

Appendix B – Self-Assessment Form 13.11.2023

This self-assessment form should be completed by the complaints officer and discussed at the landlord’s governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

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

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	See paras 3.1 and 5.5.1 Complaints and Compensation Policy as agreed by Board January 2023
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	See paras 5.5.1 and 5.5.2 Complaints and Compensation Policy
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	See paras 5.5.1 Complaints and Compensation Policy
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	See Policy Exclusions 5.6 Complaints and Compensation Policy

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	See Policy Exclusions 5.6 Complaints and Compensation Policy
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	See para 5.6.2 Complaints and Compensation Policy

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	The differentiation has been covered in staff training and QL scripts guide front line staff. The Customer Voice Team review all applications logged as complaints and can vary these if they are not true complaints. Has been strengthened by updating staff guidance and promoting this via the bdht Sharepoint Information Hub, via Customer Voice Manager attending Customer Experience Team meetings intermittently and discussed at the 'Complaint Resolution Group' weekly meeting with members of our SMG.
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 collated externally by MEL and in accordance with GDPR reported back anonymously, unless the respondent provides explicit permission for their responses to be shared with bdht. Where respondents do so any expressions of dissatisfaction are sent by email to the service manager and Head of Governance. When such notifications are received contact

		<p>is logged on the QL management system for the service manager to contact the customer. Managers are instructed to advise the customer of their option to escalate as a complaint if they wish. Mel scripts and questionnaires have been updated to include a strap line to advise customers of how to access the complaints process if they are dissatisfied.</p>
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Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	See para 5.3 Complaints & Compensation Policy. Detail included on bdht website. See Complaint Service Standard. Promotion of complaints is also promoted via our social media channels on a rolling monthly basis.
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	Complaints and Compensation Policy is available from bdht on request and is published on the bdht website. Relevant sections in the policy are 5.7, 5.8, 5.9 and 5.10
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	Complaints & Compensation Policy is accessible via the contact us page on the website and promoted on front screen of website.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	See paras 4.1.8 and 4.1.9 of the Complaints and Compensation Policy. Detailed EIA undertaken as part of policy review 2020. See also Equality, Diversity & Inclusivity Policy.

2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Publicised via website, complaints service standards, posters and within Annual report and Annual report summary. Compliance could be improved via improved notice facilities for posters in communal areas in general needs schemes
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2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	<p>Contact information for the Ombudsman is included in all formal complaint acknowledgement letters, stage 1 and stage 2 response letters and our Complaint service standard. Included in Annual report summary to all customers.</p> <p>Details are also included on our website.</p> <p>To now be included in more letters and leaflets.</p>
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	<p>Promoted within all complaint correspondence, service standard and Annual Report and Annual Report Summary (summary being sent to all residents).</p> <p>Contact details and the Complaint Handling Code are also included on our website.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	See paragraph 5.4.2 of Complaints and Compensation Policy

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	The Customer Voice Team are responsible for complaint handling. Update required to policy in para 5.7.6 of the Complaints & Compensation Policy to reflect managers and Heads of Service now undertake complaint investigation.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All managers and Heads of Service are trained in undertaking complaint investigation

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	See paragraph 5.7.6 Complaints and Compensation Policy All managers have had unconscious bias training and have the skills to investigate complaints. They are also supported by their Head of Service. Managers have the autonomy to resolve complaints. In addition a weekly complaints meeting is held with the Directors and Heads of Service from the operational teams alongside the Customer Voice Manger and Head of Customer Experience.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any 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>Bdht operate a quick-fix complaint option for simple expressions of customer dissatisfaction where any member of staff can resolve the issue within 2 working-days.</p> <p>These are all recorded on the QL housing management system so an audit trail is available.</p> <p>Quick fixes are not mandatory and QL scripts and guidance make it clear that customers must be asked if they wish to pursue a formal complaint rather than a quick fix. The Customer Voice Team contact all QF to ensure customer is satisfied with the resolution and offer to move to Stage 1 if dissatisfied.</p> <p>Formal complaints are logged on QL within 1 working days.</p> <p>The Customer Voice Manager has consulted the Housing Ombudsman Service and our Quick Fix process is compliant with the Code</p>

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Procedures and acknowledgement letters have been amended to comply. In addition Investigating manager will clarify before completing the investigation they have understood the complaint in full.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The Customer Voice Team monitor the upheld rate per team to ensure that investigating managers are impartial in there determinations. In addition either the Customer Voice Manager or a Head of Service reviews the complaint.
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	Investigating mangers investigations reviewed by Customer Voice Manager or a Head of Service to ensure compliance.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Set out in service standards, measured via KPIs and monitored by Resident's Scrutiny Panel (reporting 6 monthly to Board by exception)
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	<p>The investigating manger will interview all complainants giving them opportunity to set out their position and provide supporting evidence.</p> <p>Staff members subject to the complaint are also provided an opportunity to give their perspective. As per para 5.8.2 of the complaints and compensation policy.</p>

