

Complaints Annual Self Assessment

Completed by:	Elena Boyle – Head of Customer Experience
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Section 1: Definition of a ComplaintMandatory 'must' requirements

Code Section	Code Requirement	Comply: Y/N	Evidence, Commentary and Explanations
1.2	A complaint must be defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.	Yes	This is set out in section 3.1 of our complaints policy: Complaints-Policy-Dec-2020-Final.pdf.aspx (originhousing.org.uk)
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	The complaints policy sets out the definition of a complaint and the Customer Relations Team have been trained on identifying the difference between a 'service request' and a complaint. Members of the team have also attended HQN training on complaints handling to support their understanding and professional development further.
1.6if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	As per the above.
1.7	A landlord must accept a complaint unless there is a valid reason to not do so	Yes	Our complaints policy sets out in the times in which we will not accept a complaint in section 4.2. Complaints-Policy-Dec-2020-Final.pdf.aspx (originhousing.org.uk) and we will not unfairly deny a request outside of these parameters. The Head of Customer Experience provides support to both the Customer Relations Team and wider colleagues to identify the appropriate action to take in these instances. This includes the escalation from stage 1 to stage 2 complaints.

Code Section	Code Requirement	Comply: Y/N	Evidence, Commentary and Explanations
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	This is covered in section 4.2 of our policy and is reviewed with each refresh of the policy and in line with the Housing Ombudsman advice when it is refreshed.
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	Cases such as these are discussed with the Head of Customer Experience to make the final decision, and the resident is provided with the rationale of our decision.

Best Practice 'Should' Requirements

Code Section	Code Requirement	Comply: Y/N	Evidence, Commentary and 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	Training has been provided to both the Customer Relations Team and the Customer Resolutions Team to support identifying the difference.
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	Survey feedback is not treated as a complaint automatically, however, the Property Maintenance Team respond to any instances of outstanding repairs or broader dissatisfaction and raise a complaint, if required. We can strengthen our approach by ensuring other teams take a similar approach. This will be developed over the next financial year. If a resident wishes to make a complaint, how to do this is available from any staff member, on our website and in our complaints policy.

Section 2: Accessibility and Awareness

Mandatory 'must' requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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 have the option of complaining to us through any of our channels – through our website, by e-mail, phone, in person, What's App, Social, Media and through Basil Bot/Live Chat. We manage all complaints, regardless of the channel in which they have originated, with the same expectations and timescales. Our policy sets out our approach on this further.
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	Our complaints policy is available online and a paper copy can be provided on request. If residents have specific needs i.e braille or large print, we will also provide this on request.
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	As well as our complaints policy, our website also has broader information on complaints which can be found here: About Us - Origin Housing
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	We have a Reasonable Adjustments Policy in place that is available on our website: Reasonable-Adjustments-Policy-30-9-22-final -(002).pdf.aspx (originhousing.org.uk) . An internal briefing and copy of the policy has been provided to staff. The Customer Relations Manager has delivered a training session to the Customer Relations Officers and this is embedded into the induction plan for new starters.
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.	Yes	Our complaints policy is published on our website alongside information about our complaints procedure. The complaint handling code and how we work with the Ombudsman is also on our website and can be found here: About Us - Origin Housing . Copies of our self-assessments can also be found on the same page.

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Residents are provided with this as a part of the complaints investigation procedure and it's available on our website, on a dedicated complaints and Housing Ombudsman page. It has also been included in the refresh of our policy.
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 information is available on our website, through discussions with the Customer Relations Team and is on the Stage 2 letter template. This is also included in the refreshed version of our policy.

Best Practice 'Should' Requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	If a resident reports a complaint via social media, the same complaints policy applies. This is covered in our complaints policy which sets out timescales and that we will ask the complainant privately for their details and how best to contact them. The remainder of our complaints policy applies thereafter.

Section 3 – Complaint Handling Personnel

Mandatory 'Must' Requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	We have a dedicated Customer Relations Team comprising of three permanent officers, a fixed term officer providing support as we transition to our new ways of working and a Customer Relations and Quality Assurance Manager who oversees the activity of the Team. This is further supported by the

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
			Head of Customer Experience who is the 'complaints officer' and assumes responsibility for the team and updating the governing body alongside the Director of Resident Services who has overall accountability.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	<p>Complaints are allocated and overseen by the Customer Relations and Quality Assurance Manager. If there is a potential conflict i.e investigating a complaint about the conduct of a staff member, this will usually be investigated by the line manager. We continue to take a pragmatic approach in this respect and outline our approach in our policy.</p> <p>The complaint handlers regularly receive training, feedback, coaching and attend professional training courses. This is further supported by the development of a skills matrix and a training plan for each team member so that we continue to build the competency of each team member.</p>

