Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'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.'*	Yes	Section 3 of the Complaints Policy.	Definition of a complaint in the policy matches that stated in the Complaints Handling Code.
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	Section 4 of the Complaints Policy.	All our members of staff have been trained to recognise that any form of dissatisfaction from our tenants could be treated as a formal complaint.
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	Under section 3 of our complaints policy we set our what is not a complaint.	Our front-line teams are trained to recognise what is a request for service compared to where there has been a potential service failure.

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	Under section 4 of our Complaints policy we set out the process to raise a complaint if the customer expresses dissatisfaction with the service.	Following completion of a service request, if the customer remains dissatisfied, the option to escalate the issue to a complaint will be offered.
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	Satisfaction Surveys	How to make a complaint has been added to our satisfaction surveys.

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	Detailed in our complaints policy Section 3 – What is not a complaint. Section 4 – How to make a complaint	The policy states that we will write and explain the reasons why we will not accept a complaint. Each case will be considered on its own merits.
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	Detailed in our complaints policy Section 3 – What is not a complaint.	Policy reflects timescales.

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	Section 3 – What is not a complaint.	Complaints regarding issues within the last 12 months will be accepted unless one of the exclusions in Section 8 applies but the decision to exclude it will be considered on its own merits.
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	Section 3 of our Complaints policy.	The customer will be contacted in explaining the reason for not accepting the complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Section 3 of our Complaints policy.	Policy states ‘Each case for exclusion from the complaints procedure with be considered on its own merits’

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	Sections 4, 8 & 9 of our Complaints policy.	Policy sets out the different channels available to make a complaint. Policy also covers access and communication and ED&I
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	Sections 5 of our Complaints policy.	Staff have received training on how to record a complaint onto our Housing Management system. Staff have received refresher training on complaints handling in June 2024 which delivered by Tpas.
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	Website Annual Report Christmas Newsletter Spring Newsletter	Regular articles promoting complaints, lessons learnt and tenants feedback are in tenants' newsletters, website, annual report and promoted on social media.

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	Website	The Complaints policy includes detail of the two-stage process with timescales. The Complaints Policy is published on the complaints page on our website
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	Sections 5 & 6 of our Complaints policy.	The policy sets out how we will publicise details of the complaints policy on the website, in the tenants' newsletter, annual report and to Board. The policy contains information about the HOS with its address and its website. Details on the Housing Ombudsman service are provided in all complaint's correspondence.
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	Sections 4 & 5 of our Complaints policy.	The policy outlines our commitment to allow complaints to be submitted and managed by an advocate/designated 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	Sections 5 of our Complaints policy.	The policy contains information about the Housing Ombudsman with address and contact information. Details on the Housing Ombudsman service are provided in all complaint's correspondence and detailed on our website.

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	The Operation Director is the 'Complaints Officer'	The Operations Director has overall responsibility for complaint handling, liaising with the Ombudsman and ensuring Complaints are reported to our Board via the quarterly complaints report. Complaints are investigated and responded to by an officer in the relevant service area. The Operations Director ensures complaints are correctly recorded on the system along with any supporting records.
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	Complaints records	The Operations Director is experienced in handling complaints and has access to staff at all levels to ensure complaints are responded to in a timely manner. Officers dealing with complaints are experienced and trained in dealing with customers as well as having the autonomy and authority to resolve complaints quickly around the needs of the complainant including awarding compensation where appropriate.

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	Board Reports Team meeting minutes Training records	Complaints and learning are discussed at individual team meetings as well as full team meetings. Quarterly reporting to Board covers learning and actions from complaint handling. Staff have previously received complaints training, however, refresher training is required. Complaints timescales are monitored by the Operations Director to ensure they are handled with priority. Complaint handling is an area of focus to improve satisfaction.

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	Our policy is accessible on our website. We have a single policy to ensure that all complaints are handled consistently and fairly, regardless of the nature of the complaint or the person making it.
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	Westfield has a two-stage complaint process as per the Complaints Handling Code. The policy clarifies a service request, and this is in line with the Housing Ombudsman definition as reporting an issue for the first time. We monitor service requests to ensure that they are not stopping issues progressing to complaints.
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	Westfield has a two-stage complaint process as per the Complaints Handling Code.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a	Yes	Complaints Policy	Complaints are not handled by a third party.

