

## Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

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

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

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply Yes/No	Evidence	Commentary / Explanation
1.2	A complaint must be defined as: <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	This definition is used and stated in Appendix 1, point 2.1 of our Complaints Policy at <a href="#">Leicester City Council corporate complaints policy</a>	
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	Section 4.1 of our Complaints Policy states how we will deal with complaints from a third party.	We give residents the opportunity to make a complaint if they are dissatisfied, even if they don't use the word "complaint". However, our Complaints Policy needs to be updated to record this approach formally
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Section 2.3, Appendix A of our Complaints Policy lists issues not defined as complaints. This includes "Initial requests for service provision"	We log service requests received by our Complaints Team and record where these have not been taken forward as complaints. Plans are in place to improve our reporting and monitoring of these cases.

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	Our working practices allow for this	Our Complaints Policy needs to be updated to record this approach formally
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.	In part	In practice we do not take expressions of dissatisfaction through surveys as a complaint	Our Complaints Policy needs to be updated to state dissatisfaction through surveys is not classed as a complaint. We also need to review our communication to tenants to ensure all information contains information about how to make a complaint.

## 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	Yes	We accept all complaints unless they fall into the categories under 2.3, Appendix A of our Complaints Policy	We need to update our Complaints Policy to make it clear each complaint will be considered on its own merits

	complaint must be considered on its own merits			
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> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	We list the circumstances in which a matter will not be considered a complaint in sections 2.3 and 2.4, Appendix A of our Complaints Policy	We need to update our Complaints Policy to confirm matters that have previously been considered under our Complaints Policy will not be dealt with as a complaint
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	Section 2.5, Appendix A of our Complaints Policy states this.	

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	Section 2.6, Appendix A of our Complaints Policy states this	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	In practice this approach is taken	We need to amend our Complaints Policy to confirm this approach formally

### 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	Section 3 of our Complaints Policy states the range of options people have to make a complaint	Options available to make a complaint, as stated in our Policy are: <ul style="list-style-type: none"> <li>• Via the online self-service portal</li> <li>• By Email</li> <li>• By letter</li> <li>• In person</li> <li>• Through a local Councillor</li> <li>• Via Social Media</li> </ul>

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	In practice this approach is taken	We need to amend our Complaints Policy to confirm residents can make complaints with members of staff. Updated guidance on this to be provided to staff.
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	In practice this approach is taken	This approach will be re-enforced as part of our future staff training programme
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	Our policy is published on our website at <a href="#">Leicester City Council corporate complaints policy</a>	In Section 9.1, of our Complaints Policy states that paper copies of the Policy are available on request and council officers can explain the policy, if required
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	Section 9.1 of our Complaints Policy states how we will publish details of the complaints policy.  Section 2.14, Appendix 1 Provides information about the Ombudsman	

			Our Complaints Handling Code self assessment is published at <a href="#">Comments, compliments and complaints</a>	
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	In practice this approach is taken	We need to amend our Complaints Policy to confirm residents can make complaints with members of staff. Updated guidance on this to be provided to staff.
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 publish this information at <a href="#">Comments, compliments and complaints</a>  Ombudsman details are also on our Complaint responses.	

## 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	We have a designated Complaints Team dealing with complaints and liaison with the Ombudsman.	

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	Officers within the Complaints Team work with Officers across the Council and at all levels to resolve complaints	
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	In part		We have identified the need to review resources within our Complaints Team and also deliver updated training to staff in relation to complaints and complaint handling. We have these as tasks to progress within our improvement plan

