

Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord’s governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory ‘must’ requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Y	We have used this definition directly and is written with our complaints and feedback policy Section 1.1
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.	Y	We have written this into our policy and it is covered by section 1.4 where we will accept any expression of dissatisfaction as a complaint
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.	Y	Section 1.4 of the policy covers this and we will always endeavor to resolve an issue at the earliest opportunity and in agreement with the customer. If we are unable to do this a stage 1 complaint is raised
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Y	Section 3 sets out our exclusions but we will always accept a complaint wherever possible. We are very clear on this within the 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>Y</p>	<p>Section 3 is very clear on our exclusions terms.</p> <p>The customer complaints panel agreed the exclusions were fair and reasonable and a question was raised in relation to if there is a dispute then the Housing Ombudsman can further instruct the landlord if applicable. This satisfied the customers.</p>
<p>1.9</p>	<p>If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident</p> <p>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>Y</p>	<p>Section 3.11 sets out that we will make a full written explanation of why we are not accepting a complaint.</p> <p>We can also evidence in practice were we have one case that we have not accepted as a complaint</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.	Y	We take the opportunity to resolve service requests or issues at first point of contact. We do not force people down a complaint route unnecessarily We want to be easy to do business with and this is covered in sections 1.4 – 1.6
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.	Y	Where dissatisfaction is cited within our survey feedback we are taking the approach to contact those customers to firstly resolve but to also understand and learn for service improvement. We will accept a complaint should the customer wish to pursue their dissatisfaction down this route.

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 recognizes 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.	Y	<p>We will accept a complaint through every route possible. We also have the ability for customers to self-serve through my home and report a complaint at a time that is convenient to them. The customer panel raised the questions around people that could not access digital methods or the website how they would know how to make a complaint.</p> <p>This has been advertised in Key News in paper format but we did consider the following for future actions:</p> <ul style="list-style-type: none"> • To consider a Housing Ombudsman complaint roadshow • To consider doing customer drop in session for our retirement schemes and areas where we have an older population to make sure we are not leaving anyone behind
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.	Y	<p>The policy is written in language that supports understanding and has all of the stages and timeframes explained. Complaints has its own page that is found by either search and on a menu drop down</p>
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.	Y	Website has a page dedicated to complaints

2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	N	<p>Action required:</p> <p>We need to be more explicit within our policy how we will comply with the equality act and deal with reasonable adjustments.</p> <p>The CRT are experienced in dealing with individual needs</p>
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Y	<p>We do and have publicized on the website, key news and social media both complaint handling and the Housing ombudsman services. Action: We do not take the approach for leaflets and posters but we could ensure we have something on our digital marketing boards.</p> <p>Our Customer panel pointed out that we may be missing people out and how do we know. Do we know where our silence is? Action to look at where we have areas where complaints are not being made or under-represented tenants</p>
2.7	Landlords must provide residents with contact Information for the Ombudsman as part of its regular correspondence with residents.	Y	<p>Housing Ombudsman contact details have been shared on social media, website and Key News.</p> <p>All complaint correspondence is sent with these details</p>
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted	Y	<p>All Stage 1 responses have the Housing ombudsman details alongside with their service leaflet sent to customers.</p> <p>The CRT also take the opportunity to explain the complaint process to our Customers</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.	Y	Section 4.6 of the policy explains this and we will accept complaints over social media this points out that we will deal with the matter in a private forum and not on a public space.

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".	Y	We have a dedicated Customer Resolution Team lead by a Customer Experience and Resolution Team Leader and headed up by the Customer Experience Manager.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Y	The Customer resolution team are independent resolution handlers and they have no conflicts of interest and are empowered to make appropriate decisions to resolve complaints

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <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.	Y	They have a full and varied experience of resolution practices. They have been trained and have completed housing Ombudsman training and Webinars and keep up to date with changes in the service. They are fully empowered to make appropriate decisions and have autonomy to work with all levels of the business to ensure the right resolutions are sought for our customers

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	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.	Y	We will always take the approach to resolve an issue before it becomes a complaint but this is always in agreement with the customer and never obstructs the complaint process. We do not add this as an extra stage in the process but we do document it separately so we understand where we have prevented a complaint All complaints are acknowledged at the point of entry and does not delay the handling times

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.	Y	We do this as part of the initial taking of the complaint. Where the customer has self-served or clarity is needed the Resolution Officer will make contact and agree the contents of the complaint and this is recorded in the notes of the complaint
4.6	A complaint investigation must be conducted in an impartial manner.	Y	Dedicated Resolution team provide impartiality and consistency in handling
4.7	The complaint handler must: <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. 	Y	All of these points are part of the complaint handling. Complaints are dealt with individually unless we have a consistent issue where it effects many customers.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Y	As part of the acknowledgement we discuss contact methods and the resolution team will work with individuals on frequency of contact.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Y	As part of a full investigations all parties are able to comment and put across their version of events Decisions are discussed with customer and all parties have the ability to discuss and challenge those findings
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Y	This is clearly defined in the section 4.8
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Y	We will not refuse unreasonably and will always take extenuating circumstances and reasonable adjustments into account if the escalation is requested outside of timescale

	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.		Action although compliant the policy wording could be strengthened in regards to escalations.
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.	Y	We have full chronologies of all complaints with all decisions, agreements and evidence recorded along with any correspondence.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Y	We have a full unacceptable behavior policy that is live and is used

