

Appendix B – 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.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	In our Complaint Procedure which is published on our website We have a link to our Complaint Policy & Procedure in our complaint responses sent via email We will provide customers with a paper copy on request.
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	We work to the HOS definition and do not expect a customer to use the word ‘complaint’. We accept complaints from a third party which are handled, as we handle complaints direct from a customer. We always obtain permission from the customer to deal with a third party.
1.6	Chasers on a service request, such as a missed appointment, can often be resolved ‘there and then’ with an apology and the provision of another appointment and may not need to enter the complaints system. However, if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint	Yes	When colleagues join our Customer Contact team, they complete an intensive training programme which includes the importance of recognising complaints. We always consider raising complaints in line with our Complaints Policy.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	We will always accept a complaint except for exclusions set out in our Complaint Policy in line with the Housing Ombudsman Service

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	Our Complaint Policy sets out details of when we will not consider the matter as a complaint.
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	Our Complaint Policy states this is the action we will take.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We recognise the different between a service request and a complaint about the service received.
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	At present when recovering negative feedback, we will always raise a complaint if the customer requests it. We are working on including how to make a complaint in our transactional customer journey surveys. This work is in progress.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Complaints can be raised by various channels set out in our Complaint Policy and Procedure.
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	Our Complaint Policy and Procedure are accessible on our website, or we can provide a printed version on request. Our Complaint Procedure details our two-stage process and timeframes for responding.
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	We have a website page advising customers how to make a complaint. On this page, we have a link to our Complaint Policy, Procedure, Housing Ombudsman Service website and the Complaint Handling Code.
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	In our related 'policies and documents' section in our Complaint Policy, we refer to the Equality Act 2010. In our Complaint Procedure, we state we will review complaints and make reasonable adjustments. Our complaint handlers are trained to deal with such requests.
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	We publicise our Complaint Policy, Procedure, and the Complaint Handling Code on our website. We provide a link to our Complaint Policy and Procedure in our Stage 1 responses. Our Stage 1 response advises customers of their right to contact the Housing

			Ombudsman Service for impartial advice. In our online newsletter, we will include a regular article on complaints.
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2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As 2.6 above.
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.	Yes	Our Stage 1 response advises customers of their right to contact the Housing Ombudsman Service for impartial advice. Our website advises customers of their right to contact the Housing Ombudsman Service for impartial advice.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate 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	Our Complaint Policy and Procedure include information on complaints via social media.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints 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	Our Customer Contact Team Leader manages the Stage 1 complaint handling team, our Resolution team. This person ensures complaints are dealt with in line with our Complaint Policy and Procedure. Our Customer Contact Team Leader also ensures Stage 2 complaint handlers deal with complaints in line with our Complaint Policy and Procedure. Our governing body receive KPI information which includes complaint volumes and categories. We will provide our governing body a copy of our quarterly Customer Experience Committee report on complaints and

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	<p>Our Resolution team are empowered to make decisions to resolve complaints. Grand Union colleagues have been made aware of the need to provide information promptly to our Resolution team and Stage 2 complaint handlers.</p> <p>Our Resolution team receive customer care training to ensure they can deal with distressed and upset customers.</p>

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>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 five days of receipt.</p>	Yes	<p>We welcome complaints and will not obstruct access to our complaints process. We will not accept a complaint which is detailed in our Complaint Policy and Procedure as an exclusion.</p> <p>Our aim is to verbally acknowledge and issue a written acknowledgement (preferably via email) within one working day but certainly within five days as set out in the Complaint Handling Code.</p>

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 parties.	Yes	Our approach is to speak to our customer wherever possible before issuing a written acknowledgement (preferably via email) to gain a full understanding of the complaint and the outcome our customer is seeking. All information is recorded on our housing management system under the complaint record.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Our complaint handlers are trained to review complaints from the customer perspective
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	<p>All complaints are handled on their own merit. Our complaint handlers complete a full investigation and document this on our housing management system.</p> <p>We collaborate with teams across the business to gather facts and make decisions based on those facts.</p>
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	<p>We agree with the customer their preferred method of communication and specific times for contact.</p> <p>We communicate with our customer (preferably over the telephone), the complaint and its progress.</p>
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	We always gather information from both parties.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	<p>This is covered in our Complaint Procedure which we publish alongside our Complaint Policy</p> <p>Our Stage 1 response includes a timescale to request escalation.</p>

4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Our Complaint Policy sets out reasons for not escalating a complaint. The reasons are the same as not accepting a complaint.
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	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.		
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	On our housing management system, we record all conversations and communication with our customer, departments within our organisation and any other relevant information. All documentation is stored on SharePoint.
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	We have an Unreasonable Customer Behaviour Policy which is published on our website. This policy is currently under review.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	When a complaint is raised, we contact our customer (preferably, via telephone) and are transparent and honest in relation to what is unreasonable or unrealistic.
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	Our aim is to resolve complaints at Stage 1 of our process wherever possible and ensure agreed actions are completed.
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	We accept complaints from a third party at the request of our customer. This is set out in Complaint Procedure.
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.	Yes	We are very clear in relation when legal obligations are involved.