## Section 5: The Complaints 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	Our single policy is evidenced in Appendix A of our Complaints Policy	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not	Yes	We do not have extra named stages within our complaints process, but follow the stages	



	appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.		outlined in our Complaints 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 only have a 2 stage process as outlined in our Complaints 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 expected to go through two complaints processes.	Yes	We manage all complaints internally and do not expect residents to go through 2 separate complaint processes with third parties	We need to amend our Complaints Policy to make this approach clearer
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	We liaise with third parties directly in relation to complaints to ensure the process is in line with the Code	We need to amend our Complaints Policy to make this approach clearer
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 evidenced through responses to complaints complainants, where we set out our understanding of the complaint and the outcomes the resident is expecting. We also seek clarification from the resident if these are unclear on receipt of the complaint	

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 evidence through the acknowledgement letters we send to complainants	We want to review our template correspondence documents to ensure they remain fit for purpose
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> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	We have an independent Complaints Team who carry out this role	We are due to start a service analysis of our complaints process. Part of this will be to assess how this requirement works in practice and implement improvements, where these are needed. We are also planning to undertake refresher training for our Complaints Team staff to re-enforce their role
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	This is evidenced through correspondence we send to residents where we need to extend deadlines to responses, allowed within our Complaints 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	In part	Anecdotal evidence is available where reasonable adjustments are made on an individual basis.	Our current IT system does not allow us to effectively record reasonable adjustments required, actioned and reviewed. We are building this facility into the scope of requirements for the

	reasonable adjustments must be kept under active review.			development of our new IT system
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 allow all complaints to be escalated if complaints remain dissatisfied with the previous stage response, as stated in our Complaints Policy	We are due to start a service analysis of our complaints process. Part of this will be to assess how effective this part of the process is and implement improvements, if needed
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.	In Part	MS Outlook contains all the information, however our current IT system has limitations in relation to what information we can record, mainly in relation to the outcome of complaints.	We are building a more robust recording facility into the scope of requirements for the development of our new IT system
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 Complaints Team liaises with service areas, not only to gather information related to the complaint but also resolution to the issues raised. This is carried out at each stage of the process	We are due to start a service analysis of our complaints process. Part of this will be to assess how effective this part of the process is and implement improvements, where it is identified these are needed
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	Yes	We have a vexatious complaints policy and procedure in place.	We plan to review these documents to ensure they are fit for purpose and publish our Policy in relation to this on our website

	must keep restrictions under regular review.			
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	In part	Reference is made to residents impacted upon by mental health issues within the Vexatious Complaints procedure	More detailed information will be included in our revised Vexatious Complaints Policy in relation for having regard for the provisions of the Equality Act 2024

## 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	We have a process in place where Complaint Team Officers will liaise with service areas when a complaint is received to establish whether issues can be rectified immediately to resolve the complaint.	As part of our service analysis we want to review the process currently in place to ensure these are effective in relation to this provision, implementing improvements where the need for these are identified
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	This requirement is included within our Complaints Policy and evidenced in our acknowledgement letters	

6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	This requirement is included within our Complaints 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 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.	Yes	This requirement is included within our Complaints Policy	
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	This is evidenced in the correspondence we send to residents when we advise of extension timescale	
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	This is evidenced in correspondence where we respond to complaints. We advise the residents of future actions we will take as part of this correspondence	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant	Yes	This is evidenced in correspondence where we respond to complaints	As part of our service analysis we intend to review our responses to complaints to ensure they are comprehensive, putting in

	policy, law and good practice where appropriate.			place improvements where these are required
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 investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Evidenced through our individual case management records	As part of our service analysis we intend to review this requirement to ensure they are comprehensive, putting in place improvements where these are required
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	This is evidenced in correspondence where we respond to complaints	As part of our service analysis we intend to review the quality of responses to complaints are implement improvements, where these are needed

## Stage 2

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply Yes/No</b>	<b>Evidence</b>	<b>Commentary / Explanation</b>
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	Evidenced through our response letters to stage 1 complaint where we provide information to residents how they can escalate their complaint to stage 2 if they remain dissatisfied with the outcome	
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	This requirement is included within our Complaints Policy and evidenced in our acknowledgement letters	
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	Evidenced from our case management records where all requests to progress to stage 2 of the process are taken forward, even if reasons for this request are not given	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Each stage 2 case is allocated to a member of the Complaints Team who has not been involved in the stage 1 investigation, evidenced through our case management records	

