

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: <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	<u>Housing Management Complaints Policy - Section 2</u>	RBKC policy adopts the Code definition of a complaint <i>"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."</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 complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	<u>Housing Management Complaints Policy - Section 4.</u>	RBKC Housing Management Complaints Policy clearly states that residents do not need to explicitly use the term "complaint" for their concerns to be treated as such. Additionally, our policy states that a complaint that is submitted via a third party or representative will be handled in line with the complaints policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<u>Housing Management Complaints Policy</u> - Section 2 and 4	As a responsible landlord, our officers are trained to recognize the difference between a service request and a complaint. We also set this out in our complaints policy.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	<u>Housing Management Complaints Policy</u> - Section 4	Residents are informed that, while their service requests are being logged, they have the option to raise a complaint at any time. Throughout the process, we periodically remind them of this option, and the relevant information is provided.
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	Yes		Recognising the importance of proactive complaints handling we conduct complaint satisfaction surveys following the complaint process. All teams and services across the council are encouraged to include a

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	details of how residents can complain.			link to the complaints process in all types of surveys that go out to residents.

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	Housing Management Complaints Policy - Section 4	Complaints are accepted unless a fair and valid exclusion applies. Each matter is assessed on the individual facts, and the reason for any decision not to accept the complaint is recorded.
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	Yes	Housing Management Complaints Policy - Section 4	In line with the complaints handling code, we have set out the circumstances under which a matter will not be considered as a complaint or escalated within our Complaints Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			
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	Housing Management Complaints Policy - Section 4	Complaints made within 12 months of the issue, or of the resident becoming aware of it, are accepted unless another exclusion applies.
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	Housing Management Complaints Policy - Section 4	The reasons for not accepting a complaint are clearly written in our complaints policy. Where a complaint is not accepted, the resident receives a written explanation of the decision and the reasons, together with details of their right to ask the Housing Ombudsman to review the application of the exclusion.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Housing Management Complaints Policy - Section 4	Blanket exclusions are not applied. The circumstances, available evidence, resident needs and fairness of applying an exclusion are considered in each case. We encourage that in each complaint; the circumstances are considered individually and with curiosity. Any considered exclusion must be brought to the managers attention. This approach is also reviewed and monitored during informal daily discussion, team development meetings and 1:1s.

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	Housing Management Complaints Policy - Section 4	Residents can complain online, by email, telephone, post or through a member of staff. Accessibility needs and reasonable adjustments are considered in line with the Equality Act 2010. On our website, we provide guidance to residents on several ways to contact the council when making a complaint.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Housing Management Complaints Policy - Section 4	Residents may raise dissatisfaction in any form and with any member of staff. Staff are expected to recognise a potential complaint and pass the details promptly to the Housing Management Complaints and Customer Experience Team.
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	Annual Complaints Report	Complaint volumes are treated as service intelligence, not as a negative measure in isolation. Trends are reviewed alongside accessibility, outcomes, timeliness and resident feedback.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Housing Management Complaints Policy	RBKC housing management complaints policy is published online and explains the two-stage process, what residents can expect at each stage, and the relevant acknowledgement and response timescales.
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	Housing Management Complaints Policy - Section 5	The policy and related communications publicise the complaints process and provide information about the Housing Ombudsman Service and the Complaint Handling Code.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				Acknowledgement and response templates include the required information and are built into iCasework.
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	Housing Management Complaints Policy - Section 4	The policy clearly stated in our complaints policy that residents may authorise a representative to act on their behalf and may be represented or accompanied at meetings. Appropriate consent and information-sharing arrangements are recorded.
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	Housing Management Complaints Policy - Section 6	At both Stage 1 and Stage 2 the written responses to residents, include contact information for the Housing Ombudsman. This is included in our complaints policy.

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	Yes		A dedicated team is responsible for complaint handling, liaison with the Housing Ombudsman and reporting complaint performance, outcomes and learning through the Council's governance arrangements.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	role may be in addition to other duties.			
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		Complaint handlers can obtain information and action from staff at all levels.
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 handle complaints effectively	Yes		Relevant staff receive training, guidance and quality assurance feedback, and complaint learning is used to improve practice and service delivery. Additionally, our officers across the council departments are encouraged to consult the customer experience team for guidance on matters of resident dissatisfaction.