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	It is not our practice to identify members of staff or contractors. If the customer specifically mentions a name, we will then refer to that person if appropriate.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We have a collaborative approach to our complaint handling which involves regular contact with the customer in line with what has been agreed with them.
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.	Yes	Once a complaint has been resolved, an automated survey is sent via SMS or email to gain feedback on how the complaint was handled. There will be very few occasions when we suppress this as it isn't appropriate.
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	We highlight to colleagues the importance of complaints and how they help us to improve services.
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	Our Complaint and Unreasonable Customer Behaviour Policy lists the Equality Act 2010 as a related 'policy or document'. Our Unreasonable Customer Behaviour Policy is currently under review.

Section 5 - Complaint stages

Mandatory 'must' requirements

Code section Stage 1	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> 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	Our aim is to resolve within 10 working days. Where this is not possible, we seek agreement from the customer to continue at Stage 1 for a further 10 days. Whenever an extension is agreed, we confirm this in writing (preferably via email) to our customer.
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.	Yes	We close the complaint (unless the customer insists it remains open) when resolution has been achieved

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	Our complaint handlers are required to cover all aspects of the complaint to include reference to any relevant policies, agreements, law etc.
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"> • the complaint stage • 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 stage two if the resident is not satisfied with the answer 	Yes	Our complaint handlers use a 'template' which has sections they must complete (with free text) which will ensure all required elements are covered.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Our Complaint Procedure includes writing to a customer if escalation to Stage 2 is declined and the right to approach the Housing Ombudsman Service.
5.10	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	Our process requires the Stage 2 complaint handler to contact the customer within two working days of the escalation to discuss and gain full understanding of the issues and outcome the customer is seeking. In our escalation letter, we provide the customer with details of who will be making contact.
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	We will not escalate prior to the Stage 1 response being issued. We will only escalate at the request of the customer.

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Our Stage 2 complaint handler is a Director of Service or their delegated member of staff. The delegated person will never be a Stage 1 complaint handler.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> 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	Our aim is to resolve within 20 working days. Where this is not possible, we seek agreement from the customer to continue at Stage 2 for a further 10 days. Whenever an extension is agreed, we confirm this in writing (preferably via email) with our customer.
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"> • 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 and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	Our complaint handlers use a 'template' which has sections they must complete which will ensure all required elements are covered. We do not have a third stage in our complaint process.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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.	N/A	Our complaint procedure consists of two stages.

5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> • 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 Housing Ombudsman Service if the resident remains dissatisfied 	N/A	Our complaint procedure consists of two stages.
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Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We always seek permission to keep at Stage 1 from the initial 10 days.
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	Our Complaint Procedure states we must give the customer the right to contact the Housing Ombudsman Service for advice.
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	We always do a full review of the complaint so will pick up if it is a recurring issue.
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	We do add in matters for customers before the Stage 1 is issued and would raise a new complaint if Stage 1 has already been sent.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We always seek permission to keep at Stage 2 from the initial timeframe.
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	Yes	Our Complaint Procedure states we must give the customer the right to contact the Housing Ombudsman Service for advice.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 <u>within 20 working days</u> 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	Our complaint procedure consists of two stages.
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	Our complaint procedure consists of two stages.

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	All our responses acknowledge 'what has gone wrong' and sets out our actions taken or proposed to put matters right.
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	We ensure we are transparent and honest in relation to what we can and cannot do.
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	All our responses include next steps, and timeframes for next steps. Our complaint handlers monitor completion of promised actions and contact the customer to ensure matters are resolved.
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	When handling complaints, we always consider if compensation is due. Compensation awards are made in accordance with our Compensation Procedure

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Our Continuous Improvement and Insight teams review complaints and negative transactional survey feedback to identify opportunities for service improvement. We are reviewing our approach to identifying trends and pushing forward change.
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	When necessary, we do seek legal advice

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Learning and improvements from complaints will be reported in our annual report. Our Customer Experience Committee have been assigned the responsibility to ensure we have a positive complaint handling culture. We report to our Customer Experience Committee on a quarterly basis and this report will be shared with our Board. We will have a regular article in our newsletter and information on our website to demonstrate learning and improvements.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We have appointed our Customer Experience Committee responsibility to support a positive complaint handling culture.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The 	Yes	We will share complaint reporting with our Customer Experience Committee and they will ensure Board receive relevant papers.

	<p>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.</p>		
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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	We review for themes and trends to identify issues and risks. Our Continuous Improvement and Insight teams are reviewing our approach to identifying trends and pushing forward change.
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"> • 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 • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	All colleagues who are complaint handlers adopt a collaborative approach with teams across the business and will the customer. As part of our approach, we look to identify service improvement opportunities and take responsibility for shortfalls.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	An annual review of our self-assessment is completed by our Customer Contact Manager.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This will happen in the event of significant restructure or change in procedure.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> • 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 • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	Our self-assessment is published on our website. Our Governance team will ensure this is included in our annual report. Our self-assessment will be shared with our Customer Experience Committee and Board