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Fareham Housing 2024 Self-Assessment (Housing Ombudsman Complaint Handling Code)

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	The Complaints Handling Policy (agreed by the Council's Executive on 18 March 2024) includes a section on 'what is a complaint'. This reflects the Code's requirement. Complaints (fareham.gov.uk)	None
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	This has been reflected in staff training; Housing staff are aware how to progress matters of complaint, even when the word 'complaint' is not used. The 'How to Raise a Complaint' section of the Council's Policy is clear that complaints can be accepted by third parties/representatives. Complaints (fareham.gov.uk)	Further training and reminders will continue to be provided at regular intervals (through staff 1-2-1s, newsletters and all-department briefings)
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	Yes	This is reflected in the Council's Policy Complaints (fareham.gov.uk) and has featured in staff training. Central corporate monitoring of	More examples are continuing to be drawn up to further help staff articulate and understand the difference.

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	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.		complaints records those complaints subsequently deemed to be service requests.	
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	The Council's policy is clear that dissatisfaction should be progressed through the complaint process, and staff understand this should not be prevented or impeded by ongoing service requests matters Complaints (fareham.gov.uk)	None
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	Various tenant communication (such as tenant newsletters) and policies now include how to make a complaint. Complaint approach is accessible both within the corporate website pages, and Housing specific pages.	None

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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	'Complaint Exclusions' are articulated in the Council's Policy, including examples and why they won't be addressed as a complaint. Complaints (fareham.gov.uk)	None
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: <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. • Matters that have previously been considered under the complaints policy. 	Yes	'Complaint Exclusions' are articulated in the Council's Policy. Complaints (fareham.gov.uk)	None
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	Yes	This is addressed/articulated in the Council's Policy Complaints (fareham.gov.uk)	

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	made outside this time limit where there are good reasons to do so.			
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	The Council's Policy states that in cases of exclusions 'we will let you know the reasons why we are treating your complaint differently, or not investigating'. Reference to the Ombudsman would also be included. Complaints (fareham.gov.uk)	None
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Any exclusion of complaints would be on an individual (case by case) basis. The Council's Policy states 'we will always consider the individual circumstances of each complaint'. Complaints (fareham.gov.uk)	None.

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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 access the complaints process.	Yes	<p>There are various channels available for customers to submit a complaint, easily found on Council website and referred to in various documentation.</p> <p>Complaints (fareham.gov.uk) & telephone number available on home page. The Council Officers are also open Mon-Fri where complaints can be raised in person.</p> <p>Officers will support customers to raise a complaint through alternatively means if the typical channels are poorly suited to them.</p> <p>The Council's Policy had an EIA as part of the adoption process.</p>	None
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.		<p>There are various channels available for customers to submit a complaint, easily found on Council website and referred to in various documentation.</p> <p>Complaints (fareham.gov.uk) & telephone number available on home page. The Council Officers are also open Mon-Fri where complaints can be raised in person.</p>	None

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			<p>Officers will support customers to raise a complaint through alternatively means if the typical channels are poorly suited to them.</p> <p>Staff are aware of how/where to direct complaints/dissatisfaction.</p>	
3.3	<p>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.</p>	Yes	<p>This is part of a growing culture across the organisation. It is referred to in the covering Complaints Performance and Service Improvement report presented to Audit and Governance Committee. [hyperlink to be inserted once papers published]</p>	<p>This will be an ongoing area of development and feature in training for both Officers and Councillors.</p>
3.4	<p>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.</p>	Yes	<p>The Complaints Policy outlines how we publish the policy (web page, noticeboards across Borough etc.) and also includes how we make adjustments. The Council offer a language translation service when requested.</p> <p>Complaints (fareham.gov.uk)</p>	None
3.5	<p>The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.</p>	Yes	<p>This is explained as part of the Council's Policy Complaints (fareham.gov.uk)</p>	None
3.6	<p>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.</p>		<p>The 'How to Raise a Complaint' section of the Council's Policy is clear that complaints can be accepted by third parties/representatives.</p>	None

