

Housing Ombudsman 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	Complaints policy	This definition is included in section 4 of our policy.
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	Complaints policy	Covered in sections 1, 3, 4 and 6 of our policy. Complaints training conducted with staff has reiterated that the word 'complaint' does not have to be used for the tenant to make a complaint. Additional training sessions are ongoing.
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	Yes	Complaints policy	Covered in section 6 of our policy. Additional training sessions are planned for March 2024 and will be ongoing. The recording, monitoring and review of service requests

	recorded, monitored and reviewed regularly.			are being reviewed, and processes will be updated.
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	<p>Covered in section 6 of our policy.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>
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	Repairs Satisfaction and TSM Survey	<p>Repairs Tenants Satisfaction Surveys feedback is responded to, and tenants are made aware of how to make a complaint.</p> <p>All expressions of dissatisfaction made in the TSM survey was followed up and an action taken for individuals and a wider plan is developed and agreed with the tenants and communications committee.</p>

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints policy	Covered in section 8 of our policy. Additional training sessions are planned for May 2024 and will be ongoing.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • 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. 	Yes	Complaints policy	Covered in section 8 of our policy.

	<ul style="list-style-type: none"> 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	Complaints policy	Covered in section 8 of our policy.
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	Complaints policy and letters	<p>Covered in section 8 of our policy.</p> <p>If a complaint is not accepted, a response letter is provided with an explanation as to why and with details for the ombudsman.</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints policy	<p>Covered in section 8 of our policy.</p> <p>Additional training sessions are planned for May 2024 and will be ongoing.</p>

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints policy	<p>Covered in sections 6 and 13 of our policy, tenants can make a complaint via:</p> <ul style="list-style-type: none"> Website Letter Email Phone Social media In person <p>Policy, easy read and leaflet available on our website. Policy can be made in other formats, such as braille, when required.</p> <p>Reasonable adjustments policy sets out how we will adjust normal approaches and practices to meet individual tenants' needs.</p> <p>Additional training sessions are planned for May 2024 and will be ongoing.</p>

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	Complaints policy	Covered in section 6 of our policy. Staff training has been conducted, additional training sessions are planned for May 2024 and will be ongoing.
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		Staff training has been conducted, additional training sessions are planned for March 2024 and will be ongoing.
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	Complaints policy	Covered in section 7 of our policy. Policy and procedure are accessible on our website. Compliments, Concerns and Complaints - Wirral Methodist Housing Association
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	Complaints policy	Covered in sections 1, 2 and 7 of our policy. Policy and information about the Ombudsman and Code are available on our website.
3.6	Landlords must give residents the opportunity to have a representative	Yes	Complaints policy	Covered in section 6 of our policy.

	deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.			
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	Complaints policy and letters.	Covered in section 7 of our policy and our complaints 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	Policy	<p>Covered in section 15 of our policy.</p> <p>The Head of Housing is responsible for complaints handling, and is the Communications and Tenant Engagement Lead. There is also complaints lead in our front of house team.</p> <p>Staff training has been conducted, additional training sessions are planned for March 2024 and will be ongoing.</p>
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		<p>The complaints officer has access to staff at all levels and authority and autonomy to act to resolve disputes promptly and fairly.</p> <p>Staff training has been conducted, additional</p>

				training sessions are planned for May 2024 and will be ongoing.
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		Staff training has been conducted, and additional training sessions are planned for March 2024 and will be ongoing. Ongoing training ensures complaint handlers have the skills and are kept up to date with changes in relevant policy and best practices.

