

Self-assessment form

Warrington Housing Association (WHA) confirms it is compliant with the Housing Ombudsman new code introduced in April 2024. Our self-assessment highlights our compliance and includes links (where possible) to the evidence.

The full complaints policy is available on our website, but extracts have been linked within the assessment below to different parts of the policy for ease for the reader.

Commentary/explanation is only provided where further clarification may be required. Further information can be found on our complaints page including our performance and service improvement plan.

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> Handled in line with the landlord’s complaints policy.	Yes	· Complaints Policy · Extracts Complaints Policy 2025- Section 5.pdf · Complaints Staff Training	The Complaints Policy at section 5 sets out what constitutes a complaint which reflects the HO definition.

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	· Extracts Complaints Policy 2025- Section 5.pdf	
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	· Extracts Complaints Policy 2025- Section 5.pdf	A service request or enquiry is defined in the Complaints Policy section 5 paragraph 2
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	· Extracts Complaints Policy 2025- Section 5.pdf · Complaints Procedure	All contacts are recorded and actioned within our housing management system. Complaints are captured in our case management system. The service request would continue to be actioned irrespective of any complaint being raised.

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	· Newsletter (Jan 2025) · Newsletter (Sept 2025) · Customer Satisfaction Survey	Where a satisfaction survey is conducted, we will capture any feedback and take follow up action through outbound calls. We will, through this process, give the opportunity for the customer to raise a formal complaint.
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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 – Section 7	WHA aim to resolve all cases of dissatisfaction and would take all circumstances into account before refusing to accept a complaint. We would discuss the reasons with the customer and ensure this is reported to the MRC outlining our reasons.

2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: · The issue giving rise to the complaint occurred over twelve months ago. · Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. · Matters that have previously been considered under the complaints policy.	Yes	· Complaints Policy – Section 7 · Staff Complaints Training	Exclusions are outlined in section 7 of the policy including the requirement to inform the tenant of their right to contact the Housing Ombudsman
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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 – Section 7	Exclusions are outlined in section 7 of the policy including the requirement to inform the tenant of their right to contact the Housing Ombudsman. Where a complaint is outside the time limit, we would give due consideration to any extenuating circumstances before making a decision.
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 – Section 7	Exclusions are outlined in section 7 of the policy including the requirement to inform the tenant of their right to contact the Housing Ombudsman

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	· Complaints Policy – Section 7	All complaints are assessed based on their individual circumstances. We are clear and transparent about any matters that fall outside the scope of the complaints policy
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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	Yes	· Complaints Policy – Section 8 · Complaints procedure · SOCIAL MEDIA COMPLAINTS.jpeg · Newsletter (Jan 25) · Newsletter (Sept 25)	We welcome complaints through all available channels – including in person, in writing, by telephone, digitally (such as email and social media), and during visits to our offices. This approach is set out in our Complaints Policy.

	adjustments or residents who may need to access the complaints process.		· Tenancy Agreement (see 5.7.5) · Complaints, Comments & Questions Warrington Housing Association	Our complaints process ensures the investigating officer considers any vulnerability and would adjust our approach to meet the needs of the customer.
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 – Section 8 · Staff Complaints Training	All colleagues have attended complaints training and it is included as part of the induction of new staff.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	· Complaints Policy · Staff Complaints Training · Complaints procedure	Customers are actively encouraged to raise their concerns, a message clearly communicated through the website, social media and on notices in communal areas

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 – Section 9 · Staff Complaints Training · Customer Complaints Poster	
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 – Section 8	Complaints are welcomed through all available channels, including face-to-face, in writing, digitally (such as via social media), by telephone, and in person to the office or to any member of staff that may be out in the community.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	· Complaints Policy – Section 6 · Annual Tenancy Visit Form · January Newsletter – Advocate	Annual Tenancy Visits are great examples where customers can discuss issues with staff and raise complaint, concerns or compliments. During all annual tenant visits we ask if the tenant would like to nominate a representative.

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 – Section 12 · Complaints acknowledgement letter · WHA Website Complaints response letter	
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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	· Customer Experience Manager role profile	The Customer Experience Manager is responsible for the management of the complaints process.