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	Y	The Customer Resolution team do ask what Customers would like to see as an outcome to their complaint and will act honestly when the resolution is unrealistic to manage customers expectations.
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.	Y	We always take the opportunity to resolve complaints quickly and efficiently and we do not wait to reach deadline timescales where possible
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Y	We always support advocates for our customers and we encourage this. This is something we use before unacceptable behavior restrictions are placed

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.	Y	We will always advise a customer when a complaint crosses over into legal obligations
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Y	This is usual practice
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Y	This is in agreement with the customer.
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.	Y	Satisfaction surveys go out to all complainants.
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	N	I think there are further actions we could take here and will be considered
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.	Y	We use restrictions as a last resort and will always encourage support of an advocate to act on the behalf of a customer before any restrictions are placed.

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 within 10 working days 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.	Y	94% of our complaints are handled with 10 working days and any outside of this is taken with agreement with the customer and for purposes to take on further investigations where required
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.	Y	Correspondence is sent out to customer on every occasion at the point of a decision being made. There are provisions with the complaint process to log and monitor ongoing resolutions to complaints

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.	Y	Complaint decision letters are robust and detailed and in line with the Housing ombudsman's training and expectations
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 	Y	As above

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.	Y	We will always escalate a complaint if it is reasonable to do so. I do not think we have refused to escalate any complaint this year.
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.	Y	Heads of service are tasked with responding to Stage 2 complaints and will make contact with the customers to understand their concerns and agree investigation routes and outcomes
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Y	This is usual practice for us

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Y	Head of service were deemed reasonable and independent as would not usually be involved in any stage 1 responses and decisions.
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.	Y	We believe that we can go further with this and have written in our policy that stage 2 investigations will take 10 working days in line with stage 1 and this is to provide customer excellence and not delay complaint processes
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Y	This is usual practice and we do review stage 2 responses and advice is given where necessary if information is missing.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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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	
	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:	N/A	
5.20	<ul style="list-style-type: none"> <input type="checkbox"/> the complaint stage <input type="checkbox"/> the complaint definition <input type="checkbox"/> the decision on the complaint <input type="checkbox"/> the reasons for any decisions made <input type="checkbox"/> the details of any remedy offered to put things right <input type="checkbox"/> details of any outstanding actions <input type="checkbox"/> details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	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.	Y	Very rarely do we go over 10 days but any extensions are agreed with customers beforehand
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.	Y	We have not had this as a circumstance but we would always offer the housing ombudsman as a method to resolve disputes
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.	Y	We do take all previous issues and complaints into consideration. Where something has not been resolved in stage 1 correctly or adequately we will automatically escalate to stage 2 as not to unreasonable elongate the process
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.	Y	We would always amend complaints where reasonable and in line with the code

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Y	This would be usual practice
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	Y	This would be usual practice but a refresher will be given to heads of service meeting in May 22.

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 within 20 working days 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	
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.	Y	We would always say sorry and then set out corrective actions within our correspondence to our tenants.
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.	Y	We will use the Housing Ombudsman guidance on remedies and in line with our compensation policies.
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.	Y	We have purposeful follow on actions to ensure remedies are followed through. However there are further improvements that can be made here and an update of the code and our complaint obligations will be set out and shared with all services areas and including contractors
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.	Y	This is done with housing Ombudsman guidance and our compensation policy and procedures sets out the different compensation routes and methods for us to follow

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.	Y	<p>We record all learning and these are shared with the service areas.</p> <p>Further improvements are being made for 22/23 and these are:</p> <ul style="list-style-type: none"> • The business improvement team will be sharing this information as part of their 6 monthly service update • A quarterly summary of complaints and learning will be delivered to Heads of Service to enable service improvements and accountability • In the areas where complaints are higher a monthly summary to be delivered to the Heads or service and Managers to improve the pace of change.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Y	A complaint will always be concluded with the information about what the next steps should be in regards to following a legal or insurance route for redress

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.	N	We have partial compliance, we do reports back to Community Voice, Customer complaint panel who can suggest areas for the scrutiny panels to investigate and through quarterly customer updates on our websites We are going to add further information into our annual report for September 22. Added to the action plan

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	N	Decision made by the board was that all of the board members should have a collective responsibility for complaints and customer feedback in general. The reason for this decision is they felt that having one person as a lead did not fit with the governance improvements and regulatory guidance.

7.4	<p>As a minimum, governing bodies should receive:</p> <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 self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Y	The information will be shared at the GCB in May 22 with all of the information suggested.
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7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Y	We have been complaint in this area however there are areas and room for improvement. By regularly updating the heads of service with complaint information this will ensure potential risks are managed and appropriate service improvements are implemented robustly.
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. 	N	<p>Although we informally take this approach and work together and better understanding could be achieved across the whole of the business. Further work is required to ensure we are fully compliant here.</p> <p>One of the actions identified here is to have a mandatory training /briefing program for all people within Ongo to understand their responsibilities with the complaint process and acting within the professional standards</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.	Y	This document is evidence of the self-assessment and annual self-assessments will be scheduled in
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Y	Complaints Policy and Procedures will always be reviewed as part of a significant restructure or change. The policy review schedule will also inform a further self-assessment if required
8.3	<p>Following each self-assessment, a landlord must:</p> <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 	Y	We will comply with all of these measures