housing Officer cannot help, they will explain why and you can then ask for a formal investigation.”
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaints Policy	In accompanying cover letters (in easy read) provided to tenants, we ensure they understand their rights to raise a complaint. A copy of our policy (also in easy read) is sent and explained during new tenant inductions. All staff are trained to ensure that they highlight a tenants’ right to complain.

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 have never rejected a complaint.	If it is felt that it would be right to not accept a complaint, the details and reasoning and justification will be documented.

2.2	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: 1.1 The issue giving rise to the complaint occurred over twelve months ago. 1.2 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. 1.3 Matters that have previously been considered under the complaints policy.	Yes		This is written and explained within our Complaints Policy. We state there may be very exceptional circumstances where it would be appropriate for Lets for Life to not accept a complaint. If this happens then the tenant will be told with full details of why. Each complaint will be fully considered within its own merits. Examples of where it would be appropriate for Lets for Life to not accept a complaint are: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. If they disagree with our decision, then they still have the right to contact the Housing Ombudsman using the details in the section titles ‘Ombudsman’ also provided within the policy.

2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Each complaint is taken seriously and assessed within its own merits of what the best and most suitable course of action would be.	If there are lessons which could be learnt, despite the time frame, we would definitely look into this and action as best as we can.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	This is within our Complaints policy.	This is within our Complaints policy and we will also remind the complainant of their right to contact the Housing Ombudsman, should they be unhappy with any decision we've made and justification given to why we would not accept the complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy	Each complaint will be fully considered within its own merits. This is written within our Complaints Policy and this is what was stated within the training to our staff.

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	Easy Read policy Housing Officer Website Letter Phone Email	We consider the Equality Act within any policy we create with an Equality Impact Assessment and ensure that reasonable adjustments are followed to allow anyone with a protected characteristic to not be wrongfully discriminated.
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	Training	Training and ongoing refresher training provided to all staff
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	We only have received 1 complaint in the past 12 months. But we only have 156 tenants	
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This	Yes	We have a copy of our Complaints Policy available in Easy Read and it is provided at	

	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.		the tenant's induction, which is followed up by our Housing Officers – who are specially trained in working with people with disabilities and autism.	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Included in our Complaints Policy, We comply with the Housing Ombudsman's Complaint Handling Code and annually self-assess our compliance to it and publish the results on our website alongside this Complaints Policy.	
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	"What if I need help" section of our Complaints policy covers this and provides details should a tenant prefer to have a representative handle the complaint on their behalf	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	In policy and will be included in acknowledgement and outcome letters	

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	Continual Training for all staff members regardless of their position in the charity. We are only a small team. Line Managers are further trained in investigating and responding the complaints.	
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	We are a small team and line managers in each area of the business are responsible for handling complaints within their department. If there is a conflict with that manager handling that complaint, then it will be investigated and dealt with by the COO, CFO or CEO.	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to	Yes	This is included within our training. We have an open culture where we recognise continual growth and development by learning from mistakes. We don't have a blame culture. We are a small team and support each	

	handle complaints effectively		other by problem solving and talking openly.	

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 our Complaints Policy which covers everything as stated by the Complaints Handling Code as set out by the Housing Ombudsman.	
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	Only adopt stages recommended within the Complaints Handling Code – Stage 1 and Stage 2	
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	Only adopt stages recommended within the Complaints Handling Code – we only have Stage 1 and Stage 2	
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	Yes	Only adopt stages recommended within the Complaints Handling Code	

	Code. Residents must not be expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	We do not use 3rd parties but if we do, it will be as per our policy and the Complaints Handling Code	
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	Policy and responses with include the definition of Complaint	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Included in policy for set format of response	
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of	Yes	This is covered in detail within our Complaints Policy and from the 1 complaint we received, this was evidenced that it was adhered to.	