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	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	· Complaints Policy · Complaints Policy – Section 9 · Complaints Procedure	WHA operates a 2 stage process
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 – Section 9	WHA operates a 2 stage process

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	Not applicable · Complaints Policy	WHA does not use a 3rd party to respond to complaints. Where a complaint is about a contractor, WHA investigate and respond in. In line with our Complaints Policy
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Not applicable	Not applicable as WHA do not use a 3 rd party to handle complaints.
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 – Section 9 · Complaints Response Letter	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of	Yes	· Complaints Policy – Section 9	Where an aspect of a complaint is not the responsibility of WHA, the investigating officer will

	the complaint they are, and are not, responsible for and clarify any areas where this is not clear.		· Complaints Response Letter	amend the response letter to make this clear.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	· Complaints Acknowledgement Letter · Complaints response Letter · Stage 2 acknowledgement letter · Stage 2 response letter	All information is collected at the point of making a complaint enabling the customer to set out their position; complaint handlers are senior managers who have received training and have a clear understanding of the complaints policy, the HO Code and the values of WHA. Complaints are reviewed collectively at Senior Management Team to assess outcomes and learning. Any perceived conflicts of interest are considered and appropriate action taken, for example, an alternative investigating officer may be appointed.
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 extension letter · Complaints Policy – Section 9	

5.1	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	· Equality Impact Assessment recommendations · Complaints Procedure · Complaints Policy – Section 13	
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 – Section 7	
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 residents,	Yes	· Complaints Policy –Section 14	Our Housing Management System – Case manager is used to record any complaints and their outcomes. This includes all correspondence

	correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		· Extracts Complaints Policy 2025 – Section 15.pdf	from the customer and the responses sent from us.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	· Extracts Complaints Policy 2025– Section 10.pdf	
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 – Section 12 · Unreasonable Behaviour Policy	The Policy has been developed in conjunction with Members of the Community Housing Partnership (CHP)

5.15	Any restrictions placed on contact due to unacceptable behavior must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	· Complaints Policy – Section 12	
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Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	· Complaints Policy – Section 9 · Complaints procedure	We have added a check within our complaints process to assess if there is a vulnerability to assess the most appropriate way to respond and where we need to seek an early resolution. Where there is a risk to the customer the complaint would be escalated for immediate action.

6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received.</u>	Yes	· Complaints Policy – Section 9	
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 – Section 9	
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 – Section 9	
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 – Section 9	

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 – Section 9	· The Investigating officer closes the complaint and adds any specific actions agreed to the outcome. These are added to a tracking tool, which records all actions arising which are monitored to ensure completion in a timely manner.
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 response Letter – Stage 1 · Complaints response letter – Stage 2	· The Investigating officer amends the standard templates to address each point and our reasons for the decision

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	· Complaints Policy – Section 9	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right;	Yes	· Complaints Policy – Section 9 · Complaints Response Letter	As covered in the complaints Policy WHA follows a 2-stage process when it comes to complaints. Stage 1 and Stage 2 provide contact details and

	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.		Letter	advise complainants of their right to approach the Housing Ombudsman Service
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	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 – Section 9	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	· Complaints Policy – Section 9 · Complaints Procedure	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration.	Yes	· Complaints Policy – Section 9	

6.12	Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	· Complaints Procedure · Website	
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 – Section 9	A Head of Service investigates stage 1 and a Director will investigate a stage 2 complaint. At no time would the same Officer respond to both stages of a complaint.
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 – Section 9	
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 – Section 9 · Complaints Procedure	

6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	· Complaints Policy – Section 9	
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	Complaints are tracked to complete within timescales and where extension of time is needed this is discussed with the customer and the reasons why. On completion of a complaint, the outcomes and learning are recorded and actions logged. The actions are recorded into a complaints tracker which monitors all actions until completed.
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 – Section 9	Letter templates are amended to include all points raised and decisions
	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;		· Complaints Policy – Section 9	

6.19	b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	· Complaints Response Letter	Letter templates are amended to include all points raised and decisions
6.2	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	· Complaints Policy – Section 9	Directors are responsible for Complaints at stage 2

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: · Apologising; · Acknowledging where things have gone wrong; · Providing an explanation, assistance or reasons; · Taking action if there has been delay; · Reconsidering or changing a decision; · Amending a record or adding a correction or addendum; · Providing a financial remedy; · Changing policies, procedures or practices.	Yes	· Extracts Complaints Policy 2025- Section 10.pdf · Complaints Response Letter · Staff Complaints Training · Complaints procedure	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	· Complaints Policy reference to Housing Ombudsman remedies – Section 10	