Best Practice 'Should' Requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
3.3	<p>Complaint handlers should:</p> <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. 	Yes	<p>Whilst we are compliant in this area, we recognise that we want to continue strengthening the skills and capabilities of the Customer Relations Officers as we embed a new team. We will do this through the training and development plan that has been developed and will be implemented over the next 12 months.</p> <p>The Customer Relations Team have all carried out the Housing Ombudsman E-learning, have attended 'having difficult conversation training' and have</p>

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
			<p>access to tools such as the 'empathy model' to support giving customer centred services.</p> <p>The job descriptions of the Customer Relations Team have been re-written to reflect the authority and autonomy they have in managing complaints and a training session, and relaunch of the team, will be taking place in December to strengthen this further. Other improvements also include increased delegated financial responsibility.</p>

Section 4 – Complaint Handling Principles

Mandatory 'Must' Requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
4.1	<p>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.</p>	Yes	<p>If a resident requests a complaint be logged, this goes into stage 1 of our complaint's procedure. In some instances, for example where there is a request for a service for the first time or we're able to resolve a minor problem, we may treat this as an informal complaint. This decision is made in partnership and discussion with the resident.</p>
4.2	<p>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.</p>	Yes	<p>An auto response is generated when the complaint is logged which sets out the complaint investigators name and the timescales. The complaint investigator then contacts the customer to understand the outcomes and agree definitions. We still strengthen this approach over the coming year.</p>

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
4.6	A complaint investigation must be conducted in an impartial manner	Yes	The Customer Relations team receive training to understand how to carry out effective complaint investigations. As a part of this, they are equipped to assess and evaluate information in an impartial manner.
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	These points form a key part of the ways in which the Customer Relations Team work. A refresher of our complaints procedure and training for the team will be delivered in December 2022, and specific attention and focus will be given to these points.
4.11	Landlords must adhere to any reasonable arrangements agreed with the residents in terms of frequency and method of communication.	Yes	At the outset of the complaint, it is expected that the Customer Relations Officer contacts the resident to discuss their complaint and agree how to stay in touch. This is audited as a part of the quality assurance framework and is contained within the complaints policy.
4.12	<p>The resident, and if applicable, any staff member 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 decision is made 	Yes	This happens as a part of the complaints investigation and is encouraged from the outset and throughout.
4.13	A landlord must include in its complaint policy it's timescales for a resident to request escalation of a complaint	Yes	This is covered in the complaints policy in section 4.4. We ask that a complaint is escalated within 10 days but we will on a case by case basis, review whether a request outside of this timescale is reasonable. This is set out in the complaints policy.
4.14	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	Yes	This currently happens. Subject to approval from the Customer Service Committee, we will seek to strengthen this by updating the policy to be more

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
	taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in the landlords policy and must be the same as the reasons for not accepting a complaint.		specific around escalation of complaints when the only element the resident is dissatisfied with is compensation.
4.15	A full record must be kept of the complaint, any review and the original outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties any reports or surveys prepared.	Yes	A full record is saved on CRM. This is audited as a part of the QA framework to ensure that this is consistently happening.
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	Our website sets out details on unreasonable behaviour including vexatious complainants. This can be found here: About Us - Origin Housing

Section 5 – Complaint Stages

Mandatory 'must' Requirements – Stage 1

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
5.1	Landlords must respond to the complaint within 10 working days 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 *	<p>*We recognise that whilst our policy and procedure are in place to support this, we are still working towards consistently ensuring that complaints are responded to within the prescribed timescales.</p> <p>Responding within 10 working days has been a key focus this year and in the 6 month period to September 2022, we had responded to 78.5% of complaints within 10 working days. We continue to improve this on a monthly basis and in the month of October 2022, we responded to 93.3% of Stage 1 complaints on time.</p>
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	Yes	We're closing complaints with action plans where needed and ensuring that there is sufficient case management and follow up with the resident.

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
	issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.		
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	Our investigations and templates are structured in this way but we recognise that there are times where this approach needs to be strengthened. The newly recruited Customer Relations Team are being supported and trained to deliver complaints investigations in this way. Additional training on this will be provided in December 2022.
5.8	<p>Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <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 		Our investigations and templates are structured in this way but we recognise that there are times where this approach needs to be strengthened. The newly recruited Customer Relations Team are being supported and trained to deliver complaints investigations in this way. Additional training on this will be provided in December 2022.

