

# Swindon BC Housing Ombudsman – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually. Evidence should be included to support all statements with additional commentary as necessary. Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

<b>Section 1 - Definition of a Complaint</b>	<b>Section 2 - Accessibility and Awareness</b>	<b>Section 3 - Complaint handling personnel</b>	<b>Section 4 - Complaint handling principles</b>
<b>Section 5 - Complaint stages</b>	<b>Section 6 - Putting things right</b>	<b>Section 7 - Continuous learning and improvement</b>	<b>Section 8 - Self assessment and compliance</b>

## Section 1 - Definition of a Complaint

### Mandatory 'Must' Requirements

Code section	Code requirement	Comply: Yes/No	Comments	Action
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."	Yes	For the purpose of housing tenancy complaints, a complaint is defined as: an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.	N/A
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	This is clearly set out within the Customer Feedback Policy	N/A
1.6	...if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes		N/A
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes		N/A
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	SBC Customer Feedback Policy - Areas that are excluded from this policy:- There are some exclusions that apply when submitting a complaint, which relate to statutory, legal limitations and include the following: - Requests for services are not classified as complaints (e.g. I want to report that a street light is not working) - Complaints about non-council services, organisations or individuals, such as noise disturbance complaints or food hygiene complaints. Please use the council's Report an Issue function to report these types of issues. - Appeals, which are dealt with as part of the standard appeals process (e.g. decisions about Policy Planning, Housing, Council Tax, Benefits etc.) - Issues which are, or could be, the subject of court or tribunal proceedings, or which are likely to be put in the hands of the Council's insurers - Complaints concerning a disagreement about, or refusal to accept, a lawful discretion that the Council is applying	N/A
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	This is sent for every rejection/refusal...Rejections:  Requests for service where a new case has been raised:  Thank you for contacting us with this enquiry. Please note that the content of this complaint does not meet the Council's policy criteria for a formal complaint, on the basis that it is a request for service from our *** team. The team will arrange for the issue to be resolved under the new reference ***. For details of exclusions to our complaints process, please see our Customer Feedback and Complaints Handling Policy.  Requests for service where the issue has already been dealt with:  Thank you for contacting us with this enquiry. Please note that the content of this complaint does not meet the Council's policy criteria for a formal complaint, on the basis that it is a request for service from our *** team. The team have contacted you regarding this issue already and have explained that this case will not be accepted. For details of exclusions to our complaints process, please see our Customer Feedback and Complaints Handling Policy.	N/A

### Best Practice 'Should' Requirements

Code section	Code requirement	Comply: Yes/No	Comments	Action
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	SBC - Is it a complaint, or a service request? Service requests and complaints are different. A service request is contact from a customer that brings a matter to the Council's attention for the first time, and requests a service offered by the Council. For example, reporting a missed bin collection or telling us about a noise nuisance. For information about how to raise a service request please visit our website <a href="http://www.swindon.gov.uk">www.swindon.gov.uk</a> . A complaint is where the customer expresses dissatisfaction about the standard of a service, actions, or lack of actions by the Council and/or its staff. Service area will reject a complaint if it gets raised incorrectly, it gets refused and raised as request for service with the template above.	N/A
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	All survey feedback is sent to relevant officer to respond, action regarding wording in surveys will be completed by end of October.	The following wording to be included on all satisfaction surveys to go out to tenants, including the new Tenant Satisfaction Measures: "If, after completing this survey, you would like to make a complaint about the service you have received, please contact us: Online: <a href="mailto:Complaints and feedback   Swindon Borough Council">Complaints and feedback   Swindon Borough Council</a> Call us: 01793 445500 By post: Customer Services Swindon Borough Council Civic Office Euclid Street Swindon SN1 2JH To read our customer feedback and complaints handling policy please visit: <a href="https://www.swindon.gov.uk/downloads/file/6402/customer-feedback_and_complaints_handling_policy">https://www.swindon.gov.uk/downloads/file/6402/customer-feedback_and_complaints_handling_policy</a>