7.3	The remedy 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	· Complaints Response Letter	The Investigating Officer amends the letter to set out any remedies. The complaints tracking tool collates all actions arising which are monitored through to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	· Complaints Policy – section 10	WHA has adopted the remedies guidance set out by the Housing Ombudsman in our Compensation Policy which has been approved by customers.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:		· Self-assessment signed off by Customers July 25	Board receive information on complaints each quarter. A more detailed report is presented to the MRC and Audit & Risk Committee quarterly. The Chair of the Committee (also the MRC)

8.1	a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	· Performance and improvement plan · Annual Report to Tenants · Housing Ombudsman Complaint Policy Review · Housing Ombudsman Landlord Report · Housing Ombudsman Determination Report	The Chair of the Committee (also the Chair) reports into Board. Reports include learning outcomes and resulting service improvements. Complaints are also included in our annual report to tenants. Following feedback from the Housing Ombudsman, our Complaints Policy was amended to reflect their suggested changes.
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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 included in annual report to tenants · Performance and improvement plan · Governing Body Statement	
8.3	Landlords must also carry out a self- assessment following a significant restructure, merger and/or change in procedures.	Yes	· The self-assessment is reviewed annually and following the transfer of ownership of properties from another registered provider, however there was no impact on the existing self-assessment which required any changes.	WHA took ownership of all MSV Housing Association properties in Warrington and St Helens during 24/25. All new customers were provided with full details of WHA's complaints process as part of their welcome pack. There has been no impact on this self-assessment or the complaints process

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	· Following feedback from the Housing Ombudsman we have reviewed and adapted our self-assessment, complaints policy and associated documents. · Any learning from determinations have been fed back into service improvements, changes to the Policy and included within the self-assessment.	
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	Yes	Not applicable	Currently no concerns with non-compliance – monitored monthly through senior management team.

8.3	Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	yes	not applicable	There have been no incidents that have impacted on our 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	· Performance and service improvement Plan	A monthly meeting takes place of a cross section of Managers who review complaints and trends and lessons learnt. Complaints are also reviewed at both senior management team and executive management team each quarter to determine if there are lessons learnt.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a	Yes	· Customer Newsletter (Jan 25) · Customer Newsletter (Sept 25)	

	source of intelligence to identify issues and introduce positive changes in service delivery.		· Performance & Service Improvement plan	
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	· Colleague briefings · Team Briefings · Service improvement plan · Scrutiny Panel review of complaints	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Experience Manager is responsible for process management Head of Service responsible for their department and complaints Director responsible for stage 2 complaints	The Customer Experience Manager produces trends, lessons learnt and actions arising and presents reports to Management Team and a colleague group who review complaints monthly. Board receive assurance reports alongside a detailed report to our MRC who reports in to Board. We also include complaints performance in our annual report.

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	· Board Sponsor MRC appointed who is the Chair of our Audit & Risk Committee · Chair of ARC reports into Board · CEO also has standing agenda item on complaints at 12Is with the Chair · Regular contact meetings to review	
			· Board Sponsor MRC appointed who is the Chair of our Audit & Risk Committee – minutes · Chair of ARC reports into Board	

9.6

The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight into 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

- CEO also has standing agenda item on complaints at 121s with the Chair

- Regular contact meetings before each ARC meeting with Head of Housing and Customer Service and Customer Experience Manager.

This is an opportunity to discuss the last quarter's complaints, and Housing Ombudsman cases and look at how we can improve the complaints process for customers.

9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	· Agreed agenda with MRC to cover all required updates including volume, trends, lessons learnt and performance · All HO enquiries/cases and progress on compliance are reported to the MRC and Board · Any actions arising from a case are discussed and tracked with the MRC	
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	d. annual complaints performance and service improvement report.	· The MRC receives detailed updates and provides challenge to ensure we remain compliant with the Code and proactively embed complaints into our culture.	
	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;	· Complaints Policy · Complaints Staff Training Senior Management team review of complaints and satisfaction.	

9.8

b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and

c. act within the professional standards for dealing with complaints as set by any relevant professional body.

Yes

A cross section of officers meet monthly to review all complaints and comments feedback. They review trends, performance and lessons learnt.

All colleagues have key competencies within their role profiles against which they are assessed through monthly catch ups.