	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.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy	Complaints are not handled by a third party.
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	Sections 5 of our Complaints policy.	Our policy states ‘The Operations Director will initially discuss the complaint directly with the customer (preferably face-to-face) to gain a better understanding of the issues and resolution that is being requested.’
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	Sections 3 of our Complaints policy.	Acknowledgement letters clarify the complaint and any areas that Westfield is not responsible for would be stated If the whole complaint was for a service not provided by Westfield, the tenant would be informed in writing as per Section 3 of the Complaints Policy.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	Sections 3 of our Complaints policy.	At each stage of complaints handling, the officer will

	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.			contact the customer to discuss the complaint and the outcome the customer is seeking and record this. Officers will handle complaints fairly and consider information and evidence carefully. Any actual/perceived conflict of interest will be discussed with the Operations Director and allocated to an alternative officer if appropriate.
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	Section 5 of the Complaints Policy	The policy states that the resident must be contacted to agree any extension to the timescales and agree intervals to keep them informed of progress.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Section 4 of the Complaints Policy. Housing System Tenancy records	Policy states that we will provide any necessary adjustment possible such as interpreter, large print, extra time to respond and additional support as required. This will be noted on the complaints record and the housing system can record any disability the resident discloses.

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	Section 3 of the Complaints Policy	The policy states the exceptional reasons for not accepting or escalating a complaint for both stages of the complaints process.
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	Individual complaints records recorded on the Complaints section of the Housing system.	Full complaints records are recorded linked to the tenants' records and includes relevant dates, supporting documents, letters, and outcomes.
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	Complaints Policy Compensation Policy	The policy focuses on complaint resolution at any stage of the process from taking a service request to a stage two complaint. Resolving the issue is the priority.
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	Yes	Section 7 of the Complaints Policy	Policy covers unacceptable behaviour, aggressive or abusive behaviour and unreasonable demands.

	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	Section 7 of the Complaints Policy	Policy has a section on equality and has regard for the Equality Act 2010.

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	Section 5 of the Complaints Policy	When a member of staff receives a complaint that is complex and identifies that it will take longer than the 10 working days to respond, we will inform the inform the customer at the earliest opportunity to agree a revised timescale with the customer. This action is recorded on the complaints record and the target date adjusted on the system.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	Section 5 of the Complaints Policy	Complaints are logged onto the system and acknowledged within two working days. This is recorded and assurance obtained through regular reports.
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	Section 5 of the Complaints Policy Complaints system records	All final response letters are recorded on the system. If a response cannot be made within 10 days this is discussed with the customer. Assurance is obtained through regular reports.

				Training on the new code is due to be undertaken in May/June. Response times will be an area of focus.
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	Section 5 of the Complaints Policy Complaints system records	The policy states that any extensions must be explained and agreed with the customer. This is recorded on the complaints system. Any extension beyond a further 10 days must be approved by the Operations Director and must have good reason that has been explained and agreed with the customer. This would only happen in complex cases.
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	Section 5 of the Complaints Policy Complaints system records	All complaints correspondence have a paragraph informing the customers of their right to contact the Housing Ombudsman and include the link to the HOS website.
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	Yes	Section 5 of the Complaints Policy Housing system records	The policy reflects this. Any outstanding actions are logged on the system and followed up to ensure the actions/work have been completed.

	actioned promptly with appropriate updates provided to the resident.			
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	Section 5 of the Complaints Policy	Complaints Policy states All issues raised will be investigated and responded to separately within the investigation and in the final response letter. The letter will also provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.
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	Section 5 of the Complaints Policy	Policy states where additional complaints are raised during the stage one investigation, they will be incorporated within the complaint response if they are related. If the response has been issued or it would unreasonably delay the response or its unrelated then they are recorded as a new complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint;	Yes	Section 5 of the Complaints Policy	These are listed in the stage 1 guidance of the policy.

	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.			

