

## 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	Policy	This exact definition is included in our policy.
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	Policy	Our policy states:  'We always try and resolve customer issues as soon as possible, and you do not have to use the word "complaint" for it to be treated as such.'  and  'If you feel the need to do so, you are welcome to make a complaint via a third party such as a friend, family member, MP, Councillor or other advocate.'

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	Policy	Our policy describes what constitutes a Service Request, and states:  'Although they are dealt with outside of our Complaints Policy, ACH treats service requests with utmost importance and records, monitors and reviews them regularly.'
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	Policy	Our policy states:  'If you remain unhappy, your issue will be escalated to our two stage complaints procedure. Escalation will not affect your original service request or our efforts to address it.'
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.	No		Negative survey or feedback findings are not considered as complaints, but we do not systematically include details for making complaints within our survey and feedback documentation. All surveys and feedback documentation will be updated with a link that confirms how a complaint can be made.

## 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	Policy	Our policy states:  'We will consider the circumstances of each complaint individually... If we decide that a complaint is not suitable for our complaint process we will inform you of the reasons for this. It will be your right to contest our decision with the Housing Ombudsman.'
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"> <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 claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> </ul>	Yes	Policy	Our policy defines fair and reasonable exclusionary criteria in accordance with the Code.

	<ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			
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	Policy	Exclusionary criteria within our policy includes: 'Anything that happened over a year ago, unless you have only just become aware of the situation', but these criteria are also qualified with: 'Complaints will be accepted or rejected at our discretion'
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	Policy / Letter template once implemented	Our policy text supports this requirement, and we are implementing standardised letter templates to ensure consistency.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Policy / Practice	Policy text supports this requirement, and in practice all complaints are considered individually.

### 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	Policy	We maintain a number of channels through which tenants can complain, including via email, social media and in person. Where required, we are committed to providing reasonable adjustments, most notably translation services for those tenants who require them.
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	Policy / Practice	All staff are aware of the complaints process. The majority of ACH staff, including our CEO, have lived experience and therefore intimately understand the needs and culture of our service users. This in-house lived experience has helped us to understand that our full Tenant Complaints process must also be complimented by easily-accessible informal channels, as many of our refugee tenants are culturally averse to making formal complaints.
3.3	High volumes of complaints must not be seen as a negative, as they can be	Yes	Practice	ACH has a positive approach to tenant engagement and we regularly hold

	indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			forums and surveys to elicit feedback of all kinds. We encourage residents to share concerns and complaints, and seek as high a volume as possible. We are signatories to the Tenants' Charter, and make clear to all residents at induction their rights and our responsibilities.
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	Policy / website	Our policy is shared with all tenants at induction. Once approved, the policy will be available on our website and all complaint correspondence will provide a link to this.
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	Policy	Policy text supports this requirement.
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	Policy	Policy text supports this requirement.
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	Policy	Policy text supports this requirement, and all complaint correspondence includes the following text: "The Housing Ombudsman can be contacted for advice and information at

				any point during the complaints process. Details for the Housing Ombudsman can be found on ACH's website <a href="http://www.ach.org.uk">www.ach.org.uk</a> or by contacting them at <a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a> "
--	--	--	--	---

## 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		Policy confirms Head of Housing & Support is the Lead Person
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		The Head of Housing & Support oversees all operations nationally, and therefore would have the required access and authority for this role.
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	No		Although resident complaints are treated with appropriate priority, complaint handling training is yet to be provided for all relevant staff and complaint handling data is also not systematically reported.

## 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	Policy	We have a single policy in place, which states that 'We will never treat you differently for making a complaint'.
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	Policy	We have a two stage policy as per the Code.
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	Policy	Policy text supports this requirement.
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	Practice / Policy	We maintain responsibility for complaint resolution regardless of third party involvement, and our policy therefore applies in all cases.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Practice / Policy	We maintain responsibility for complaint resolution regardless of third party involvement, and our policy therefore applies in all cases.
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	Policy	Policy text supports this requirement. Complaints handling training and standardised letter templates will further reinforce this.
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.	No		Standardised letter templates, staff training and Policy Quality Audits will ensure that this is applied without exception.
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		Our policy commitments to residents include: <ul style="list-style-type: none"> <li>• Make it easy for you to make a complaint.</li> <li>• Give you a prompt response.</li> <li>• Sort out the problem efficiently and fairly.</li> </ul>

	<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>			<ul style="list-style-type: none"> <li>• Be fair, polite and helpful.</li> <li>• Help you fill in the complaints form if you have difficulty.</li> <li>• Keep you up to date with the progress of your complaint.</li> <li>• Treat your complaint confidentially.</li> <li>• Give you the right to a second opinion</li> </ul> <p>Although our approach mirrors this, Standardised letter templates, staff training and Policy Quality Audits will ensure that this is applied without exception</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	Policy	Policy text supports this requirement.
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	Yes	Policy	Policy text supports this requirement. All complaint details are logged on our CRM and actively reviewed throughout the complaints process, including any reasonable adjustments made.

	reasonable adjustments must be kept under active review.			
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	Policy	Policy text supports this requirement.
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	Salesforce CRM	All complaints are logged on our Salesforce CRM, which records all contact, correspondence and outcomes. Salesforce will also house all supporting documentation for each case alongside standardised letter templates for each stage of the complaints process to ensure consistency of communication.
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	Practice / Policy	Our policy commits to resolving complaints 'as quickly as we can' and there are no practical or process barriers to remedying a complaint at any point of our complaints 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	Yes	Policy / License Agreement	We have an ASB policy, Acceptable Behaviour contracts, and House rules as part of our resident license agreement.

	putting any restrictions in place and must keep restrictions under regular review.			
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Policy	All ACH policies and processes are compliant with the Equality Act 2010.

## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Practice	As complaints are handled regionally, it is very rare that resource-related priority decisions need to be made. Risk, resident vulnerability and case complexity are considered for all complaints without exception.  Less than 10% of our complaints pass to stage 2.
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	Policy	Policy text supports this requirement.
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	Policy	Policy text supports this requirement.
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	Policy	Policy text supports this requirement.

	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.			
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		Whilst this does occur, standardised letter templates, staff training and Internal Quality Audits will ensure that this is applied without exception
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	Practice / Policy	Complaint responses are provided within compliant timescales according to our policy, and residents are regularly updated as to complaint resolution progress.
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	Practice	All points raised within resident complaints are addressed without exception.
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	Yes	Practice	We understand from experience that initial complaints can evolve during the course of investigation, and wherever appropriate we will accept additional or altered complaints that relate to this. Where investigation is complete we log new complaints at Stage 1.

	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <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	Practice	<p>Complaint responses follow this format, as outlined in our policy.</p> <p>Standardised letter templates will ensure that this is applied without exception.</p>

## 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	Policy	Policy text supports 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	Policy	Policy text supports 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	Practice	Our policy states: 'You have the right to request a review if all or any part of the complaint is not resolved to your satisfaction at stage one.'  It also states that an independent member of staff will 'contact you to understand the outstanding issues and the outcome you are seeking'.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Policy	Policy text supports this requirement.
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	Policy	Policy text supports this requirement.
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	Policy / Practice	Policy text supports this requirement, and no extensions are made without strong need and justification – which is shared with the complainant as a matter of course.

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		Whilst this does occur, Whilst this does occur, standardised letter templates, staff training and Internal Quality Audits will ensure that this is applied without exception.
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	Practice / Policy	Complaint responses are provided within compliant timescales according to our policy, and residents are regularly updated as to complaint resolution progress.
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	Practice	All points raised within resident complaints are addressed without exception.
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"> <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> </ul>	Yes	Practice	Complaint responses follow this format, as outlined in our policy. Standardised letter templates will ensure that this is applied without exception.

	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	Practice	All points raised within resident complaints are addressed without exception, and all staff members required to input into this are included.

### 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> </ul>	Yes	Policy	We commit to these remedies within our policy, using this exact language.

	<ul style="list-style-type: none"> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <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	Practice	We set expectations at first point of contact with complainants, taking impact into account.
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	Practice	Outstanding actions are either followed up by the complaint handler or the complainant is given details of who will be following up on any outstanding actions.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Practice	Any remedies are offered after consideration of the Housing Ombudsman guidance for 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> </ul>	Yes	Policy	Our policy commits to annual complaints performance and service improvement reporting in this format.

	<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>			
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 on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Policy	Our policy commits to publishing annual complaints performance and service improvement reports in this format.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Practice	No significant restructure, merger or change in procedures since our adoption of the Code, however this requirement is understood and will be followed where necessary.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Practice	No Ombudsman investigations since our adoption of the Code, however this requirement is understood.
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	Yes	Practice	No circumstances impacting compliance since our adoption of the Code, however this requirement is understood and will be followed where necessary.

	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.			
--	--	--	--	--

### 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	Board and annual reports	<p>Learning and service improvement is included in quarterly complaint and feedback reporting to our executive team and to the Board.</p> <p>Complaint response times are reported as part of our KPIs to the Executive and Board and are available to staff.</p> <p>Complaints are discussed at team meetings to promote learning and discuss ways to improve response times.</p> <p>Companywide analysis as part of the annual reporting process will highlight trends and themes to provide broader opportunities for service improvement.</p>
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	Practice	<p>We are proactive in seeking feedback from our residents, whether through regular Voice of the Customer surveys or on an individual basis via promotion of the Tenants' Charter.</p> <p>Complaint handling training for staff will further reinforce this.</p>
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and	Yes	Website	Annual Complaints Handling Report to be made available to residents and other stakeholders on our website.

	improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.			
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		Policy confirms Head of Housing and Support is the Lead person.
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		Policy Confirms Housing Sub Committee Chair person will take lead responsibility.
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		Policy confirm all access required will be provided in full to the MRC.

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	Practice / Board Reports	<p>Items a-c are included in our quarterly monitoring reporting to the Board.</p> <p>A link to the annual performance report from the ombudsman will be published on our website annually alongside this self-assessment.</p>
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</li> </ul>	Yes	Policy	<p>Our policy commits to these behaviours in relation to complaint handling.</p> <p>Complaint handling training for staff will further reinforce this.</p>

	<p>with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			
--	--	--	--	--

## Appendix 1

### Self-Assessment – Action Plan for ACH

	Complaint Handling Code	Action	Deadline
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.	Negative survey or feedback findings are not considered as complaints, but we do not systematically include details for making complaints within our survey and feedback documentation. All surveys and feedback documentation will be updated with a link that confirms how a complaint can be made.	December 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	Colleagues will receive appropriate training on this policy and associated procedures  Complaint handling data will be systematically reported.	March 2025 March 2025