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			Complaints (fareham.gov.uk)	
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.		<p>Complaints (fareham.gov.uk)</p> <p>Policy includes contact details for Ombudsman.</p> <p>Various Housing policies/strategies (particularly those more recent/emerging) refer to how to make a complaint.</p> <p>All complaint responses (Stage 1 and 2) provide the Ombudsman contact details.</p>	<p>NB: Many new policies/strategies are being developed, or being reviewed, in response to the new Consumer Standards for Housing.</p>

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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	Committee and Information Governance Manager has responsibility. Small team provide corporate lead for logging and recording complaints, and ongoing monitoring/governance.	Further oversight provided by the Director of Housing.
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	Appropriate authority and delegation in place. The Council's Senior Leadership Team understand and support the importance of the role.	None
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	A list of Complaint handlers is identified and available for the corporate Complaints team (for both Stage 1 and Stage 2). Training has been/is provided. Staff are aware to avoid any conflicts of interest (perceived or actual).	None.

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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	A single corporate policy to complaints is in place Complaints (fareham.gov.uk)	None
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	The adopted Complaints Policy includes two stages (Stage 1 and Stage 2) Complaints (fareham.gov.uk)	None
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	The adopted Complaints Policy includes two stages (Stage 1 and Stage 2) Complaints (fareham.gov.uk)	None
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	N/A (complaints all handled or led in house)	None
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line	Yes	N/A (complaints all handled or led in house)	None

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	with the Code.			
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	Complaint training and best practice templates are used to ensure handlers accord with this. Further oversight is provided through spot checks and full reviews of complaint responses.	None
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaint training and best practice templates are used to ensure handlers accord with this. Further oversight is provided through spot checks and full reviews of complaint responses.	None
5.8	At each stage of the complaints process, complaint handlers must: <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	Addressed as part of complaint handling training, monitoring and spot checks also conducted by senior management or Complaints Officer. There is a clear filing system for complaints material/correspondence, and confidentiality is in place.	None
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Where applicable this is undertaken.	None
5.10	Landlords must make reasonable	Yes	Staff training and understanding	None

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	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.		ensure this is understood. Oversight from corporate complaints staff helps to monitor, record and reinforce this.	
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	This is articulated in the Complaints Policy Complaints (fareham.gov.uk)	None
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	This is all recorded and saved in appropriate locations on the Council's electronic filing system and/or Housing Management System.	None
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	Remedies are encouraged as early as possible in the complaint process. Handlers have appropriate authority and know who to discuss more significant potential remedies with.	None
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	Yes	An Unreasonable Complaint Behaviour Policy is in place. Unreasonable Complaint Behaviour Policy (fareham.gov.uk)	None

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	restrictions in place and must keep restrictions under regular review.			
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	Decisions will have appropriate regard to the Equality Act and the individual case/circumstances.	None

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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	Being a relatively small social landlord, all complaints are investigated swiftly, whilst ensuring the investigation is thorough and fair. Any vulnerabilities would be appropriate considered on a case by case basis. Handlers are encouraged to offer apologies and resolutions as early as possible when relevant.	None
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	These time frames feature in our adopted Complaints Policy. The central logging of complaints will allow performance against the timeframes to be reported. Complaints (fareham.gov.uk)	None
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	These time frames feature in our adopted Complaints Policy. The central logging of complaints will allow performance against the timeframes to be reported. Complaints (fareham.gov.uk)	None
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	Yes	The ability to extend is used by exception when justified, and would be appropriately communicated with the customer. Complaints (fareham.gov.uk)	None

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	be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
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	This is clear in complaint handling training.	None
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	The complaint is responded to within timeframes, independent of any actions or remedial actions to the situation. Complaints (fareham.gov.uk)	None
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	Part of Complaint Handling training.	None
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	Part of Complaint Handling training, and support/clarification available from the corporate complaints team when needed.	None
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:	Yes	Part of Complaint Handling training. The Corporate Complaints team also spot check complaint responses to	None

