

Annual self-assessment against the Housing Ombudsman Complaints Handling Code – April 2024



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 complaint's performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 3.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 7.	
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	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 3.	

	are not complaints, but must be recorded, monitored and reviewed 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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 3.	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	This has been added to the transactional surveys, ASB surveys and care plus surveys	From April 2024, additional commentary has been added to surveys advising that if a customer is dissatisfied, they can make a complaint and directing them to how they can do this. Homes Plus surveys are completed by a third party, therefore this company will notify us if a customer wishes to make a complaint, and we will contact the customer to support them in doing this.

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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	

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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	All exclusion letters contain details how to escalate to the Housing Ombudsman
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	

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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 7 and 14.	Complaints policy refers to reasonable adjustments. Homes Plus reasonable adjustments/access to services policy are under review.
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 7.	Internal communications underway, advising staff of updated policy. Mandatory training for all staff in place to understand complaints and their role (delivered via e-learning with a 2 year refresher).
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	The Complaints Performance and Service Improvement Report shows numbers of complaints received into Homes Plus on an annual basis.	

3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	See Homes Plus website and Housing Plus Group for the complaint policy. Complaints leaflet can be found here How to make a complaint and provide feedback leaflet	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 13.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 7.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9, 10, 11 and 13.	

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	<p>A new Customer Advocacy Team is in place which will handle all complaints at both stages 1 & 2.</p> <p>This includes a dedicated officer to liaise with the Housing Ombudsman.</p> <p>Complaints are reported to the Board as part of the KPI reports and in-depth complaints report every six months (at half year and annual report).</p>	
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	<p>A new Customer Advocacy Team is in place who will handle all complaints at both stages 1 & 2.</p> <p>They have the autonomy to act to resolve disputes promptly and fairly.</p>	
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	Yes	<p>A new Customer Advocacy Team is in place who will handle all complaints at both stages 1 & 2.</p> <p>We have a Service Improvement</p>	

	<p>important that complaints are seen as a core service and must be resourced to handle complaints effectively.</p>	<p>Committee that looks at high risk cases and tracks learning from complaints.</p> <p>The customer advocacy team is trained in complaints handling.</p> <p>Customer Experience Subcommittee of the Homes Board will review complaints performance and service improvement quarterly, with oversight of the MRC.</p>	
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Housing Plus Group Complaints & Feedback Policy.	
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	Housing Plus Group Complaints & Feedback Policy.	There are 2 stages in Homes Plus complaints 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	Housing Plus Group Complaints & Feedback Policy.	There are 2 stages in Homes Plus complaints process

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	NA	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	NA	
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	This is detailed within our procedures.	<p>Acknowledgement of complaint email sets out the understanding of the complaint.</p> <p>The customer advocacy officer will contact the resident to discuss their complaint, once received.</p>

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	This is detailed within our procedures.	<p>Acknowledgement emails are sent to customers which set out the understanding of the complaint and responses will be clear what part of the complaint is being answered and which are not and why.</p> <p>This is addressed via training and 1:1 coaching.</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and <p>Consider all relevant information and evidence carefully.</p>	Yes	<p>A new Customer Advocacy Team is in place who will handle all complaints at both stages 1 & 2.</p> <p>Complaints are not knowingly assigned to someone involved in a complaint.</p> <p>The customer advocacy officers are trained in complaint handling. Managers complete regular one-to-one with staff where complaints handling is discussed.</p> <p>Complaints are also subject to regular quality audits and internal audits.</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	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	

	them informed about their complaint.			
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 14. EDI strategy in place Reasonable adjustments policy (currently under review). Access to services policy	We currently record vulnerabilities on our complaint files and Housing Management system. preferred communication methods are recorded on our Housing Management systems as is the residents preferred appointment approach
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 8.	
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	The new customer advocacy team will deal with all complaints, giving control over how complaints are handled. All customer advocacy officers will be required to ensure good record keeping. This will be monitored via regular quality audits of complaint case files. Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	Quality audit completion.

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	The new customer advocacy team will ensure remedies are provided at any stage of the complaints process. Detailed in the 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 putting any restrictions in place and must keep restrictions under regular review.	Yes	<u>Unreasonable complainant behaviour policy.</u>	
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	<u>Unreasonable complainant behaviour policy.</u>	

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	The new customer advocacy team will use the first 5 working days to triage the complaint and ensure early resolution where possible, ensuring any vulnerabilities are taken into consideration. Included in complaints process.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure within five working days of the complaint being received.	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	

	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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 9.	Priority Repairs Team in place to monitor repairs from complaints. There are trackers in place to monitor remedies.
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	Detailed within complaints process.	Quality checks are carried out to ensure that response letters are complying with this.
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	Yes	Detailed within complaints process.	

