Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	Complaints Policy and Procedure – definition of complaint	Any resident expressing dissatisfaction about the standard of service by the landlord or staff will be asked if they want to make a complaint
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	Complaints Policy and Procedure – how complaints may be made	Any resident expressing unhappiness or dissatisfaction with a service will be asked if they want to make a complaint
1.4	Landlords must recognise the difference between a service request and a complaint. This must be	Yes	Complaints Policy and Procedure – service requests and complaints section	Any resident expressing unhappiness or dissatisfaction with

	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.			a service request will be asked if they want to make a complaint
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	Complaints Policy and Procedure – service request escalation section	We do not log a request for service as a complaint. If the resident is still unhappy after the service request then this will be logged as a complaint
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.	N/A	Resident licence agreement and almshouse status documentation	As an almshouse charity we do not have tenants. Our residents are legal beneficiaries appointed under licence to occupy the accommodation. As such, surveys for the Tenant Satisfaction Measures Standard do not apply.

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	Complaints Policy and Procedure – complaint exclusions section	These circumstances are set out in our policy which lists exclusions, like initial service or information requests
2.2	A complaints policy must set out the circumstances in which a matter will not be	Yes	Complaints Policy and Procedure – exclusions and escalation criteria	These circumstances are set out in our policy which lists exclusions,

	considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			like initial service or information requests
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Complaints Policy and Procedure – 12-month complaint timescale	Complaints will be dealt with ASAP and still looked at even after a 12 month period
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Complaints Policy and Procedure – complaint refusal process and Ombudsman signposting	If we decide not to accept a complaint an explanation will be given in writing, if the resident is still not happy then they will guided towards getting in touch with housing Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy and Procedure – individual complaint assessment process	All complaints are dealt with on an individual basis and will be considered

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	Complaints Policy and Procedure; Equality and Diversity Policy	We have a Equality and Diversity Policy which is available on request and on the website
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	Complaints Policy and Procedure; staff awareness through routine briefing/discussion where available	All staff are aware of the our complaints process
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	Complaints Policy and Procedure; complaint records where applicable	Complaints are seen as a way improving our services if required
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	Complaints Policy and Procedure; website complaints page; Resident Handbook	This is outlined in our policy and procedure
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	Complaints Policy and Procedure; website complaints page; Resident Handbook; resident complaints leaflet	Information about our Complaint Handling Code is available on our website, and the Housing Ombudsman Scheme is referenced in the Resident Handbook.

				We will also provide this information in a clear resident complaints leaflet, which will be made available to residents and delivered where appropriate.
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	Complaints Policy and Procedure – representative and accompaniment section	This is contained in our policy and procedure. We would require authority from the resident for a representative to act on their behalf. If we didn't already have it at the point of acknowledgement at stage 1, we would then request it
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	Complaints Policy and Procedure; Resident Handbook; Housing Ombudsman information on website	Information about our Complaint Handling Code is available on our website, and the Housing Ombudsman Scheme is referenced in the Resident Handbook. We will also provide this information in a clear resident complaints leaflet, which will explain how residents can access the Ombudsman service and how they can raise or progress a complaint.

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	Complaints Policy and Procedure – Complaints Officer role	The Administrator is named as the Complaints Officer and outlined in your complaints policy and procedure
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Complaints Policy and Procedure; Administrator named as Complaints Officer	The complaints officer has access to all staff and authority to act and resolve any disputes
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	Housing Ombudsman Complaint Handling Code eLearning certificate; Spotlight on Attitudes, Respect and Rights training record	The Complaints Officer has currently completed the Complaint Handling Code eLearning course with the Housing Ombudsman along with the Spotlight on Attitudes, Respect and Rights. Further eLearning will be undertaken where necessary.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints Policy and Procedure	All complaint investigations will be conducted impartially and this is contained in our policy and procedure. No one will be treated differently.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages, such as 'stage 0' or 'informal complaint', as this causes unnecessary confusion.	Yes	Complaints Policy and Procedure – two-stage process	We always seek early resolution by understanding the complaint and our residents with a simple two stage 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	Complaints Policy and Procedure – two-stage complaints process	We use a two stage procedure to try and resolve any problems as quickly as possible without dragging the process out.
5.4	Where a landlord's complaint response is handled by a third party, such as 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 Policy and Procedure – third-party complaint handling section	If a complaint has to be handled by an independent adjudicator, the complaint will continue from the current stage.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy and Procedure; third-party complaints to be handled in line with the Code where applicable	All complaints will be handled in line with the Code.
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	Yes	Complaints Policy and Procedure; complaint correspondence/file records where applicable	This is covered in our policy and procedure with the request for the complaint to be put in writing

	refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.			stating all the facts and any evidence.
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	Complaints Policy and Procedure; written acknowledgement/correspondence where applicable	This will be explained in writing.
5.8	At each stage of the complaints process, complaint handlers must: 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	Complaints Policy and Procedure; complaint file records where applicable	Complaint investigations will be carried out by a trustee or staff member not directly involved in the issue.
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	Complaints Policy and Procedure; written extension correspondence where applicable	Any complaint that falls outside the timescale set out in the Code will be agreed with the resident and they will be kept up to date at regular intervals.
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	Equality and Diversity Policy; reasonable adjustment records where applicable	There is an awareness of the need to assess the Equality Act 2010 and keep any adjustments under review.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints	Yes	Complaints Policy and Procedure – escalation and refusal criteria	If a complaint is halted at any stage, the resident will be advised

	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.			in writing of the full reason and we will comply with the provisions set out in section 2 of the Code.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Complaint correspondence/file records where applicable; Complaints Policy and Procedure	All records from start to finish will be kept on file.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints Policy and Procedure – remedies section; complaint correspondence/file records where applicable	We will look to find a resolution to a complaint from the outset, regardless of what stage it reaches.
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	Complaints Policy and Procedure; unacceptable behaviour provisions within policy where applicable	This is contained in our policy and procedure, including reference to it being possible grounds for setting the resident's appointment aside.
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	Complaints Policy and Procedure; Equality and Diversity Policy	There is an awareness of the need to assess the Equality Act 2010 and keep any adjustments under review.