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	Complaints policy and equality and diversity policy	Single complaints policy and tenants are treated fairly and not discriminated against if they complain.
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	Yes	Complaints policy	We have a 2 stage process which is clearly defined in our policy and procedure.

	complaint') as this causes unnecessary confusion.			
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	Complaints policy	As above
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	Complaints policy	Covered in section 15 of our policy. Additional training sessions are planned for March 2024 and will be ongoing
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints policy	As above.
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	Complaints policy and letters	Covered in section 7 of our policy and complaints letters.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they	Yes	Complaints policy	Covered in section 7 of our complaints policy.

	are, and are not, responsible for and clarify any areas where this is not clear.			
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> 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	Complaints policy	<p>Covered in section 7 of our complaints policy.</p> <p>Additional training sessions are planned for May 2024 and will be ongoing.</p>
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	Complaints policy and letters	<p>Covered in section 7 of our complaints policy.</p> <p>This is evidenced in letters and through agreed communication methods and online meetings.</p> <p>Due to lack of training, resources and a backlog of complaints, communication has not always been consistent and extension letters have sometimes not been sent.</p>

				Additional training sessions are planned for March 2024 and will be ongoing to improve this.
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	Complaints policy	<p>Covered in section 13 of our complaints policy.</p> <p>The majority of our complaints are received from support providers on tenants' behalf or tenants who have their support providers attend any meetings and discussions regarding the complaint. If reasonable adjustments are requested, then we make any necessary adjustments. However, they have not been recorded.</p> <p>Our reasonable adjustment policy sets out how we will adjust normal approaches and practices to meet individual tenants' needs.</p> <p>Reasonable adjustments are not currently recorded and reviewed. This is currently under review and</p>

				<p>will be completed by 1st April 2024.</p> <p>Training sessions are planned for March 2024 and will be ongoing.</p>
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	Complaints policy	Covered in section 8 of our complaints policy. Unless one of these reasons apply, do not refuse complaints escalations.
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	Complaints case management system.	<p>Captured in our complaints system.</p> <p>There has been occasions where we haven't received all the correspondence from the person investigating the complaint to record this in the system.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing to improve this.</p>
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints	Yes	Complaints policy and procedure and compensation and remedies policy.	Compensation and remedies policy part of the complaints policy in the

	process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			redress section.
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	Complaints policy and unreasonable behaviour policy	Covered in section 5 of our policy. Unreasonable behaviour policy is currently being developed and will be completed before 1 st June 2024.
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	As above	As above

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	Yes	Complaints policy and procedure.	Additional training sessions are planned for March 2024 and will be ongoing.

	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.			
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	Complaints policy and letters	Covered in section 7 of our policy and evidenced in our letters.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints policy and letters	Covered in section 7 of our policy and evidenced in our letters.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints policy and letters	Covered in section 7 of our policy and evidenced in our letters.
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	Complaints policy and letters	Covered in section 7 of our policy and evidenced in our letters.

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	Complaints policy and letters	<p>Covered in section 7 of our policy and evidenced in our letters.</p> <p>We are developing a separate process to monitor any agreed actions following the complaint response being issued. These will be monitored through to the conclusion and not closed until any agreed actions have been met. This is due before 1st April 2024.</p>
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	Complaints policy and letters	<p>Covered in section 7 of our policy and evidenced in our letters.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>
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	Yes	Complaints policy	<p>Covered in section 7 of our policy.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>

	investigated or it would unreasonably delay the response, the new issues must be logged 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: <ul style="list-style-type: none"> 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	Complaints letters.	Evidenced in our letters.

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	Complaints policy and letters	Covered in section 7 of our complaints policy and evidenced in our letters.

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	Complaints policy and letters	Covered in section 7 of our complaints policy and evidenced in our letters.
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		Tenants do not need to explain their reasons for escalating a complaint.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints policy	Covered in section 7 of our policy.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints policy	Covered in section 7 of our 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	Complaints policy and letters	Covered in section 7 of our policy and evidenced in our letters.
6.16	When an organisation informs a resident about an extension to these	Yes	Complaints extension letters	Evidenced in our letters.

	timescales, they must be provided with the contact details of the Ombudsman.			
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 actioned promptly with appropriate updates provided to the resident.	Yes	Complaints policy and letters	<p>Covered in section 7 of our policy and evidenced in our letters.</p> <p>We are developing a separate process to monitor any agreed actions following the complaint response being issued. These will be monitored through to the conclusion and not closed until any agreed actions have been met. This is due before 1st April 2024.</p>
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	Complaints policy	Covered in section 7 of our policy and evidenced in our letters.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> 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; 	Yes	Complaints letters	Evidenced in our letters.

