

Appendix A: Self-assessment form

This self-assessment form was completed by the complaints officer and was reviewed and approved by the Board of Trustees.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	YES	See Section 2	Our policy includes this definition of a Complaint with an additional broader explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	YES	This is detailed in Section 2.1	The word "complaint" does not need to be used expressly for the matter to be considered a complaint. Whenever a resident expresses dissatisfaction, we will give them the option to make a complaint. Complaints submitted via a third party or representative are handled in line with our Complaints Policy, provided the resident gives consent.
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	YES	Section 2.2 of our policy explains the difference between a complaint and a service request.	Our staff are trained to understand the difference and to ensure both are resolved effectively. Staff

	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.			have accessed the Housing Ombudsman online training.
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	See Section 2.3	We ensure that when a service request has not been completed satisfactorily, the individual will be free to make a complaint which will be formally logged.
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	We believe that Satisfaction Survey feedback is an opportunity to improve our services. We follow up when individuals if they have expressed dissatisfaction	A Resident satisfaction survey was undertaken in 2024. Report of findings were sent to the Board of Trustees for scrutiny. Any actions and recommendations were implemented.

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	As outlined in section 7	Cases such as these will be discussed at the Board of Trustees meeting to make the final decision, and the resident is provided with the rationale of our decision
2.2	<p>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:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	YES	As outlined in section 7.1	<p>Exclusions are listed in the Complaints Policy. They will be reviewed annually with the self-assessment.</p> <p>If we decide not to accept a complaint, an explanation will be provided setting out the reasons why the matter is not suitable for the complaints process.</p>
2.3	Landlords must accept complaints referred to them within 12 months of the	YES	As outlined in section 7.1	Our Policy and will accept complaints referred within 12

	<p>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.</p>			<p>months of the matter arising, or resident becoming aware of the issue. Where there are good reasons to do so; we will also consider whether to apply discretion to accept complaints made outside the time limit.</p>
2.4	<p>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.</p>	YES	As outlined in section 7.1	<p>If we decide not to accept a complaint, we will provide a full explanation and provide information for them to contact the Ombudsman should they wish to.</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	YES	We ensure that every complaint is considered on an individual basis	

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	See Section 3 – Accessibility and awareness	We will make reasonable adjustments to accommodate an individual's particular needs, they, or their representative, should contact the General Manager whose details are in the Residents' Handbook, by phone, in writing, email or in person to discuss what adjustments may be possible
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	As per Section 3.1 of our policy,	Complaints can be made by telephone, email, writing or in person. All staff have familiarised themselves with the Complaints Handling Policy and trained during team meetings.
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	YES	This is summarised in the Trustees Annual Complaints Performance and Improvement report.	The Trustees recognise that a positive complaint handling culture is integral to our effectiveness and demonstrates openness and honesty in the organisation. The Charity acknowledges

	complain.			that a high volume of complaints will not be seen as a negative, as this can be indicative of a well-publicised and accessible complaints procedure. We also acknowledge that low complaint volumes can potentially be a sign that residents feel unable to complain.
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	See Section 5	The policy and procedural stages is available on our website and the information is included in our Resident Handbook and copies of the full policy were provided to residents.
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	See Section 11	The policy is publicised in the Residents' Handbook and on our website. Hard copies are also available in the communal room. There is a Complaints section on our website with a copy of this self-assessment form and policy.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their	YES	As per Section 3.2	Complainants will be given the opportunity to have a representative deal with their

	behalf, and to be represented or accompanied at any meeting with the landlord.			complaint on their behalf (with their consent) and/or be represented and accompanied at any meeting where this is reasonable
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	See Section 9 - Conclusion	This information is included within our Complaints Policy and within correspondence to residents as part of the complaints handling process. Every resident has been issued with our Resident Handbook which contains guidance on how to complain. Section on Website contacts information including information regarding the Ombudsman

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	See Section 4	Complaints will be initially investigated by the Complaints Officer (General Manager) at Stage One. If it is inappropriate for the Complaints Officer to make the initial investigation, the complaint will be referred to the Acting Trustee
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	See Section 4.1	The General Manager is the designated officer for any complaint and has access to staff and trustees. They have the authority and autonomy to act to resolve disputes quickly and fairly.
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	See Section 4.1	Staff are trained to take action to achieve a quick resolution of the problem and are encouraged to use their authority to do so.

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	We have one single policy in place.	
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	See Section 5	We aim to resolve all complaints swiftly and effectively and have only 2 stages in our process.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	YES	Not applicable.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	YES	Complaints are handled internally.	

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	YES	As above. Complaints are handled internally.	
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	Section 5 of our policy sets this out.	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
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	As above – see Section 5 of policy	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	YES	See Section 5.5 of our policy.	

