

Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually. Evidence should be included to support all statements with additional commentary as necessary.

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

Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	No	Revised complaints policy due for publication in early 2023. Current policy reflects this wording and can be found at: - https://www.wolverhamptonhomes.org.uk/contact-us/complaints-and-feedback/
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Evidenced in above complaints policy and strengthened in the revised policy.
1.6	if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	All expressions of dissatisfaction are logged and where these cannot be resolved at the first point of contact, they are recorded as complaints and progressed in line with the complaints policy.

1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	
1.9	If a landlord decides not to accept a complaint, a detailed 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.	Yes	

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Our Customer Resolution team receive expressions of dissatisfaction from our contact centre which they then seek to resolve in a timely manner. For example, if we have not attended a Repairs appointment, the Customer Resolution Officer may resolve quickly by offering a new appointment and an apology for any inconvenience.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Our external market research company collect Tenant Satisfaction Measure data which informs customers of the process for escalation to ensure we are aware of any issues that arise. These are then logged and followed up by our contact centre colleagues.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Residents can make a complaint such as in person, over the telephone, in writing, by email and digitally.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Available in a range of formats.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	The complaints policy and process is accessible on the company website.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Equality, Diversity and Inclusion is included in the policy.

2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	No	<p>Our complaints policy is readily available and easy to search for on our website or through Google search. Our customer service advisors are also equipped to inform customers of the complaints process. We also have a route into Wolverhampton Homes via the Civic centre and with our Tenants and Residents Associations.</p> <p>Where possible, we are trying to tailor our communications to customers through a wide range of channels, particularly digital as customers have stated that is their preference.</p> <p>Our new approach to gathering customer feedback through Tenant Satisfaction Measures will also help us to identify any issues before reaching a formal complaint.</p> <p>Our focus is always on early resolution. This is the message that is consistently promoted to customers.</p>
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Ombudsman details included in the policy and as a standing item within the Complaint response letters.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	This is detailed in our Policy and each complaint is assigned a dedicated Customer Resolution Officer who tailors the support and advice to the customer as a single point of contact.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Any complaints received via. Any channel including social media are referred to our Complaints Policy and form on our website. This then follows our publicised process in being allocated a Customer Resolution Officer.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Customer resolution team in place.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Training needs analysis undertaken, and appropriate training put into place. Training needs analysis undertaken, and appropriate training put into place.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none">• be able to act sensitively and fairly• be trained to handle complaints and deal with distressed and upset residents• have access to staff at all levels to facilitate quick resolution of complaints have the authority and autonomy to act to resolve disputes quickly and fairly. <ul style="list-style-type: none">•	Yes	Full learning needs analysis in place – staff trained to required levels of competency.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Yes	<p>There is a clear definition of what constitutes a complaint in our Complaints Policy. This is explained to customers upon receipt of their concern.</p> <p>We contact all customers to discuss their concerns or complaints, before confirming in writing with the customer what process is being followed. This ensures an audit trail is always able to be evidenced.</p>
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	As above, all customers are contacted via telephone by the Customer Resolution team before having next steps confirmed in writing.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The Customer Resolution team sits corporately to ensure impartiality.

4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	<p>All complaints are dealt with on an individual basis.</p>
4.11	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	Yes	<p>There is a clear process for customer contact during the complaints process which the Customer Resolution Officers take responsibility for.</p> <p>All customers are contacted by telephone or in person following receipt of their complaint. An internal investigation then takes place with the relevant service area which can include further visits to the customer to inspect their property or better understand the issues reported to Wolverhampton Homes.</p> <p>Upon completion of the investigation, a response is compiled. Prior to responses being sent to the customer, they are contacted again to confirm the response and ensure that all elements of their complaint have been addressed.</p> <p>Complaints are then followed up after sending with ongoing communication scheduled if necessary.</p> <p>In exceptional circumstances for persistent or unreasonable complainants, a dedicated policy provides a suite of options for both the customer and</p>

			<p>Wolverhampton Homes to consider applying to support efficient and effective communication on both sides. This can be found at:</p> <p>https://www.wolverhamptonhomes.org.uk/about-us/about-wolverhampton-homes/key-policies/unreasonable-complainant-behaviour-policy/</p>
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	<p>Thorough investigations take place for each complaint received. As detailed above in 4.11 the dedicated Customer Resolution Officer has a clear process with regular and open communication to all complainants.</p>
4.13	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	Yes	<p>Included.</p>
4.14	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.</p>	Yes	<p>All complaints are accepted.</p>
4.15	<p>A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.</p>	Yes	<p>All complaints are recorded in our Housing Management System so that we have clear and consistent reporting for complaints. This has been strengthened further this year by the introduction of the company's Customer Relationship Management or CRM system which provides a route for colleagues to log complaints and provide greater insight into the customer's overall journey with Wolverhampton Homes.</p> <p>This improves the ease at which we can</p>

			access relevant information and ensures that there is a central repository of information for all colleagues.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Unreasonable complainant policy in place. See: https://www.wolverhamptonhomes.org.uk/about-us/about-wolverhampton-homes/key-policies/unreasonable-complainant-behaviour-policy/