	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.			
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"> 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 <p>details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p>	Yes	<p>Detailed in complaints process and standard letter templates.</p> <p>Regular quality audits undertaken to ensure compliance.</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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	
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	Senior Customer Advocacy Officers will call the customer to understand the complaint, detailed in the complaints 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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	

6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	
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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	
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	Holding letters contain contact details for the Housing 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	Detailed within Housing Plus Group Complaints & Feedback Policy , point 10.	
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	Detailed in complaints procedure.	Quality audits to ensure compliance.

6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and <p>details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>	Yes	<p>Detailed in complaints process and standard letter templates.</p> <p>Regular quality audits undertaken to ensure compliance.</p>	
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Detailed within Housing Plus Group Complaints & Feedback Policy, point 10.</p>	

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.</p> <p>These can include:</p> <ul style="list-style-type: none"> • Apologising. • Acknowledging where things have gone wrong. • Providing an explanation, assistance, or reasons. • Taking action if there has been delay. • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Detailed in complaints process and standard letter templates.	<p>Regular quality audits undertaken to ensure compliance.</p> <p>Responses are approved by a senior manager</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>Training and procedures are in place to ensure impact and vulnerabilities are considered.</p> <p>Compensation policy is in place.</p>	

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	<p>There is a priority repairs team in place to ensure repairs from complaints are carried out promptly.</p> <p>Trackers are in place to track remedies</p>	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<p>Compensation policy in place which refers to the Housing Ombudsman guidance on remedies.</p> <p>There is a separate staff guidance that takes account of the Ombudsman guidance on remedies</p>	

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports 	Yes	<p><u>Complaints Performance and Service Improvement report</u> for 2023/24, reviewed by the Homes Board (May 24) and Customer Experience Sub-committee (May 24).</p> <p><u>Housing Ombudsman Landlord report for Homes Plus</u> also published on the Group website.</p>	

	or publications produced by the 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 on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Complaints Performance and Service Improvement report , reviewed by the Homes Board (May 24) and Customer Experience Subcommittee (May 24). Item 10 details the governing bodies response.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This will be carried out if relevant.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		HPG will comply with any requests to review the self-assessment.
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		The Ombudsman will be informed, and notices put on the website.



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	<p>Our Customer Experience Team includes an insight and improvement officer who works with the advocacy team to understand root cause analysis and help inform service improvements as a result of learning from complaints.</p> <p>Operational reports are developed for service areas to help identify trends in complaints and data obtained from customer surveys. These reports are monitored monthly by the Customer Experience team who document all improvements made as a result of customer feedback.</p>	These operational reports will be, during 2024/25, reviewed by our Customer Experience Committee, to provide performance data to influence and track improvements made by the service as a result, allowing the committee to hold HPG to account.
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	Our Customer Experience Team includes an insight and improvement officer who works with the advocacy team to understand root cause analysis and help inform service improvements as a result of learning from complaints.	

			Operational reports are developed for service areas to help identify trends in complaints and data obtained from customer surveys. These reports are monitored monthly by the Customer Experience team who document all improvements made as a result of customer feedback.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Customer Experience Committee will review complaints performance on a quarterly basis which will in turn, support the development of the overall annual complaint's performance and service improvement report, which will be published annually from 2024 for stakeholders, customers and relevant Boards and Committees.	<p>This will be delivered by the Customer Experience Committee.</p> <p>The complaints performance and service improvement report and self-assessments will also be seen by the Customer Partnership Panel, reviewed by HPGs Board and promoted on our website.</p> <p>Improvements to services will be published on websites and in external communications, for customers to be made aware.</p> <p>Introduction of the Customer Advocacy Team to promote positive complaint handling</p>

				<p>culture.</p> <p>You said we did, published in our communications and on websites.</p>
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	Les Clarke , Executive Director of Housing and Care is Homes Plus lead.	Service Improvement Committee and Customer Experience Committee assess themes and trends.
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	Chair of the Homes Board is Homes Plus Member Responsible for Complaints.	
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	<p>The Customer Experience Committee will be attended by the MRC and will review complaints' performance on a quarterly basis.</p> <p>Complaints and service improvements will be presented to the committee on a quarterly</p>	

			<p>basis for review and challenge.</p> <p>Minutes from these meetings will be provided to the Homes Board for assurance purposes.</p>	
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p>	Yes	<p>The Customer Experience Committee will be attended by the MRC and will review complaints' performance on a quarterly basis.</p> <p>Complaints and service Improvements will be presented to the committee on a quarterly basis.</p> <p>Minutes from these meetings will be provided to the Homes board by way of assurance.</p> <p>Housing Ombudsman investigations and orders are tracked through our Service Improvement Committee, however progress against these orders will be provided to the Customer Experience Committee for oversight.</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"> 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	<p>The e-learning contains details of the standard objective (a, b and c).</p> <p>Staff (relevant employees) are required to have a standard objective in relation to complaint handling as part of their annual review.</p>	
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