



## **Housing Ombudsman Complaint Code 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.

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
1.2	<p>A complaint must be defined as:</p> <p><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></p>	Yes	<p>Accommodation Yes (AYL) complaints, compliments and comments policy define a complaint using wording from the Housing Ombudsman’s complaint handling code.</p>
1.3	<p>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.</p>	Yes	<p>This requirement is reflected in our complaints, compliments and comments policy.</p> <p>Staff are trained appropriately and logged in line with ISO 9001 standards. This message is conveyed on noticeboards in every property across our portfolio.</p>
1.4	<p>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</p>	Yes	<p>We meet this requirement within our complaints, compliments and comments policy in point 6.1.4</p> <p>This message is regularly conveyed to tenants, staff and third-party care providers who have regular direct contact with our tenants.</p> <p>Service request records are recorded electronically via our back-office website function.</p>

	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	<p>We welcome and actively seek feedback from our tenants. Any dissatisfaction highlighted is followed up as a complaint. We do not stop our efforts in rectifying service requests if a tenant complains. Covered in section 6.2.1 in our complaints, compliments and comments policy.</p> <p>Time scales between service requests being made and completion dates are regularly reviewed and recorded electronically on our back-office website function.</p> <p>Tenants and third-party care providers are aware to communicate any dissatisfaction with service requests to Accommodation Yes.</p>
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	<p>We survey our tenants annually using the Regulator Social Housing questions for social housing landlords. The complaints procedure and how to complain is readily available in an easy-to-understand format displayed on all property noticeboards and available on our website. To improve our compliance Accommodation Yes will routinely send and communicate guidance on how to complain alongside future surveys.</p>

## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	We welcome and actively seek feedback from our tenants. Reasons not to accept a complaint are detailed in our complaints, compliments and comments policy under section 6.1.7 We communicate to our customers if we decide not to accept a complaint and provide details of the Housing Ombudsman service. Accommodation Yes exercise discretion to accept a complaint even if it falls into an excluded category.
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	We meet this requirement by using the Housing Ombudsman's wording in our complaints, compliments and comment policy in section 6.1.7

	<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	Accommodation Yes exercise discretion to accept a complaint even if it falls into an excluded category. Complaints are considered on their own merits. Details of how to make views known are documented in section 6 of our complaints, compliments and comments policy.
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.	No	Accommodation Yes have not refused to accept a complaint and therefore there has been no requirement to signpost the complainant to the Housing Ombudsman. It is duly noted that if a complaint was not to be accepted in line with our policy the complainant would be advised of their right to take this decision 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	All complaints are treated on a case-by-case basis. Please see section 6.1.7 in our complaints, compliments and comments policy.

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	<p>We provide our tenants with multiple channels to make complaints which are detailed in our complaints, compliments and comments policy.</p> <p>We are open to complaints being made through alternative channels if they are not covered under our policy and our policy will be updated to reflect the changes if deemed appropriate. Please refer to point 6.0.1 in our complaints, compliments and comments policy.</p>
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	<p>Tenants are able to raise complaints with any member of Accommodation Yes staff or support provider who are aware of the complaint procedure.</p> <p>Noticeboards in all properties publicise contact details of the property manager and the communication channels which can be used.</p>
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	<p>Accommodation Yes encourage tenants to use the complaint process and feedback positive and negative experiences.</p> <p>Accommodation Yes is a small provider and complaint volumes being relative to the size of the service.</p>
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	Yes	<p>The complaint policy is publicised on the website and tenants are made aware via notices in properties what action to take should the tenant wishes to make a complaint.</p>

	will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.		
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	The complaints, compliments and comments policy stipulate the policy is in line with the Housing Ombudsman's complaints handling code, how Accommodation yes publicise the policy and includes information regarding the Housing Ombudsman.
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	Accommodation Yes meet this requirement in our complaints, compliments and comments policy. Accommodation Yes encourage tenant representation and routinely offer this facility to complainants. Please refer to section 6.0.1.
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	We publicise this information on our property noticeboards and tenant welcome packs upon joining the service. To further improve this Accommodation Yes will increase the frequency of generic communication to our tenants regarding the access to the Housing Ombudsman service.

## Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	Being a small provider, the property and operations manager has oversight and coordination of all complaints. The property manager manages the complaint journey, provides an annual report to tenants and the board of directors.
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 property and operations manager has the authority and autonomy to resolve disputes promptly and fairly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively.	Yes	Complaints are prioritised by the property and operations manager who is suitably trained in complaint handling. Complaints are dealt with promptly and seen as a beneficial tool to support continuous improvement in line with ISO 9001 standards.



## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	Please refer to our complaints, compliments and comments 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	We meet this requirement by following the Housing Ombudsman's 2 stage complaint process covered in our complaints, compliments and comments policy.
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	We meet this requirement by following the Housing Ombudsman's 2 stage complaint process covered in our complaints, compliments and comments policy.
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	Yes	We meet this requirement by following the Housing Ombudsman's 2 stage complaint process covered in our complaints, compliments and comments policy. Tenants are not expected to go through two complaints processes. Please refer to point 6.2.4 of our complaints, comments and compliments policy.

	expected to go through two complaints processes.		
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Third parties are made aware of Accommodation Yes' complaints, compliments and comments policy. Please refer to 6.2.5 of our complaints, compliments and comments policy.
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	We meet this requirement by utilising the most appropriate channels of communication based on the needs of the tenant to ensure there is complete clarity surrounding the complaint and desired outcome. Please refer to point 6.2.6 of the complaints, compliments and comments policy.
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	Please refer to point 6.2.7 of complaints, comments and compliments policy.
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> <li>c. take measures to address any actual or perceived conflict of interest; and</li> </ul>	Yes	Please refer to point section 6.2 (Complaints Procedure) of our complaints, compliments and comments policy.

	d. consider all relevant information and evidence carefully.		
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	Please refer to points 6.3.4 and 6.3.13 of our complaints, compliments and comments policy.
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	Accommodation Yes work in conjunction with third party care providers and we meet this requirement in our complaints, compliments and comments policy under 6.2.10.
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	We meet this requirement within our complaints, compliments and comments policy under point 6.2.11. In exceptional cases we reserve the right to waive a stage of the complaint process if we do not feel it would be beneficial and/or may frustrate the tenant/resolution further. We would only do so having taken guidance from the Housing Ombudsman Service and would ensure that the Service is signposted to the tenant.
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	Yes	Records are kept under a complaint section in our property management software and summaries logged with actions taken and dates in our ISO management system.

	any relevant supporting documentation such as reports or surveys.		
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	Please refer to section 6.4 in our complaints, compliments and comments policy.
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	We meet this requirement through our unreasonable behaviour policy and is referred to in our complaints, compliments and comments policy under point 6.2.17
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	We meet this requirement in our unacceptable behaviour policy.

## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	Please refer to section 6.3 of the complaints, compliments and comments policy.
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>	No	From April 2023 to April 2024 Accommodation Yes achieved 96% of acknowledging complaints within 5 working days of the complaint being received. Following ISO accreditation advances have been made in tracking and logging complaints and our target for 2024 to 2025 is 100% compliance. Timescales are detailed in section 6.3 of our complaints, compliments and comments policy.

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.	No	From April 2023 to April 2024 Accommodation Yes achieved 96% of fully resolving complaints within 10 working days of the complaint being acknowledged and responses issued. Following ISO accreditation advances have been made in tracking and logging complaints and our target for 2024 to 2025 is 100% compliance. Timescales are detailed in section 6.3 of our complaints, compliments and comments policy.
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	Please refer to section 6.3 of our complaints, compliments and comments policy.

	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	Please refer to point 6.3.5 of our complaints, compliments and comments policy.
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	We meet this requirement by agreeing with the tenant they are satisfied the complaint should be closed. We use our complaint management system to monitor our commitments and communicate progress with our tenants.
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	Please refer to section 6.3 of our complaints, compliments and comments section. We agree with the tenant they are satisfied complaints can be closed providing tenants the opportunity to raise any concerns they may still have. Records are kept in our complaint management system.
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	Complaint handlers are fully conversant with the complaint handling code.

