

Housing Ombudsman Complaint Handling Code 2022 – PCHA Self-Assessment (2022-23)

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	Our Complaints Policy was reviewed in line with the complaint handling code and the Ombudsman's definition adopted.
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	Our Complaints Policy states that a resident does not have to use the word "complaint" or ask to "make a complaint". Our Complaints Leaflet confirms that complaints submitted via a third party or representative are handled in line with our Complaints Policy, provided the resident provides consent.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	We will log a matter as a complaint if requested to do so or where there is clearly an ongoing issue or service failure. Our Policy is clear about circumstances in which we will not process a complaint
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Exclusions are set out clearly in our Complaints Policy.

<p>1.8</p>	<p>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.</p>	<p>Yes</p>	<p>Our Complaints Policy (3.2) states that we will not be able to deal with the following via the complaints process.</p> <ul style="list-style-type: none"> • Complaints about other residents (see 3.1.2) • Any matter which is already being (or has been) dealt with by a solicitor • Matters that are being/have been dealt with by our insurers • Complaints already being dealt with by the Ombudsman or MP • Any matter that occurred more than 6 months ago • Complaints that have already been through the process or which, in PCHA's opinion, are being pursued in an unreasonable manner • Complaints that fall outside our jurisdiction (e.g. complaints about utilities). <p>If we decide not to accept a complaint, a detailed explanation will be provided to the resident setting out the reasons why the matter is not suitable for the complaints process.</p>
<p>1.9</p>	<p>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.</p>	<p>Partial</p>	<p>If we do not accept a complaint we would provide a full explanation. Our policy does not reference the right to take the complaint to Ombudsman if rejected but this would be included in our response.</p>

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	<p>PCHA's Policy specifies that a complaint is not a first attempt to request a service or make an enquiry.</p> <p>Staff are trained to understand the difference between service requests and complaints and aim to resolve complaints informally as soon as possible.</p>
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	We treat Satisfaction Survey feedback as an opportunity to improve our services and follow up with individuals if they have expressed dissatisfaction

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 do not have to be made in writing. Residents can complain using the following methods: <ul style="list-style-type: none"> • Letter • Email (we have a dedicated email address) • Telephone • Social media • Website • Office visit • During a home visit Residents do not have to use the word complaint.
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	We have a Complaints leaflet summarising the policy and procedural stages which is available on our Website ("Making a Complaint"). The information is included in our Resident Handbook and copies of the full policy are provided to residents
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	There is a Complaints section on our website with a complaint form and a copy of this self assessment form. Our Complaints Leaflet outlines our policy and the process to follow and is also available on the Leaflet section within the Residents Publications section of our website.

<p>2.5</p>	<p>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.</p>	<p>Yes</p>	<p>Our Policy confirms that we comply with the Equality Act 2010 and will adapt our process or make reasonable adjustments to accommodate an individual's needs whenever possible and reasonable. All staff receive Equality, Diversity and Inclusion training as part of their induction.</p>
<p>2.6</p>	<p>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.</p>	<p>Yes</p>	<p>The policy and process are detailed in the Complaints Leaflet on our website. The Complaint Handling Code is available on our website. We also publicise our Complaints Policy via our website, resident newsletters, emails, letters to residents and within our office.</p>
<p>2.7</p>	<p>Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.</p>	<p>Yes</p>	<p>This information is included within our Complaints Policy and within correspondence to residents as part of the complaints handling process.</p>
<p>2.8</p>	<p>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.</p>	<p>Yes</p>	<p>Our Policy states that we will provide early advice to residents regarding their right to access the Housing Ombudsman Service, not only at the point they have exhausted the complaints process.</p>

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	We have a PCHA Facebook page on which residents can post anything, including complaints. All posts are monitored and if a complaint is posted we will respond directly to the resident, but not via Facebook to maintain privacy and confidentiality.

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	During 2022-23 the lead officer for Complaints was the Interim Director of Tenancy Services. The lead officer from April 2023 is the Head of Customer Services. Quarterly reports are presented to the Board regarding Complaints.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	There is no known conflict of interest and the Complaints Officer and all of our staff have been trained in complaint handling.

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	Staff are trained to resolve complaints as swiftly as possible and encouraged to use their authority to do so. Our aim is to resolve complaints quickly and fairly and to the satisfaction of the resident concerned.

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>Our Complaints process has 2 formal Stages. Where we can resolve an issue quickly we do so and treat this as an informal complaint.</p> <p>Under our published Customer Service Standard we aim to "Acknowledge your query/message within 1 working day where possible and give a timetable for a full response if we cannot help immediately".</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	When we acknowledge complaints we set out our understanding of the complaint and what outcome the resident is seeking. If clarification is needed we request it.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Complaints are investigated fully and with an open approach.
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	We comply with these requirements.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	We generally ask residents what their preferred means of communication is. We explain timescales for responses at each stage.
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	Where a complaint is directed at a staff member, staff are made aware of it and given an opportunity to comment. All parties are given an opportunity to set out their position and informed of outcomes. Any feedback from the parties involved is then noted.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	This is specified in our Policy
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	The basis and process for escalation is set out in our Policy.

	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	All of this information is recorded as part of our process.
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	Our Complaints Policy includes a section for this.