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	Section 5 of the Complaints Policy	The stage one final response letter provides escalation details should they remain dissatisfied with the stage one outcome. Stage two is the final stage in our Complaints Policy.
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	Section 5 of the Complaints Policy	The policy states we record and acknowledge receipt of a stage two complaint within five working days and within the guidance set out in the Complaint Handling Code.
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	Yes	Section 5 of the Complaints Policy	The policy asks officers to understand the issues the customer is unhappy about and the outcomes they are seeking but we would not

	unhappy as part of its stage 2 response.			refuse to escalate to stage two if they did not give this to us. Saying they are unhappy with the outcome and that they want to escalate to next stage is sufficient to progress to stage two.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Section 5 of the Complaints Policy	The policy states that it will be considered by the Operations Director that has not been involved in the stage one investigation.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	Section 5 of the Complaints Policy	The policy is to investigate and respond to a stage two complaint within 20 working days therefore within the guidance set out in the Complaint Handling Code.
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	Section 5 of the Complaints Policy	The policy states that an extension of 10 working days can be agreed with the customer if the review cannot be concluded within the initial timescale. We are therefore within the timescale set out with the Complaint Handling Code of an additional 20 working days.
6.16	When an organisation informs a resident about an extension to these	Yes	Section 5 of the Complaints Policy	The acknowledgement letter for a stage two complaint includes the Housing

	timescales, they must be provided with the contact details of the Ombudsman.			Ombudsman's contact details and the customer's rights to contact them for advice at any stage of the landlord's complaints process. It also contains the HOS website link
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	Section 5 of the Complaints Policy	This applies to both stages in the complaints procedure and is stated in the policy. As per 6.6 above, actions are tracked using the complaints system.
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	Section 5 of the Complaints Policy	The Complaints Policy states that all issues under a complaint will be investigated and responded to separately within the investigation and in the final response letter.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 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	Section 5 of the Complaints Policy	These are listed in the stage two guidance of our policy.

	f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Section 5 of Complaints Policy	The stage two review will be completed by the Operations Director will involve relevant staff needed to make a final response.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints Policy	This is covered in the expected responses in the stage one or two outcome letters. Our focus is to put things right to the satisfaction of the customer. Letters will include an apology when something has gone wrong and set out the actions to remedy this and include any financial compensation. Any change in policies and procedures will also be recorded on the complaints system for follow up action.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints policy Compensation Policy Tenants Handbook	A remedy will be agreed with the customer and will reflect the impact on the customer. Any compensation/remedy will be awarded in line with the Compensation Policy.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	Complaints policy Compensation Policy	Remedies are discussed and agreed with the customer prior to the response letter

	appropriate. Any remedy proposed must be followed through to completion.			being sent. The response letter will give details of remedies and dates/amounts/work agreed. Any outstanding works will be recorded on the system and monitored to ensure completion is followed through.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Policy	The latest guidance from the Ombudsman is reflected in our policy

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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	Complaint Handling Code Self-Assessment 2023, 2024, 2025 Board Quarterly Complaints Reports	The required documents and reports will be presented to Board and published on our website within the timescales set out by the Ombudsman.
8.2	The annual complaints performance and service improvement report must	Yes	The report will be brought to Board in May 2025	The report will cover all relevant expectations

	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.			defined in the code. Report including response by responsible Board member to be published on website by 30th June 2025.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A		There has been no significant restructure, merger and/or change on procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		There has been no Ombudsman investigation.
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.	N/A		There have been no exceptional circumstances which meant we were unable to comply with the Code.

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	Team meeting minutes Quarterly Complaints Reports to Board	This is included in discussions at team meetings and also provided in our quarterly complaints reports to Board.
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	Team meeting minutes Quarterly Complaints Reports to Board	Reports are produced for performance reporting and discussed at team meetings to understand data/intelligence from front line services. These help to identify any issues and trends to make positive changes and share best practice and learning. Quarterly updates are shared with Board and our Executive Team. These include actions taken to address emerging issues and changes to service delivery. We are looking to expand on this further through our CHANW partnership.
9.3	Accountability and transparency are also integral to a positive complaint	Yes	Board Performance Reports Annual Report to Tenants	Quarterly and annual Performance reports to

	handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.		Tenants Newsletter	Board give a summary of complaints with comments on complaints issues by service area and learning and improvements. Information is also shared in the tenant newsletter, annual report and on the website.
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		Complaints handling performance comes under the remit of the Operations Director.
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		A MRC was appointed in 2024.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's	Yes		As above.

	complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			
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 d. annual complaints performance and service improvement report.	Yes	Board Performance report	Quarterly Performance reports to Board give a summary of complaints with comments on complaints issues by service area which will include any learning and improvements. There have been no Ombudsman investigations but any going forward would be reported to Board. The Annual Complaints performance and service improvements report will go to Board in May 2025.
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: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through	Yes	Section 2 of the Complaints Policy	These standard objectives have been incorporated into our policy aims for complaint handling.

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			