## Section 2 - Accessibility and awareness

### Mandatory 'Must' Requirements

Code section	Code requirement	Comply: Yes/No	Comments	Action
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	SBC - You can raise a complaint via the following channels: Online via the Council's website - <a href="http://www.swindon.gov.uk">www.swindon.gov.uk</a> Email - <a href="mailto:customerservices@swindon.gov.uk">customerservices@swindon.gov.uk</a> Phone - 01793 445500 Post - Customer Services Reception Wat Tyler House Princes Street Swindon SN1 2JG	N/A
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	<u><a href="#">Complaints and Feedback</a></u>	N/A
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	<u><a href="#">Complaints and Feedback</a></u>	N/A
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	SBC - Who to contact if you need further assistance We fully appreciate and understand that some people may need advice and support from an independent advocate to make their complaint, to escalate an ongoing issue, or to understand our procedures and outcomes. We also understand that additional support may be required for people who are vulnerable, or have communication difficulties due to finding it difficult to express their views, or where English is not their first language. If you should experience any issues when trying to make a complaint, or require any further assistance or adjustments, please contact our Customer Services team, who will be able provide you with the necessary help, advice and support you need.  Equality and diversity statement Swindon Borough Council is committed to ensuring that we treat all our service users respectfully and fairly with regard to the protected characteristics of age, disability, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.	N/A
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Information on complaints policy and process is sent out regularly in Tenant Focus newsletter, posters and Facebook posts. Regular bullet points in Tenant Focus on how to make a complaint. Evidence of this is collected.	N/A
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents	Yes	HO details are included in quarterly complaints reports to tenants. Also included in Stage 1 and Stage 2 letters	N/A
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	No	Advice on HO has been included into Stage 1 letters.	N/A

Best Practice 'Should' Requirements

Code section	Code requirement	Comply: Yes/No	Action
2.2	Where a landlord has set up channels to communicate Action - we need to show we do this and collect evidence with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Action - demonstrate how officers are doing this and collect evidence. Monitor and report on comments/complaints through Facebook - evidence gathered through the Facebook meetings.  Use this info in quarterly reports to tenants

Section 3 - Complaint handling personnel

Mandatory 'Must' Requirements

Code section	Code requirement	Comply: Yes/No	Action
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complainants receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer"	Yes	Customer Services Team – Link Officer Head of Housing Business Development – Complaints Officer  N/A
3.2	The complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Training on complaints is provided. Refresher training to be undertaken and training records kept. Staff have within the last 6 months attended a HCIN complaints course. Further training requirement has been identified as part of recent Complaints Review  Refresher training and training records

Best Practice 'Should' Requirements

Code section	Code requirement	Comply: Yes/No	Action
3.3	Complaint handlers should: <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	As at 3.2  Refresher training and training records

Section 4 - Complaint handling principles

Mandatory 'Must' Requirements

Code section	Code requirement	Comply: Yes/No	Action
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within 5 days of receipt	Yes	Complaints are acknowledged within 3 working days of receipt. Staff are reminded in staff newsletter to seek agreement from resident when resolving a complaint and to evidence the agreement.  N/A
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both	Yes	Yes, understanding of the complaint is set out in acknowledgment letter as well as outcomes. Templates used but adapted to each case/stage.  N/A
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	A sample of complaints is reviewed monthly by Housing Officers and tenants from Tenant Scrutiny Panel and impartiality is considered.  N/A
4.7	The complaint handler must: <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	Reminders given to staff in training / staff newsletter  Further refresher training will pick this up
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	N/A
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	Staff are requested to check with resident before closing the complaint  N/A
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	SBC - If you are unhappy or dissatisfied with the outcome to your stage 1 complaint, and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within 25 working days following your stage 1 response. This can be done via the contact details in your stage 1 response or by contacting Customer Services.  N/A
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	We don't unreasonably refuse complaints and reasons are given in in letter templates.  N/A
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	This is evidenced within Customer Services database (JADU)  N/A
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Customer Behaviour Policy  N/A

