

## 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: <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 Concerns, Complaints & Compliments policy v12 18 <sup>th</sup> October 2023 (updated 28 <sup>th</sup> March 2024)	Policy updated 28 <sup>th</sup> March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).
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	Yes	See Concerns, Complaints & Compliments policy v12 18 <sup>th</sup> October 2023 (updated 28 <sup>th</sup> March 2024)	Policy updated 28 <sup>th</sup> March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).

	complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.		"expression to dissatisfaction" and commitment to meet the Code's requirements address this requirement.	Will be learning from tenant feedback (case work) and supported by training.
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024)  Dimensions regards includes "concerns" within its definition of "service requests". "Concerns" are recorded on RADAR.	Policy updated 28th March 2024, including an updated Glossary (see v12.1 dated 14 <sup>th</sup> May 2024).
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 Concerns, Complaints & Compliments policy v12 18th October 2023.	Policy updated 28th March 2024, including an updated Glossary (see v12.1 dated 14 <sup>th</sup> May 2024).
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	Yes	See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023, S.6 Customer service, choice and complaints.   Tenant involvement and empowerment pc	Annual Tenants' Survey closing date 25 <sup>th</sup> March 2024.  Tenants are invited to submit verbatim comments with their annual survey, any concerns, complaints or

	their services, they also must provide details of how residents can complain.		See also annual Tenants' Survey.	compliments are responded to directly.
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## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.1 - S6.8.	Examples of refusal to accept a complaint include: Issue older than 12 months old; unreasonable complainant behaviour; or it would prejudice legal action. All reasons are set out in the policy and are subject to appeal. Provide a case work example when available.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>Legal proceedings have started. This is defined as details of the</li> </ul>	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.1 - S6.8.	See 2.1. (see v12.1 dated 14 <sup>th</sup> May 2024)

	<p>claim, such as the Claim Form and Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>			
2.3	<p>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.</p>	Yes	<p>See Concerns, Complaints &amp; Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.2 / S6.3.</p>	<p>See 2.1. (see v12.1 dated 14<sup>th</sup> May 2024)</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	<p>See Concerns, Complaints &amp; Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.2 - S6.8.</p>	<p>(see v12.1 dated 14<sup>th</sup> May 2024)</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	<p>See Concerns, Complaints &amp; Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.2 - S6.8.</p>	<p>(see v12.1 dated 14<sup>th</sup> May 2024)</p>

### 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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.1 – S4.12.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023, S6.3 – 6.8.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024) – this is a “must read policy”.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023, S6.4.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024).	This is a “must read policy”.  (see v12.1 dated 14 <sup>th</sup> May 2024)

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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.1 - 4.6 and S5.1 – 5.13.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023; S6.4 – 6.8.	This policy is available on both Dimensions & Discovery's websites and the internal Intranet (HUB).  (see v12.1 dated 14 <sup>th</sup> May 2024)
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.6.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.8 - 4.10.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023; S6.5.	Policy updated 28th March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S2.4, S4.5, S5.1 and S5.13.	(see v12.1 dated 14 <sup>th</sup> May 2024)

## 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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.12.	Our corporate lead is Huw John, Board member and Chair of Quality Practice Committee (QPC). Our internal corporate responsible person is Sarah McEvansoneya, Quality Officer. Deborah Tempest is the Housing Service lead.
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.12.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	<b>Learning:</b> See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S2.2, S2.6, S7.1 and complaint process flowchart.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023; S6.2, S6.7 & S6.8.	<b>Learning Outcomes</b> are recorded in RADAR which is shared across the organisation via the QPC and Insight for Improvement Group. <b>Training</b> is not mentioned in either policy but we do have specific CC&C's training in the Learning Centre which is mandatory for all

				colleagues (a “must read policy”). Additional training to be arrange for the Housing Team to be delivered during 2024/25.
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### Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024)	Policy updated 28 <sup>th</sup> March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.1 – 5.12	Tenants are able to raise “concerns”. Policy and process includes a stage one, then stage two and then refer to the HO (see v12.1 dated 14 <sup>th</sup> May 2024).
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.1.	(see v12.1 dated 14 <sup>th</sup> May 2024)
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator)	Yes	See Concerns, Complaints & Compliments policy v12 18th	(see v12.1 dated 14 <sup>th</sup> May 2024)



	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.		October 2023 (updated 28th March 2024); S5.5.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.5.	See contractor management meeting minutes.
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.  See also complaints acknowledgment template letter.	See template letters, complaint acknowledgement, complaints extension letter, and complaints resolution letter.
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	See template complaints letters.	Complaint letters updated 28th March 2024.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> </ul>	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024)	Policy updated 28 <sup>th</sup> March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).

	<p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>			
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S2.3, S2.5, S4.3, S4.4, S4.10 & S4.11.	The learning section on RADAR asks about reasonable adjustments.
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.1 – S6.8	(see v12.1 dated 14 <sup>th</sup> May 2024)
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S1.4, S7.1 & S8.2.	All concerns, complaints & compliments are recorded in our RADAR system.

	correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023; S6.1, S6.2 & S6.7.	
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.4 - S6.6.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	ASB policy covers this but not specifically in C,C&C's policy or Tenant involvement and empowerment policy	See 5.10 of the Anti-social behaviour policy.