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Mandatory 'Must' Requirements – Stage 2

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	We refuse to escalate very few complaints and where this happens, the reason as to why it's not being escalated are provided in writing.
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	This happens at both the acknowledgement stage and the initial contact from the stage 2 investigator.
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	Complaints only enter the stage 2 process when they have been through stage 1.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	The person considering the complaint at stage 2 is always a different member of staff from the original investigator.
5.13	Landlords must respond to the stage two complaint within 20 working days 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*	<p>Whilst our policy and procedure have been developed to allow us to work in this way, we recognise that this is an area that requires further improvement.</p> <p>Since September 2022, all stage 2 complaints have been responded to within the original 20 day or extended timescales. We expect this level of compliance to continue.</p> <p>Prior to September our policy position was to respond to stage 2 complaints within 10 days . In the 6 month period to September 2022 overall compliance</p>

			was at 46.7% which reflects a period in which we were managing a backlog of complaints.
5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <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 • 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. 	Yes	Our templates and letters all contain these requirements. However, we're working on improving the overall quality of letter writing and are producing a complaints guide and carrying out further training in December 2022.

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The self-assessment also requires Landlords to self-assess against a stage 3 complaint procedure, if they have it. As Origin has a two stage complaints procedure, which is encouraged and supported by the Ombudsman, the stage 3 assessment has not been included here as it is not relevant or required.

Best Practice 'should' requirements – Stage 1

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	If this is agreed verbally, a file note is placed on the complaint and if agreed by e-mail or letter, a copy of saved onto the complaint.
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	There has not been an instance of where a resident has not agreed. However, should this happen, they will be provided with these details. A reminder of this will be included in the complaints training with the Customer Relations Team in December.

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and Explanations
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	This is considered as a part of the investigation and set out in the complaints letter where these have been considered.
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 happens at present. A reminder of this will be included in the complaints training in December and updated in our procedures.

Best Practice 'should' requirements – Stage 2

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	This is then recorded on our systems.
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 landlords plan for responding and/or the proposed timeliness of the landlord's response.	Yes	There hasn't been an instance of this happening this year. However, should this happen, they will be provided with the details. The Senior Management Group and Executive Team who write and approve stage 2 complaints will be reminded of this as a part of the update to our procedures in December 2022.

We have not assessed ourselves against the best practice requirements of the code for stage 3, as we do not have a three stage complaints procedure.

Section 6 – Putting Things Right

Mandatory 'must' requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	This is set out in each of our complaints. We know that we can strengthen this area so we will continue to focus on this in training with the Customer Relations Team in December and ensure that quality assurance focuses on this element.
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	Remedies and redress are a key element of the template we use to respond to complaints. We use the HOS remedies guidance as our basis for determining what is fair and appropriate. If the complaint investigator is unsure of what is appropriate, cases are discussed and reviewed by the Head of Customer Experience.
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	This is set out in stage 1 or 2 response letter.
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	We use the remedies guidance set out by the Ombudsman to determine compensation figures in addition to any statutory payments i.e home loss or the room loss calculation.

Best practice 'should' requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	Our approach to learning from complaints means that we take a systemic view of what is happening. We evaluate the top three complaints themes in each service area, identify what needs to be done to address the root causes and then track the impact of changes ..

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 should be worded.	Yes	This happens on a case by case basis, as required, and is most frequently seen in relation to disrepair or personal injury.
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Section 7 – Continuous Learning and Improvement

Mandatory 'must' requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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 complaint handling figures are reported in our annual report and we share complaint handling satisfaction and information with our resident panel, Spotlight. This then informs scrutiny projects. Staff are updated quarterly during the Learning from Complaints workshops. However, we could strengthen this area further. A broader communications plan will be developed in December as a part of the relaunch of the Customer Relations Team to support the positive complaint handling culture.

Best Practice 'should' requirements

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	Vicki Bonner, Chair of the Customer Service Committee and Board Member, has been appointed as the lead.
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 	Yes	This information is provided to the Customer Service Committee on a quarterly basis and through the annual self-assessment which is then shared with the Board.

	<p>handling performance including compliance with the Ombudsman's orders</p> <ul style="list-style-type: none"> • 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 the Complaint Handling Code for scrutiny and challenge. 		
7.5	<p>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.</p>	Yes	<p>This happens in the quarterly Learning from Complaints workshops of which there has been 3 in 2022.</p>
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <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	<p>This requirement has been shared with all managers. We have developed a standard objective for managers and non-managers.</p> <p>Complaint handling staff have also undertaken the Housing Ombudsman Complaint Handling training, and this now forms a part of the new starter induction, irrespective of role.</p>

Section 8 – Self Assessment and Compliance

Code Section	Code Requirements	Comply: Y/N	Evidence, Commentary and 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	This is our second annual self-assessment which is then published on our website.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	We will continue to review this as we amend our procedures.
8.3	<p>Following each self assessment, a landlord must:</p> <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 the elected body. • Publish the outcome of their self-assessment on their website if they have one, or otherwise make it accessible to residents. • Include the self-assessment in their annual report section on complaints handling performance. 	Yes	<p>The outcome of the assessment is shared with both the Executive Team, Customer Service Committee and the Board.</p> <p>The self-assessment is also published on our website.</p> <p>A link to the self-assessment is included in the annual report and an explanation of it is provided in the report its self. The report is expected to be published in December 2022.</p>