	interest; and d. consider all relevant information and evidence carefully.			
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Should a complaint take longer than the stated allocated time to investigate, our Policy states we need to write to the complainant to let them know with an explanation of why it is taking longer.	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	As per Equality policy. We store details on our Management System which is regularly reviewed and updated.	
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	As per policy. We have never refused to escalate a complaint but if we did, we would ensure it complies with Section 2 of the Code.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all	Yes	Log system Complaints outcomes also monitored and recorded for Board Meetings, Annual Report and	

	correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		Tenant Satisfaction Measures along with Service Improvement Reports	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
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	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	

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	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy. The complaint we received was compliant with this.	
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our	

	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.		Complaints Policy. The complaint we received required a report completing by a 3rd party contractor which took longer than the set timescales. Constant communication by email was provided to the complainant to keep them updated regarding the investigation.	
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy. If it takes longer, we will write to you to let you know. In the outcome, we will provide you with: • a) the complaint stage; • b) the complaint definition; • c) the decision on the complaint; • d) the reasons for any decisions made; • e) the details of any remedy offered to put things right; • f) details of any outstanding actions; and • g) details of how to	

			escalate the matter to the Housing Ombudsman if you remain unsatisfied.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.9	Landlords must confirm the following in writing to the resident at the completion	Yes	We follow the guidance provided by the Complaints Handling Code	

	of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.		and this is reflected within our Complaints Policy. There is evidence that this was correctly followed with the complaint we received	

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	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy. We never received any Stage 2 complaints.	
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	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.12	Residents must not be required to	Yes	We follow the guidance provided	

	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.		by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
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	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	

	actioned promptly with appropriate updates provided to the resident.			
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	We follow the guidance provided by the Complaints Handling Code and this is reflected within our Complaints Policy.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	As per policy, Stage 2 complaints will be escalated to Senior Leadership Team member or CEO	

Section 7: Putting things right

Code	Code requirement	Comply:	Evidence	Commentary / explanation

provision		Yes / No		
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	We follow the guidance provided by the Complaints Handling Code and also state cover this within our Complaints Policy. All staff were also provided with training regarding dealing with Complaints to ensure correct remedy actions and timelines are followed.	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	We follow the guidance provided by the Complaints Handling Code and also state in our Policy, “If we didn’t provide a service you should have had, we’ll aim to provide it now if that’s possible. If we didn’t do something well, we’ll aim to put it right. If you have lost out as a result of a mistake on our part we’ll try to put you back in the position you would have	

			been in if we'd got it right. If you had to pay for a service yourself, when you should have had one from us, or if you were entitled to funding you did not receive we will usually aim to make good what you have lost."	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Yes, we detail this in our policy and training provided to our staff in ensuring clear communication, deadlines and expectations are met. The complaint we received offered a remedy which was accepted by the Complainant and followed through and actions as set out in the full response.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We follow the guidance provided by the Complaints Handling Code and also state in our Policy, "If we didn't provide a service you should have had, we'll aim to provide it now if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part we'll try to put you back in the position you would have been in if we'd got it right.	

			If you had to pay for a service yourself, when you should have had one from us, or if you were entitled to funding you did not receive we will usually aim to make good what you have lost.”	

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Log system Complaints outcomes also monitored and recorded for Board Meetings, Annual Report and Tenant Satisfaction Measures along with Service Improvement Reports. It is a set agenda item within the monthly operational meetings.	

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Log system Complaints outcomes also monitored and recorded for Board Meetings, Annual Report and Tenant Satisfaction Measures along with Service Improvement Reports Published on website also.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Not currently applicable	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not currently applicable	
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	Not currently applicable	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Service Improvement Report Operation Management Meetings	
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	Training for all complaint handling staff Code of Conduct	
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	Log system Complaints outcomes also monitored and recorded for Board Meetings, Annual Report and Tenant Satisfaction Measures along with Service Improvement Reports Published on website also	
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	Managers Escalated to Directors/CEO/Board	

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	CEO	
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	MRC works alongside CEO who completes NROSH	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance	Yes	Log system Complaints outcomes also monitored and recorded for Board Meetings, Annual Report and Tenant Satisfaction Measures along with Service Improvement Reports Published on website also	

	and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Service Level Agreements	