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	Complaints Policy and Procedure – Stage 1 process	We always seek early resolution by understanding the complaint and our residents with a simple two stage process and will endeavour to find a resolution at stage 1.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	Yes	Complaints Policy and Procedure; complaint records and acknowledgement correspondence where applicable	Complaints are defined and logged within five days of being received.
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	Complaints Policy and Procedure – Stage 1 response timescale; Stage 1 correspondence where applicable	This is outlined in our policy and procedure.
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	Complaints Policy and Procedure – Stage 1 extension process; written extension correspondence where applicable	Any extensions required will be explained and discussed with the resident both verbally and with a written agreement.
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	Complaints Policy and Procedure; written extension correspondence including Ombudsman signposting where applicable	Once an extension is requested, the resident will be provided with the contact details for the Ombudsman.

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	Complaints Policy and Procedure; complaint correspondence/file records where applicable	As soon as an answer to a complaint is known, the resident will be informed straight away.
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	Complaints Policy and Procedure; Stage 1 complaint response correspondence where applicable	All points of a complaint are to be addressed.
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	Complaints Policy and Procedure – additional complaints during investigation	This is outlined in our policy and procedure.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; 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	Complaints Policy and Procedure; Stage 1 response correspondence including escalation information where applicable	At the completion of stage 1 the resident will receive, in writing, a complete breakdown of the process so far in clear plain language.

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Outlined in our policy and procedure	This is outlined in our policy and procedure.
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	Outlined in our policy and procedure	This is outlined in our policy and procedure.
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	Outlined in our policy and procedure	It will be discussed with the resident the reason for a request to be escalated to stage 2 as part of the stage 2 process.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Outlined in our policy and procedure	Stage two will be considered by the Appeals Officer.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Outlined in our policy and procedure	We endeavour to issue a final response within 20 working days.
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	Yes	Outlined in our policy and procedure	Any extensions required will be explained and discussed with the resident both verbally and with a written agreement.

	days without good reason, 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	Outlined in our policy and procedure	Once an extension is requested, the resident will be provided with the contact details for the Ombudsman.
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	Outlined in our policy and procedure	As soon as an answer to a complaint is known, the resident will be informed straight away.
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	Outlined in our policy and procedure	All points of a complaint are to be addressed.
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 g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Outlined in our policy and procedure	At the completion of stage 2 the resident will receive, in writing, a complete breakdown of the process in clear plain language.

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Outlined in our policy and procedure	All staff members involved in the process will be acknowledged in the final response.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Outlined in our policy and procedure	We follow good practice for almshouses in determining and awarding any financial compensation.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Outlined in our policy and procedure	We follow good practice for almshouses in determining and awarding any financial compensation.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy	Yes	Outlined in our policy and procedure	Any remedy will be followed through to completion.

	proposed must be followed through to completion.			
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Outlined in our policy and procedure	We will consider guidance from the Ombudsman on appropriate remedies.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the	Yes	Completed annual self-assessment; Complaints Policy and Procedure; website complaints page; annual report to be developed where required	All relevant documents and reports are published on our website.

	Ombudsman in relation to the work of the landlord.			
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Trustee meeting minutes where available; website complaints page; governing body response to be recorded where required	Complaints performance and service improvement reports are reported to the trustees and published on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaints Policy and Procedure; trustee review records where applicable	This will be done following any significant restructure or change in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Ombudsman correspondence where applicable; updated self-assessment record where required	Any reviews or updates will be dealt with following an Ombudsman investigation.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code.	Yes	Resident communication and website update records where applicable; emergency/business continuity arrangements to be developed where required	Compliance due to any exceptional circumstances will be dealt with at the earliest possible time.

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	Complaint records where applicable; trustee meeting minutes where complaints or learning are discussed	We look to learn from all complaints and improve our performance.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a	Yes	Complaint records where applicable; trustee discussion of complaint learning and service improvements where recorded	Complaints help to identify any issues and introduce any changes needed.

	source of intelligence to identify issues and introduce positive changes in service delivery.			
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.	N/A	Trustee reporting arrangements; almshouse governance documentation; resident communication records where applicable	We are focused on being accountable and transparent in our trustees' reporting, but almshouses are not required to produce an annual report for residents like social housing landlords with tenants.
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	Trustee governance arrangements; trustee meeting minutes where complaint oversight is recorded	This role is taken up by the Trustees.
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	Trustee meeting minutes or governance records confirming the Chairman's complaint oversight role where available	This role is taken up by the Chairman.
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	Complaint records and reports to trustees where available; Chairman access to relevant complaint information	The Chairman has access to all suitable information.
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	Yes	Reports or updates to trustees where available; annual complaints report to be developed where required; Ombudsman correspondence where applicable	The Chairman and trustees will receive regular updates on complaint matters and reports.

	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.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Complaints Policy and Procedure; staff/trustee expectations communicated through routine management or briefing where applicable	Our aim is to establish a happy place for our residents where any complaints made are dealt with following the Code, and to learn from any outcomes.