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	<p>Each complainant receives a dedicated Customer Resolution Officer that is allocated to each complaint. They act as a central point of contact for the customer during the complaints process and from a company point of view provide a skilled, specialist resource to support the company in responding to complaints.</p> <p>The way in which these Officers focus on building rapport with the customer ensures that the process is detailed clearly throughout, but also provide a personal understanding of the complaint to assist in managing expectations.</p>
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	<p>Where possible, we always aim to resolve complaint at the earliest opportunity.</p> <p>Our Customer Resolution Officers have vast experience working in different roles within the organisation so their skills and experience assist in advising the customer at an early stage. Where relevant, Officers can be assigned to complaints based on what service area they relate to.</p> <p>If a remedy can be actioned immediately this is completed and the customer is informed.</p> <p>An example may be where minimal damage has been caused to a property that we can rectify in good time through a new inspection or job being loaded for the</p>

			customer. This can be done quickly and not require an in-depth investigation.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	<p>Our complaints policy clearly sets out the customer's ability to have someone act of their behalf during the process.</p> <p>As an ALMO we have a close working relationship with the City Council and the associated Councillors who often represent or support customers.</p> <p>It is also common for other family members to represent the main tenant. As Wolverhampton is a diverse city, we ensure our process is inclusive by allowing other family members to support relatives where perhaps English is not a first language or disabilities may be present that hinder the customer's communication. This also takes place in our Resident groups where local representatives often support other neighbours in the process.</p>
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	<p>Where this is the case, we will always reference the relevant legal information such as tenancy agreements, with support on hand to explain the details of this to the tenant if required.</p> <p>Other areas where we provide clarification of this nature would be where complaints are also subject to an insurance claim. Our Customer Resolution Team are also responsible for Insurance claims so there is a joined-up approach when handling any</p>

			associated complaints or visa versa.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	<p>There is a clear escalation process internally for complaints relating to a specific member of staff's conduct or behaviour. This is supported with our HR team where required.</p> <p>Individuals are not named within any complaint response.</p>
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	The allocated Customer Resolution Officer is available for the customer to contact regarding their complaint. They also make proactive contact as detailed elsewhere in this return to ensure that customers are regularly updated and understand the process.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We have started to collect some feedback from customers as part of the Tenant Satisfaction Measures, with further advancements on this due in the New Year to contact all customers upon completion of the complaints process.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained.	Yes	Learning from complaints reports are produced following each complaint, with any trends identified and communicated throughout the organisation.

4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Unreasonable Complainants Policy is available to guide colleagues and inform customers of decisions of this nature.
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Section 5 - Complaint stages

Mandatory 'must' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	KPI targets are in place and monitored on a weekly basis.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Each complaint has a corresponding action plan in place.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This forms part of the letter template advice / final quality checks.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> the complaint stage the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions details of how to escalate the matter to stage two if the resident is not satisfied with the answer	Yes	This forms part of the letter template advice / final quality checks.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	This forms part of the letter template / final quality checks.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Customers are communicated with throughout the complaints process to establish resolution aims.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	All complaints follow the Stage 1 process before being escalated to Stage 2.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	All stage 2 complaints are dealt with by a Director.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	KPIs are in place and monitored on a weekly basis. Where there is an extension required to the timescales, customers are notified.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint 	Yes	Included in the letter template advice / final quality checks.

	<ul style="list-style-type: none"> the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions and <ul style="list-style-type: none"> if the landlord has a third stage, details of how to escalate the matter to stage three if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Stage 1 and 2 process in place.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied§ 	Yes	Not applicable.

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Contact is made with customers should the response require an extension to timescales.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Complaints policy and Stage 1 and Stage 2 letter templates include Housing Ombudsman contact details.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Background information is reviewed as part of each complaint investigation to identify reoccurrence or themes.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This forms part of the existing process.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Contact is made with customers should the response require an extension to timescales
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Complaints policy and Stage 1 and Stage 2 letter templates include Housing Ombudsman contact details.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident	n/a	Not applicable.
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	n/a	Not applicable.

Section 6 - Putting things right
Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	The aim is to resolve all complaints at the earliest point in the process. Customer Resolution officers are empowered to offer early resolution. Action to be taken is included in complaint response letters.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Expectations are carefully managed to ensure a consistent approach.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Included in the Complaint response templates.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	There is a Discretionary Payments policy in place.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Complaint themes are monitored to ensure learning from complaints is implemented into business as usual.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution	Yes	Included in final quality checks.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Our annual report details learning from customer feedback. Moving forward we are establishing a Customer Panel and reports will be published quarterly for customers and feature complaints updates.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Director of Corporate Services holds lead responsibility supported by the Head of Customer Experience. Regular reporting is undertaken to Board and Committee, as well as to the shareholder.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against 	Yes	Regular reporting to the Senior Management team, Board and Committee takes place. Monthly performance monitoring (KPIs) in place.

	the Complaint Handling Code for scrutiny and challenge.		
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Complaint themes are reported and monitored via the Senior Management Team. Customer Service training (Complaints) includes case studies.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	This aligns to the company values which all employees are expected to adhere to.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Undertaken annually via the shareholder.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Agreed.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none">• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents• include the self-assessment in their annual report section on complaints handling performance	Yes	Undertaken annually via the shareholder. Published on both the council's and the company website.