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	This requirement is included within our Complaints 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	This requirement is included within our Complaints 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	This is evidenced in the correspondence we send to residents when we advise of extension timescale	
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	This is evidence in correspondence where we respond to complaints. We advise the residents of future actions we will take as part of this correspondence	
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	This is evidenced in correspondence where we respond to complaints	As part of our service analysis we intend to review our responses to complaints to ensure they are comprehensive, putting in place improvements where these are required



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	This is evidenced in correspondence where we respond to complaints	As part of our service analysis we intend to review the quality of responses to complaints are implement improvements, where these are needed
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Evidenced through our case management records	

## Section 7: Putting things right

Code provision	Code requirement	Compl y Yes/No	Evidence	Commentary / Explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken,	Yes	Evidenced through our responses to complaint investigations	

	<p>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>			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Evidenced through our responses to complaint investigations	
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	Evidenced through our complaints correspondence with residents	As part of our service analysis we want to review how we track actions resulting from complaints to their completion to ensure this is fit for purpose, implementing improvements if these are required
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Evidenced through our complaints correspondence with residents	We intend to introduce a more robust process for making sure staff are aware of the Ombudsman guidance when

			identifying remedies for complaints
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## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply Yes/No	Evidence	Commentary / Explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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;	Yes	The annual report and self assessment is published on our website at <a href="#">Comments, compliments and complaints</a>	Our current IT system does not allow us to report on all areas we would like to. We are scoping in more effective recording and reporting functionality with the development of our new IT system

	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	<p>The annual performance and service improvement is presented annually to our Governance and Audit Committee <a href="#">Browse meetings - Governance and Audit Committee</a></p> <p>These documents are also published on our website at <a href="#">Comments, compliments and complaints</a></p>	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures	Yes	This self-assessment has taken place following the re-positioning of the Complaints Team within the Council's structure	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Where requested we will review and update our self assessment at the request of the Ombudsman, following their investigations	
8.5	If a landlord is unable to comply with the Code due to exceptional	Yes	Evidence of compliance is provided by the actions taken	

	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.		by the Council following our cyber attack in 2024	
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## Section 9: Scrutiny and 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.	In part	We have a range of examples of where Service Managers have implemented service improvements on a case by case basis	We need to strengthen our approach to recording learning and improvements that have resulted from complaints. This is an action for us to take forward in our improvement plan
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.	In part	Complaint data contained in our annual report	We know we have a gap in our reporting intelligence around complaints due to the limitations of our current IT system. This is being addressed as part of the implementation of a new IT system. We have an action to improve our complaint reporting within our improvement plan

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.	No		We know this is a gap due to the lack of reporting information through our current IT system. This will be addressed with enhance reporting capabilities from the new IT system
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	A senior lead officer is appointed	As part of our service analysis we will review our current arrangements in relation to this.
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	An Assistant City Mayor, who sits on the Council's Executive has responsibility for the handling of complaints	Once we have developed our IT systems we will provide more robust complaints information to the lead person
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	Our Annual Complaints report is presented at the Council's Governance and Audit Committee for oversight	Once we have improved the reporting information we have available we will develop new structures to ensure more regular and in depth information is provided in relation to complaints

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> </ul> <p>annual complaints performance and service improvement report.</p>	In part	Our Annual Complaints report is presented at the Council's Governance and Audit Committee for oversight	We know we have gaps in this area and developing our approach to this is a task on our improvement plan
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with</li> </ul>	In Part	In working practice this is the approach taken. however needs reflecting in our Complaint Handling Policy.	We need to review our Complaints Policy to ensure this objective is included. Also we will re-enforce this approach when we undertake complaints training for our staff.

	complaints as set by any relevant professional body.			
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