## 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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.2 and complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.8 and complaint process flowchart.	Corporate timescale is 20 working days, s4.8 now includes an exception for Housing to align with the code of practice of 10 working days. Policy updated 28th March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).

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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S6.3 and complaint process flowchart.	Policy updated 28th March 2024 (see v12.1 dated 14 <sup>th</sup> May 2024).
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 template complaints letters.	Complaint letters updated 28th March 2024.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	Action plans are included within the RADAR workflow. (see v12.1 dated 14 <sup>th</sup> May 2024)
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 complaint resolution letter template.	Complaint letters updated 28th March 2024.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024)	Confirmed within the policy that we abide by all elements of the Complaints

	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.			Handling Code (see v12.1 dated 14 <sup>th</sup> May 2024).
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	Complaint resolution letter includes a, b, c, d, e, f and g.	Complaint resolution letters updated 28th March 2024.

## 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	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th	(see v12.1 dated 14 <sup>th</sup> May 2024)

	2 of the landlord's procedure. Stage 2 is the landlord's final response.		March 2024); S5.7 – S5.13 and complaint process flowchart.	
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.7 states that if a complainant is not happy with the outcome of their complaint they have the right to appeal.	Covered by our stated commitment to comply with the Code.
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 Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S5.8.	(see v12.1 dated 14 <sup>th</sup> May 2024)
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)
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,	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)

	and the reason(s) must be clearly explained to the resident.			
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	See template complaints letters.	Complaint letters updated 28th March 2024.
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	Action plans are included within the RADAR workflow.  (see v12.1 dated 14 <sup>th</sup> May 2024)
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	See complaint resolution letter template.	Complaint resolution letters updated 28th March 2024.
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; f. details of any outstanding actions; and	Yes	Complaint resolution letter includes a, b, c, d, e, f and g.	Complaint resolution letters updated 28th March 2024.



	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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); complaint process flowchart.	(see v12.1 dated 14 <sup>th</sup> May 2024)

### 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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> </ul>	Yes	Complaint resolution letter includes a, b, c, d, e, f and g.	Complaint resolution letters updated 28th March 2024.

	<ul style="list-style-type: none"> <li>Changing policies, procedures or practices.</li> </ul>			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Resolution letter sets out what remedial action we propose to take. While remedial action doesn't always include financial recourse please also see the Compensation policy.	Complaint resolution letters updated 28th March 2024.
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 complaint resolution template letter.	Complaint resolution letters updated 28th March 2024.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Follow guidance from Complaints handling code	Noted

## Section 8: Putting things right

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.	Yes	Quality & Practice Committee (QPC) & Board reports from July reporting cycle.	For the 2022/23 year an internal performance report was completed and a section on complaints performance and learning was included in the 2022/23 Board Assurance paper.

	<p>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;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			<p>For 2023/24 the previously internal performance report will be published on our Dimensions web site, a full review report will be submitted to the Quality &amp; Performance Committee, as well as the specific complaints performance and learning section within the annual assurance report.</p>
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>	Yes	<p>See 2023/24 Board Assurance report (July 2024). Complaints performance is also reported to the Continuous Improvement Group and the Quality &amp; Practice Committee (QPC). The Board's response will be published on the Dimensions web site.</p>	<p>A 2024/25 action.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant</p>	n/a		<p>noted</p>

	restructure, merger and/or change in procedures.			
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	n/a		noted
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		noted

### 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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S2.2, S2.6 & S7.1 and the complaints process flowchart.  See Tenants Involvement and Empowerment policy v2.1, 13 <sup>th</sup> December 2023; S6.2, S6.7 & S6.8.	(see v12.1 dated 14 <sup>th</sup> May 2024) The RADAR process (workflow) includes the recording of learning and a summary is then reported to QPC/Insight & Improve Group (IIG).
9.2	A positive complaint handling culture is integral to the effectiveness with which	Yes	See Concerns, Complaints & Compliments policy v12 18th	RADAR & learning shred with QPC & IIG.

	landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.		October 2023 (updated 28th March 2024).  See RADAR complaints management data (including learning).	(see v12.1 dated 14 <sup>th</sup> May 2024)
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	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024); S4.6.	RADAR & learning shred with QPC & IIG.  (see v12.1 dated 14 <sup>th</sup> May 2024)
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	Corporate: Sarah McEvansoneya, Quality Officer.  Housing: Deborah Tempest, Housing Hub Manager.	
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	Board: Huw Johns, Quality & Performance Committee Chair.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that	Yes	Board: Huw Johns, Quality & Practice Committee Chair.	

	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.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Yes	Board: Huw Johns, Quality & Practice Committee Chair.	
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"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through</li> </ul>	Yes	See Concerns, Complaints & Compliments policy v12 18th October 2023 (updated 28th March 2024).	(see v12.1 dated 14 <sup>th</sup> May 2024)

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

The self-assessment was completed by Grenville Hague, Director of Housing; Deborah Tempest, Housing Hub Manager; and Sarah McEvansoneya, between the 15<sup>th</sup> March – 16<sup>th</sup> April 2024.

The self-assessment and Housing Complaints Annual Report will be presented to Quality & Practice Committee on the 1<sup>st</sup> August 2024.