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	<u>Housing Management Complaints Policy</u>	Housing Management operates one policy for complaints covered by the Code. Residents are not disadvantaged or treated

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				differently because they have complained.
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		Our policy clearly sets out a single, two stage complaints process with no indication of any extra named stages. If it is possible for an early and local resolution, the complaint will be logged, acknowledged and defined as a stage 1 complaint within the Code timescales. Any "resolved" closure confirmation is treated as the stage 1 response and includes the complaint definition, decision, reasons, remedy/corrective action, any outstanding actions and Stage 2 escalation rights.
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	<u>Housing Management Complaints Policy</u> - Section 6	The complaints process has two stages only. Stage 2 is the Council's final response before referral to the Housing Ombudsman.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	<u>Housing Management Complaints Policy</u> – Section 5	Complaints involving contractors are handled within the Council's two-stage complaints process. The Council retains responsibility for the complaint response and outcome.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		The Council retains responsibility for Code compliance where a contractor is involved. Relevant services obtain evidence and actions from contractors while the Council owns the complaint response and outcome.
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		At both stages, the acknowledgement records the Council's understanding of the complaint and the outcomes sought. Officers contact the resident where clarification is needed.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		Complaint acknowledgements confirm which matters the Council is responsible for and explain or signpost any issues outside its remit.
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 interest; and d. consider all relevant information and evidence carefully.	Yes	<u>Housing Management Complaints Policy</u>	We consider each case on its merits, remain independent and open-minded, give the resident an opportunity to explain their position, address conflicts of interest and review relevant evidence. Customer experience officers ensure that all complaints receive unbiased oversight from the onset.
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		Where a response falls outside the code's timescales, the customer experience officer discusses and records suitable update intervals with the resident and

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				confirms the revised timescale in writing.
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	<u>Housing Management Complaints Policy</u> - Section 2	In accordance with the Ombudsman's guidance on vulnerability, we consider reasonable adjustments for complainants with a specific vulnerability and/or disability. These adjustments, and the associated vulnerability / disability that gave rise to it, are recorded on our main records system and are subject to periodic review by our neighborhoods and health & safety Teams. We update our systems whenever new information comes to our attention regarding a resident's specific disability / vulnerability to help us consider any reasonable adjustments and how best to meet the needs of the resident.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<u>Housing Management Complaints Policy</u> - Section 5	Escalation is not refused without a valid, case-specific reason consistent with the Code's exclusions. Any refusal is explained in writing and includes Ombudsman signposting.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes		A complete auditable record is maintained for each complaint, including receipt date, complaint definition, evidence, correspondence, decisions, remedies, outcomes and supporting documents.
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	<u>Compensation and Reimbursement Policy</u>	Customer experience officers can recommend and agree proportionate remedies at either stage. A resident does not need to escalate solely to obtain an appropriate remedy.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from	Yes	<u>Housing Management Complaints Policy</u> - Section 14	Restrictions are used only when evidenced and necessary. The reason,

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			scope and duration are communicated, recorded and reviewed regularly.
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	<u>Housing Management Complaints Policy- Section 14</u>	Any contact restriction is tailored to the behaviour, proportionate to the circumstances and considered alongside equality duties and agreed reasonable adjustments. We consider the provisions outlined in the Equality Act 2010, our Equality Duty, and the protected characteristics of the resident.

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 are triaged for complexity, urgency, vulnerability and risk. Straightforward issues are resolved promptly where possible; cases requiring fuller investigation are allocated accordingly
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	Housing Management Complaints Policy- Section 5	We aim to acknowledge, define and log Stage 1 complaints within five working days of receipt. Timeliness is monitored through case records and corporate performance reporting.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Housing Management Complaints Policy- Section 5	Stage 1 responses are issued within 10 working days of acknowledgement. Timeliness is monitored through case records and performance reporting.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the	Yes	Housing Management Complaints Policy- Section 5	Any extension is considered with reference to complexity, explained to the resident and confirmed with

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			a revised response date. Extensions do not exceed 10 working days without good reason.
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		Stage 1 and Stage 2 extension notifications include Housing Ombudsman contact details.
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		The substantive response is issued when the answer is known and is not delayed until every action is complete.
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	Housing Management Complaints Policy	The response addresses every element of the agreed complaint definition, explains the findings and gives clear reasons, with reference to policy, law or good practice where relevant.
6.8	Where residents raise additional complaints during the investigation,	Yes		In our complaint acknowledgement to the resident, they are advised

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			that if there is any further evidence or information they want to provide, they should submit it. This will be considered as part of the stage 1 complaint investigation. Unrelated or post-response matters are recorded as a new complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion 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.	Yes		Stage 1 responses state the stage, complaint definition, decision, reasons, remedy, outstanding actions and how to request Stage 2, using clear and plain language.