	<p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints policy.	Additional training sessions are planned for March 2024 and will be ongoing.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • 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; 	Yes	Complaints policy and letters	<p>Covered in section 7 of our policy and our response letters.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>

	<ul style="list-style-type: none"> Amending a record or adding a correction or addendum; 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	Complaints policy and compensation and remedies policy.	<p>Covered in section 10 of our complaints policy.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p> <p>Compensation and remedies policy is currently being developed and will be completed before 1st April 2024.</p>
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	Compensation and remedies policy and letters.	<p>Response letter covers remedies.</p> <p>Compensation and remedies policy is currently being developed and will be completed before 1st April 2024.</p> <p>Training sessions are planned for March 2024 and will be ongoing.</p>

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		Training sessions are planned for March 2024 and will be ongoing.
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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: <ul style="list-style-type: none"> 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 	No	Complaints policy and self-assessment.	<p>Covered in section 11 of our policy.</p> <p>We have not previously completed an annual complaints performance and service improvement report.</p> <p>From April 2024, complaints performance and service improvement reports will be presented to the board quarterly as part of the performance reporting and complaints data is to be discussed at Executive level each month.</p> <p>Our annual complaints performance and service improvement report and the</p>

	f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.			board's response will be shared with tenants and their representatives in our quarterly Tenants Advisory Group 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	Complaints policy	First report to be published April 2025. Data collection from April 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Self-assessment	A reorganisation of the repairs and maintenance service and assets team has been undertaken during quarters 1 and 2 (23-24). The complaints self-assessment has taken this into consideration.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We will review and update our self-assessment if this happens.
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	Yes		We will inform the ombudsman and provide information to tenants who may be affected and publish this on our website if this happens.

	must provide a timescale for returning to compliance with the Code.			
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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	Complaints policy	<p>Covered in section 11 of our complaints policy.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p> <p>From 1st April monthly Executive reviews of complaints, process and learnings.</p>
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 policy	As above
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	Complaints policy	<p>Covered in section 11 of our complaints policy.</p> <p>We publish complaints information in our newsletter and tenants' annual report, but we need to include more on learning and service improvements</p>

				<p>from complaints.</p> <p>Further analysis for learning and improvements is being undertaken.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>
9.4	<p>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.</p>	Yes	Complaints policy	<p>Covered in section 11 of our complaints policy.</p> <p>Trends and themes have been identified by our complaints officer and shared with the maintenance team and housing team.</p> <p>This is done manually as we do not have a CRM or automation highlighting themes and trends.</p> <p>This is being reviewed, and a process is being developed to report on themes and trends.</p> <p>Training sessions are planned for March 2024 and will be ongoing.</p>

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		<p>This needs to be raised at Board level and a decision made on who has lead responsibility.</p> <p>By 1st April an MRC will be in place.</p>
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		<p>As above.</p> <p>The MRC will receive monthly information on complaints that provides insights into our complaints handling performance.</p> <p>Performance reports includes complaints data.</p>
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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 	Yes	Complaints policy	<p>Covered in section 11 of our complaints policy.</p> <p>The tenants and communication committee receives quarterly complaints reports, however they lack sufficient detail.</p> <p>The board reports for complaints are being</p>

	<p>progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			<p>reviewed and from 1st April 2024, will provide more information, including: volume, categories and outcomes of complaints, complaints handling performance and an annual complaints performance and service improvement report. Regular reviews of issues and trends arising from complaint handling and regular updates on the outcomes of any ombudsman investigations and progress made.</p>
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	Complaints policy principles	<p>Covered in our key principles in section 5 of our policy. These objectives are in place for complaints handling staff.</p> <p>Additional training sessions are planned for March 2024 and will be ongoing.</p>