Best Practice 'Should' Requirements

Code section	Code requirement	Comply: Yes/No	Action
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	As part of staff training  N/A
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	As part of staff training  N/A
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Residents can have a representative as long as permission from resident is received  N/A
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties. <ul style="list-style-type: none"> <li>• Communication with the resident should not generally identify individual members of staff or contractors.</li> <li>• Landlords should keep residents regularly updated about the progress of the investigation.</li> <li>• Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.</li> <li>• Landlords should recognise the impact that being complained about can have on future service delivery.</li> </ul>	Yes	As part of staff training  N/A
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Only when this is applicable  N/A
4.1	Landlords should keep residents regularly updated about the progress of the investigation	Yes	Discussed at monthly complaint review meetings  N/A
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	No	This will be one of the new Tenant Satisfaction Measures collected from April 2023  Tenant Satisfaction Survey will be sent to all tenants Oct 2023
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Staff Training, Staff supervision meetings  N/A
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Restrictions are implemented on a case by case basis. The Policy states that restrictions will be appropriate, proportionate and tailored to deal with the individuals circumstances.  N/A

Section 5 - Complaint stages

Mandatory 'Must' Requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Action
5.1	Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Monitored by monthly reports and reported to tenants quarterly .  N/A
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident	Yes	N/A

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate	Yes	Quality of responses to residents reviewed at monthly meetings	N/A
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</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</li> <li>details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	Template letters recently reviewed and cover these points	N/A

**Stage 2**

Code section	Code requirement	Comply: Yes/No		Action
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes		N/A
5.1	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes		N/A
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	All complaints start at Stage 1 and then escalated to Stage 2	N/A
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Stage 2 are considered by more senior officer	N/A
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Monitored and reported to tenants	N/A
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <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</li> <li>and</li> <li>if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	Template letter recently reviewed and covers all of this content	N/A

**Stage 3**

Code section	Code requirement	Comply: Yes/No		Action
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Stage 3 has been removed from policy	N/A
5.2	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <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</li> <li>details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A		N/A

**Best Practice 'Should' Requirements**

**Stage 1**

Code section	Code requirement	Comply: Yes/No		Action
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes		Reminder to staff/ staff refresher training
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes		Reminder to staff /refresher training
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes		N/A
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	A new complaint is logged if subject matter is different from the original stage one.	N/A

**Stage 2**

Code section	Code requirement	Comply: Yes/No		Action
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes		Reminder to staff/ staff refresher training
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	No		Reminder to staff /refresher training

**Stage 3**

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

**Section 6 - Putting things right**

**Mandatory 'Must' Requirements**

Code section	Code requirement	Comply: Yes/No		Action
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Reviewed by complaints group monthly	N/A
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Compensation Policy	N/A
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Compensation Policy	N/A
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Compensation Policy allows for this.	N/A

**Best Practice 'Should' Requirements**

Code section	Code requirement	Comply: Yes/No		Action
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Trends and lessons learned picked up and acted on at Complaints Review group	N/A
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes		N/A

**Mandatory 'Must' Requirements**

Code section	Code requirement	Comply: Yes/No	Action
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Lessons learned and trends are published in Annual report and quarterly tenant newsletters. Timetable to be used for reporting to Cabinet Member, residents, staff and tenant scrutiny panel

**Best Practice 'Should' Requirements**

Code section	Code requirement	Comply: Yes/No	Action
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Director of Housing and Cabinet Member receive quarterly reports via Tenant Newsletter and Housing QAPB (Director) N/A
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling.</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> </ul> Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.	Yes	Housing QAPB receives monthly reports on complaints Housing Cabinet Member - to receive annual complaints summary 2 x new meetings to be set up to review quality, trends, performance.
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Lessons learned from Complaints Review group are included in Housing Service Plan and policies/procedures reviewed. Summary report to meetings as at 7.4 N/A
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	No	Review training on complaint handling that includes values and behaviours.

**Section 8 - Self-assessment and compliance**

**Mandatory 'Must' Requirements**

Code section	Code requirement	Comply: Yes/No	Action
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Completed October 2023 N/A
8.2	Landlords must also carry out a self-assessment following a significant restructuring and/or change in procedures.	Yes	Completed Feb 2023 N/A
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	Housing Cabinet Member and SBC website - to be completed by end Nov 23