	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.		
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	<p>Please refer to point 6.3.8 of our complaints, compliments and comments policy.</p> <p>Responses are maintained in our complaints section on our property management software and complaint management system.</p>

## Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
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	Please refer to section 6.3 stage 2 of our complaints, compliments and comments policy
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	<p>Please refer to section 6.3.10 of our complaints, compliments and comments policy.</p> <p>Stage 2 requests are logged in our complaint management system</p>



	within five working days of the escalation request being received.		
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	Please refer to point 6.3.11 of our complaints, compliments and comments policy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Please refer to point 6.3.12 of our complaints, compliments and comments policy. Stage 1 complaints are considered by the property and operations manager. Stage 2 complaints are considered by the company director.
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	Please refer to point 6.3.13 of our complaints, compliments and comments policy.
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	Please refer to points 6.3.13 and 6.3.14 in our complaints, compliments and comments policy.
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	Please refer to point 6.3.14 of our complaints, compliments and comments policy.

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	We meet this requirement by agreeing with the tenant they are satisfied the complaint should be closed. We use our complaint management system to monitor our commitments and communicate progress with our tenants.
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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	Please refer to section 6.3 (stage 2) of our complaints, compliments and comments policy. We agree with the tenant they are satisfied complaints can be closed providing tenants the opportunity to raise any concerns they may still have. Records are kept in our complaint management system.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Please refer to point 6.3.18 on our complaints, compliments and comments policy.  Responses are maintained in our complaints section on our property management software and complaint management system.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Please refer to point 6.3.17 of our complaints, compliments and comments policy.

## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	Please refer to section 6.4 of our complaints, compliments and comments policy.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Please refer to section 6.4 of our complaints, compliments and comments policy. This policy is supported by the tenant compensation policy and reference to the Housing Ombudsman's guidance.
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	Please refer to section 6.4 of our complaints, compliments and comments policy.

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Please refer to point 6.4.4 of our complaints, compliments and comments policy. We reference the housing Ombudsman's resources to ensure remedies are appropriate.
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## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence, Commentary and Explanations
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>	Yes	<p>There was a challenge that the current property and operations manager at Accommodation yes was not receiving emails in relation to the Housing Ombudsman's requirements. This has since been remedied and upon the roll out of an upgraded website Accommodation Yes now share:</p> <ul style="list-style-type: none"> <li>• the annual self-assessment</li> <li>• complaint analysis</li> <li>• any findings by the Housing Ombudsman</li> <li>• service improvements made</li> <li>• any reports issued by the Housing Ombudsman</li> </ul> <p>This has since been rectified and the new upgraded website will continue to evolve as part of our commitment to continuous improvement.</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	Please refer to point 6.5.2 on our complaints, compliments and comments policy.  Following the upgrade of our website the governing bodies response for year 2023 - 2024 has now been published.  Regular updates are provided to the company director
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Please refer to 6.5.4 of our complaints, compliments and comments policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Accommodation Yes would seek to continually improve and update the self-assessment following an Ombudsman investigation.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	Should the need arise any exceptional circumstances would be communicated to the Housing Ombudsman, Tenants, staff and relevant third parties and a timescale would be provided for returning to compliance.

## 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	Please refer to section 6.6 of our complaints, compliments and comments policy. Continuous improve aligns with Accommodation Yes' ISO 9001 accreditation.	
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	Please refer to section 6.6 of our complaints, compliments and comments policy. Continuous improve aligns with Accommodation Yes' ISO 9001 accreditation.	
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	The property manager reports back to the company director on a regular basis. A complaints section forms part of the annual report however there is an opportunity to improve on the content in this section for our tenants and key stakeholders. Tenants have the opportunity to join a tenant council.	
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	The property and operations manager is accountable for complaint handling. Themes and trends are recorded in our complaint management system with themes or trends analysed with corrective actions taken accordingly. Please refer to point 6.6.4 of our complaints, compliments and comments policy.	



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	The MRC is the company director and fully supports a positive complaint handling culture.
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	The property manager and company director hold weekly updates. Complaints are discussed as part of the weekly update. The company director has access to the complaint management system and complaint records.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	The property manager and company director hold weekly updates. Complaints are discussed as part of the weekly update. The company director has access to the complaint management system and complaint records.

	d. annual complaints performance and service improvement report.		
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Please refer to point 6.6.8 in our complaints, compliments and comments policy.