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	<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. 		ensure appropriate complaint handling.	
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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	This is covered in our adopted Complaints Policy. Complaints (fareham.gov.uk)	None
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	These time frames feature in our adopted Complaints Policy. The central logging of complaints will allow performance against the timeframes to be reported. Complaints (fareham.gov.uk)	None
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	Part of Complaint Handling training, and support/clarification available from the corporate complaints team when needed.	None
6.13	The person considering the complaint at	Yes	This is adhered and internal lists of	None

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	stage 2 must not be the same person that considered the complaint at stage 1.		complaint handlers by complaint area and complaint stage are available for staff.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	These time frames feature in our adopted Complaints Policy. The central logging of complaints will allow performance against the timeframes to be reported. Complaints (fareham.gov.uk)	None
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	The ability to extend is used by exception when justified, and would be appropriately communicated with the customer. Complaints (fareham.gov.uk)	None
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	This is clear in complaint handling training.	None
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	The complaint is responded to within timeframes, independent of any actions or remedial actions to the situation. Complaints (fareham.gov.uk)	None
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	Part of Complaint Handling training.	None
6.19	Landlords must confirm the following in	Yes	Part of Complaint Handling training.	None

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	<p>writing to the resident at the completion of stage 2 in clear, plain language:</p> <ol 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 details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 		The Corporate Complaints team also spot check complaint responses to ensure appropriate complaint handling.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Part of complaint handling training and awareness.	None

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, 	Yes	Part of Complaint Handling training. Spot checks and review of complaints takes place to ensure this is being applied.	None

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	<ul style="list-style-type: none"> • 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. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Part of Complaint Handling training. Spot checks and review of complaints takes place to ensure this is being applied.	None
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	Part of Complaint Handling training. There are occasions where the customer will not agree to the proposed remedy. In such circumstances this would be recorded as part of the complaint file.	None
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Part of Complaint Handling training. Spot checks and review of complaints takes place to ensure this is being applied.	None

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Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <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 f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>Report reflecting these requirements to the Audit and Governance Committee on 23 September 2024. [insert link to papers once available]</p>	None
8.2	<p>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.</p>		<p>Report reflecting these requirements to the Audit and Governance Committee on 23 September 2024. [insert link to papers once available] [insert link to resulting minutes of meeting]</p>	None

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8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Not applicable at this stage	None
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not applicable at this stage	None
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	Not applicable at this stage	None

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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	This will be covered as part of learning from complaints and Housing Management Team discussion on issues arising from complaints from the complaint handler or customer perspective.	Ongoing part of regular reviews at Officer level, and through annual reporting.
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	Referred to in Service Improvement report presented to Audit and Governance Committee. [hyperlink to be inserted once papers published]	This will be an ongoing area of development and feature in training for both Officers and Councillors.
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	This is part of approach to tenant engagement. Annual reports to governing body are also published and available online. Key issues would be identified with appropriate Members.	None
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	Committee and Information Governance Manager has responsibility at Officer level, and Member Responsible for Complaints is identified. Complaints overview also undertaken by the Director of Housing.	None
9.5	In addition to this a member of the governing body (or equivalent) must be	Yes	A Member Responsible for Complaints is identified.	None

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	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').			
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	A Member Responsible for Complaints is identified, and their role is explained and supported by the Committee and Information Governance Manager.	None
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <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 progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	A Member Responsible for Complaints is identified, and their role is explained and supported by the Committee and Information Governance Manager, who provides relevant information.	None
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; 	Yes	Reflected in complaint handler training. Staff work well together to resolve complaints and work across teams and departments (for example across areas of housing and also other departments such as Environmental Health).	This will be further developed and embedded as part of the Broad Standards for housing staff.

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	<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>			
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