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	We ask Residents at the outset what they are seeking as resolution of their complaint and at any subsequent stages. We would advise if we considered the outcome to be an unrealistic expectation.
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	We aim to respond to a complaint at the earliest opportunity. If this means bringing forward any action such as an urgent repair, we would do so.
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	Yes	Whilst this is not specified within our Complaints Policy, we would always facilitate this.

	meeting with the landlord where this is reasonable.		
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 will set out in any correspondence our understanding of the obligations of both parties.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Partial	Where the resident already knows the job title and name of a staff member we may choose to name the staff member in our response. As a landlord we take collective responsibility for delivering our services and do not apportion blame when things go wrong, our focus is on putting things right and improving. Additionally in a team of 13 people, it is easy for residents to identify staff.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Residents are informed of the timescales involved at each stage of their complaint and advised that they will be updated if there are any changes or delays to these.
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	We have satisfaction surveys for use following formal complaints but these have not yet been used due to the small number of complaints received.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Staff are informed about complaints received and encouraged to share learning as a result of the complaints received.
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	This is detailed within the Unreasonable Complaints section within our Policy.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	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 Complaints Policy sets out the timescale for responses and extensions. We achieved 100% compliance with our response targets in 2022-23.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	A response is sent to the resident as soon as known. Any outstanding actions are tracked and monitored to ensure timely completion.
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 responses meet this requirement
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 responses cover this and the expectation is set out within the procedure section of our Policy.

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	If we declined an escalation request, we would give a full explanation of the reasons why. Information regarding the Ombudsman would be included. This has not arisen during 2022-23.
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	We ask for reasons for escalation of a complaint and what outcomes are sought.
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	A complaint will only move to Stage 2 when Stage 1 has been completed.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	A different officer (or if appropriate a Board member) considers the complaint at Stage 2.
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Our Complaints Policy sets out timescales which comply with this. We achieved 100% compliance with these timescales in 2022-23.
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	Yes	We provide the information required. We do not have a Stage 3 in our process. Details of how to escalate the matter to the Housing Ombudsman Service if dissatisfied are provided at conclusion of Stage 2.

	<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. 		
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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	We operate a 2 Stage complaints process.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • 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	N/A

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	If an extension is required we would seek to agree this with the complainant.
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	If this situation arose we would seek the agreement of the resident. If the resident did not agree then we would provide details of the Housing Ombudsman and continue to investigate the complaint to resolution.
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	Yes – if the information is still available under our retention policy we would consider older reports.
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 would aim to incorporate all aspects raised within the Stage 1 response unless it caused delay and otherwise treat the additional issue as a new complaint.

Stage 2

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 would seek agreement for an extension if necessary but would only seek to extend for good reason.
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	If the resident did not agree to the extension we would provide details of the Housing Ombudsman Service and continue to investigate the complaint to resolution.

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	We only have a 2 Stage Complaints Process
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	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	Our ethos is to acknowledge when things go wrong or could have been handled better, and to identify and implement what can be done to rectify this and improve. This is reflected in our responses to residents.
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	Our Complaints Policy sets out our approach to compensation and redress. We are careful to manage expectations throughout the complaints process.
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	We track agreed actions to ensure they have been fully completed.
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	This is reflected within our Complaints Policy. We also have a comprehensive Compensation Policy.

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	We look beyond individual complaints to consider whether systems or policies need to be reviewed.
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	We would take advice if this situation arose.

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	We are open and transparent in the way we respond to complaints. We report back to residents via our Newsletters, Website, annual reports and via personal correspondence. We provide regular updates to our Board and to our staff which including learning and improvements.

Best practice 'should' requirements

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.	Partial	We do not do this at present as the whole Board receives a report on all Complaints at each meeting.
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 implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual 	Yes	We provide quarterly reports to the Board which include outcomes of any items raised with the Ombudsman. Reports include details of our performance eg response times and any changes made as a result of a complaint including any compensation awarded. The self-assessment report is presented to the Board for review (2021-22 Report adopted in September 2022).

	self-assessment against the Complaint Handling Code for scrutiny and challenge.		<p>The Ombudsman has not found findings of any maladministration or referrals to regulatory bodies.</p> <p>To date we have not received an annual performance report from the Ombudsman.</p>
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	<p>We have identified via satisfaction surveys and service requests that the main are of dissatisfaction for our residents is around repairs. This is the most common source of complaints. During this year we received a significant increase in reports of damp, condensation and mould. We refreshed our process for handling these reports and working with residents to manage these cases.</p> <p>We see resident satisfaction surveys as key to improving our services, alongside complaints.</p>
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <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. 	Partial	<p>Our staff work as “one team” delivering one service. We aim to deliver an excellent service. We have a collaborative approach to resolving complaints and all staff are encouraged to suggest and promote improvements. Staff receive regular training on complaints handling.</p> <p>We will review the Professional Standards for engaging with complaints published by the CIH.</p>

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	We have undertaken this self assessment against the Code published in April 2022 (subsequently revised in October 2022) using our complaints performance and data for 2022-23.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	N/A There has been no significant restructure and/or change in procedures during 2022-23.
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	All Self-Assessments are reviewed by our Board. This self-assessment will be published on our website.