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	Housing Management Complaints Policy - Section 5	Where the resident remains dissatisfied with all or part of the Stage 1 outcome, the complaint progresses to Stage 2. Stage 2 is the Council's final response.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes		Stage 2 requests are acknowledged, defined and logged within five working days of receipt. Timeliness is monitored through case records and performance reporting.
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	Housing Management Complaints Policy - Section 5	Residents are not required to give reasons before escalation is accepted. Officers make reasonable efforts during the Stage 2 review to understand the remaining dissatisfaction and desired outcome.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes		Stage 1 and Stage 2 allocation records are available on our dedicated recording system, iCasework. Stage 2 are considered by an officer who did not investigate or determine the complaint at Stage 1 and are

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				signed off by the assistant director of housing management.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	<u>Housing Management Complaints Policy - Section 5</u>	Stage 2 responses are issued within 20 working days of acknowledgement. Where an extension is required, the resident is given the reason and revised response date.
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	<u>Housing Management Complaints Policy - Section 5</u>	Any extension is based on complexity, explained to the resident and confirmed with a revised response date. Extensions do not exceed 20 working days without good reason, and all decisions are recorded on iCasework.
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	<u>Housing Management Complaints Policy - Section 6</u>	Stage 2 extension notifications include Housing Ombudsman contact details.
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	Yes		The final response is issued when the answer is known. Outstanding actions do not delay the decision and continue to

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	must still be tracked and actioned promptly with appropriate updates provided to the resident.			be tracked, completed and communicated.
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	Housing Management Complaints Policy - Section 2	Stage 2 responses address all points in the complaint definition and give clear reasons for decisions, with reference to relevant policy, law or good practice where appropriate.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: • 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 Ombudsman Service if the individual remains dissatisfied.	Yes		Stage 2 responses state the stage, complaint definition, decision, reasons, remedy and outstanding actions, and explain how the resident can refer the matter to the Housing Ombudsman.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes		At the stage 2 level, the final response is provided by a Head of Service. This is following a multi-disciplinary meeting to focus on the complaint collectively and with the support of an experienced, senior customer experience officer.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Yes	Housing Management Complaints Policy - Section 2 Compensation and Reimbursement Policy	Where fault is identified, the response acknowledges this and sets out the action or remedy needed to put things right, including financial redress where appropriate.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	- Providing a financial remedy - Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Housing Management Complaints Policy Compensation and Reimbursement Policy	Remedies are proportionate to the identified fault and the actual impact on the resident, including distress, inconvenience, time and trouble, and evidenced financial loss where relevant.
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		The remedy states what will happen, who is responsible and by when. Proposed remedies are then monitored until completion by the relevant service area.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Housing Ombudsman Remedies Guidance	Officers take account of the Housing Ombudsman's published remedies guidance when assessing appropriate redress and recording the reasons for the remedy offered.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service	Yes	Annual Report	The Annual Complaints Report includes complaint performance,

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	improvement report for scrutiny and challenge, which must include: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements - 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 - any findings of non-compliance with this Code by the Ombudsman - the service improvements made as a result of the learning from complaints - any annual report about the landlord's performance from the Ombudsman - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord		Housing and Communities Select Committee Leadership Team	refused complaint types, Ombudsman findings, service improvements, relevant Ombudsman publications, and the completed self-assessment for scrutiny and challenge.
8.2	The annual complaints performance and service improvement report	Yes		The annual complaint report is presented through the Council's

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		Housing and Communities Select Committee Leadership Team	agreed governance route. Following approval, the report, self-assessment and governing body response are published together on the complaints section of the website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		We are committed to conducting a new self-assessment following significant restructuring, mergers, and/or changes in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		The self-assessment will be reviewed and updated where requested following an Ombudsman investigation, with any resulting actions tracked through the appropriate governance route.
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		Where exceptional circumstances prevent compliance, the Council informs the Ombudsman and affected residents, publishes the position and sets out a clear timescale and actions for returning to compliance.

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		Complaint reviews consider whether the issue indicates a wider process, policy, communication or service weakness. Identified improvements are assigned, tracked and reviewed beyond the individual remedy.
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		Complaints are used as intelligence to identify recurring issues and inform changes to service delivery, guidance, training and quality assurance.
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	Annual Complaints Report Housing and Communities Select Committee Leadership Team	Wider lessons, actions and completed improvements are reported to residents, staff, senior managers and relevant committees to support accountability and transparency.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or	Yes		A suitably senior lead has accountability for complaint handling and oversight of themes,

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.			trends, systemic issues and service improvement actions.
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		A Member Responsible for Complaints is appointed within the Council's governance arrangements to champion a positive complaint-handling culture and support governing-body oversight.
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		The MRC receives suitable information and can engage with relevant staff to scrutinise performance, test assurance and report findings to the governing body.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance	Yes		The MRC and governing body receive regular complaint performance, trend, Ombudsman and annual improvement reporting through the Council's governance arrangements.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	- regular reviews of issues and trends arising from complaint handling - regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings - annual complaints performance and service improvement report			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: - 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; and - act within the professional standards for engaging with	Yes		Relevant employees and third parties are expected to work collaboratively, take collective responsibility for resolving failures and follow applicable professional standards when handling and responding to complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaints as set by any relevant professional body.			