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.		See Section 6 – Timeliness on our policy.	There may be occasions when the above timescales cannot be met. In these cases, an explanation of the reasons for any delay will be given. We will ensure that we regularly update complainants about the progress of the investigation.
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	See section 3.4	We will make reasonable adjustments to accommodate an individual's particular needs, they, or their representative, should contact the General Manager whose details are in the Residents' Handbook, by phone, in writing, email or in person to discuss what adjustments may be possible
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	See Section 7 of our policy	We will accept a complaint unless there is a valid reason not to do so. These are highlighted in our policy
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	YES	See Section 6 of our policy	A full record will of the complaint will be kept, along with any review, correspondence and the

	correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			outcomes of each stage
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	See Section 5 of our policy.	A remedy will be offered during any stage of the process.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	YES	See section 7.2 of our policy.	As part of this process, we have recently introduced a 'Unreasonable Behaviour' policy and also have an Anti-social behaviour policy.
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	See Section 8	Anti-social Behaviour Policy and unreasonable Behaviour Policy contains relevant clauses

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	Our policy sets out our aim to achieve positive resolution within five days of receiving a complaint
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	YES	See Section 6.1	Logging and acknowledgement of complaint – within five working days
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	YES	See Section 6.1	Decision on action proposed to resolve the complaint – within ten working days of the complaint
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	YES	See Section 6.2	If an extension is required to enable the Charity to respond to the complaint fully, this should be agreed

	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.			by both parties. If an agreement over an extension period cannot be reached, we will provide the Housing Ombudsman's contact details so the resident can challenge our plan for responding and/or the proposed timeliness of a landlord's response.
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	See Section 6.3	If an extension is required to enable the Charity to respond to the complaint fully, this should be agreed by both parties. If an agreement over an extension period cannot be reached, we will provide the Housing Ombudsman's contact details so the resident can challenge our plan for responding and/or the proposed timeliness of a landlord's response.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate	YES	See Section 6.1	The Complaints Officer will write to the complainant detailing the outcome of the complaint with the reasons for their decision as soon as the answer is known.

	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	See Section 9.	We will address all points raised in the complaint and 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	See Section 6.3 of our policy.	Where the resident raises additional complaints during the investigation, these will be incorporated into the stage one response if they are relevant, if 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 will be logged 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: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered 	YES	See Section 6.2 of our policy	These communication processes are adhered to all stages of the complaint

	<p>to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p>			
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	YES	See Section 5.4	Our policy complies with this requirement.
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	See Section 5	Our policy complies with this requirement.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	YES	See section 5.4	Residents are not be required to explain their reasons for requesting a stage 2 consideration

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	YES	See section 5.4	It will be referred to the Acting Trustee
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	YES	See Section 6.1	
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	See section 6.3	If an extension is required to enable the Charity to respond to the complaint fully, this should be agreed by both parties.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	YES	As above.	If an agreement over an extension period cannot be reached, we will provide the Housing Ombudsman's contact details so the resident can challenge our plan for responding and/or the proposed timeliness of a landlord's response.
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	YES	As in Stage 1	

	updates provided to the resident.			
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	Se Section 5.5	We provide comprehensive responses to items raised within complaints
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	YES	See Section 6.2 of our policy	Details of how to escalate the matter to the Housing Ombudsman Service if dissatisfied are provided at conclusion of Stage 2.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	YES	See Section 9	We comply with this requirement. All relevant staff are involved in investigations and reviews and of the outcomes and any follow up actions required.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, 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	See Section 10	<p>Where something has gone wrong we will acknowledge this and set out the actions it has already taken, or intends to take, to put things right.</p> <p>We recognise that a positive complaint handling culture is integral to our effectiveness and demonstrates openness and honesty in the organisation.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	YES	See Section 10	We will take guidance from the Housing Ombudsman when deciding on appropriate remedies.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	YES	See Section 10	Any remedy offered will reflect the extent of any service failures and the level of detriment caused to the resident as a result. We

				endeavour to manage expectations and not promise anything that cannot be delivered or would cause unfairness. The remedy offer will set out what will happen and by when, in agreement with the complainant where appropriate.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	YES	See Section 10	We will take guidance from the Housing Ombudsman when deciding on appropriate remedies

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	YES	See Section 11	<p>We will provide an annual complaints performance report to the Trustees every January.</p> <p>We also provide reports on service improvements throughout the year.</p> <p>Our annual report to the Trustees covers all the areas required by the Code.</p> <p>The Trustees reviewed our Self Assessment of compliance with the code on 27th January 2025</p>
8.2	The annual complaints performance and service improvement report must be	YES	Section 11	This was approved on 27 th January 2025 and is now on

	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.			our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	YES	Section 11	This is highlighted in our policy and procedures review policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	YES	N/A	Noted – this has not arisen in 2023/24. No complaints have been referred to the Ombudsman.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	YES	Not applicable to us in 2023-2024	

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	Section 11	We see every complaint or report of service failure as an opportunity to improve our services.
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	Section 11	The Trustees recognise that a positive complaint handling culture is integral to our effectiveness and demonstrates openness and honesty in the organisation.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	YES	Section 11	All staff are encouraged to propose improvements. We will start to share our learning with residents via our newsletters and during residents' meetings.
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	Section 11	The General Manager is the lead office for complaint handling and the role includes these responsibilities.

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	Section 11	The Acting Trustee (rotated each year) is our MRC.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	YES	Section 11	The MRC's responsibilities are set out in our Policy and meet these expectations within the Code.
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	Section 11	All complaints are reviewed at the bi-monthly Trustee Meetings, noting the grounds for the complaint, what went wrong, the remedy, any outstanding issues and any changes to services proposed. The Trustees will carry out an annual self-assessment against the Code to ensure the Charity's complaint handling remains in line with its requirements and following significant restructures and/or change in procedures

9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	YES	Section 11	<p>Our aim is to provide the best standard of service for all our residents, and we welcome suggestions, comments and views on how to improve the services we offer.</p>
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