			The Complaints Manager has consulted the Housing Ombudsman Service, our S2 procedure enables the complainant to comment on the S1 decision.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	See para 5.9.1 of the Complaints and Compensation Policy
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Policy amended so that reasons for declining to escalate align with exclusions at para 5.6 See revision to Policy at paras 5.8.8 and 5.7.7

	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	All complaint records are managed via the QL Housing Management System
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	Unacceptable Behaviour Policy in place

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Investigating Officer does this at interview.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	90% of formal complaints between April 2023 and September 2023 resolved at Stage 1 of the formal complaint process. Between April 2023 and September 2023 67% quick fixes were resolved.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Para 5.5.2 Complaints & Compensation Policy
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Within Stage 1 investigation letter

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Except where s specific allegation is made against a named individual and any apology offered will always be on behalf of bdht and not the individual
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Target of initial contact from Customer Voice Team within 3 working days and Investigating Manager decision letter within 10 working days. Investigating Manager to communicate with complainant any delay in completion of investigation and reasons for any delay.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Customer surveying undertaken independently by MEL research on behalf of bdht.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Complaint handling and learning from complaints reported regularly to EMT and management Group and at staff/team meetings.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Impact assessment undertaken by bdht AV Panel prior to any decision to restrict access under the Unacceptable Behaviour Policy.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Policy and service standards align with this requirement. Performance consistently meets targets.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Investigating manager issues Stage 1 letter on completion of investigation, not recommendations. Customer Voice Team maintain a register of agreed recommendations in order to monitor implementation.
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	Complaint Investigation letter templates facilitate this approach
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	Complaint Investigation letter templates facilitate this approach

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	The complainant can escalate all or part of their complaint to stage 2.
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	Procedures and acknowledgement letters have been amended to comply.
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	

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Stage 2 complaints are undertaken by Directors. If any Director has had any involvement in the Stage 1 investigation they are excluded from involvement at Stage 2.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Policy and service standards align with the Code but performance needs to improve to consistently meet these targets. Performance Q1/2 2022/23 100% of cases investigated within 20 working days.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	Template letter ensures compliance

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	bdht has a two-stage complaint policy
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul data-bbox="434 587 1234 863" style="list-style-type: none">• the complaint stage• the complaint definition• the decision on the complaint• the reasons for any decisions made• the details of any remedy offered to put things right• details of any outstanding actions• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied	NA	

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Stage 2 investigators will always notify the complainant of any delay and obtain their agreement
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	Procedure updated and delay letter revised to include Ombudsman's contact details.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Although historic issues over 6 months are excluded by the Complaints Policy, the exclusion is if issues are on-going/re-occurring, in these instances timelines are always established at Stage 1
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	Although on occasions new issues will be raised and incorporated at Stage 2. However in the majority of cases included in the stage 1 response.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Stage 2 investigators will always notify the complainant of any delay and obtain their agreement
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	Procedure updated and delay letter revised to include Ombudsman's contact details.

Stage 3

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

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Set out in decision letter and monitoring mechanisms in place to track implementation
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	Staff guide to compensation to ensure consistency in any award. Customer Voice manager and HoS review of draft Stage 1 complaints investigation to challenge any conclusions and ensure any remedies offered are available to all customers.
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	Set out in investigation letter and monitoring by Customer Voice Team to ensure actions are completed. Customer Voice Team working with managers to ensure prompt implementation of recommendations. This is a corporate priority.
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	See Compensation guidance for staff

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Quarterly summary reports to EMT, and Resident Scrutiny Panel, 6 monthly reports to Board and Annual report to Residents identify trends and improvement actions being taken.
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	Policy adapted to comply with IHO guidance see para 5.6.3 of the Complaints and Compensation Policy

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Annual report to Residents (website). Quarterly summary to RSP and raised at staff meetings.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Board (May 2022) have appointed Liz Nembhard leads on complaints See para 1o.2 in Complaint & Compensation Policy January 2023
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	6 monthly monitoring report to Board incorporates these elements Board also receives all Stage 2 complaints summery in the CEO board report. Board also receive complaints information in the monthly strategic balance score card.

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Complaint themes considered quarterly at EMT and regularly at managers meetings. In addition there is a weekly complaints meeting including relevant SMG members.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	Included within Complaint Guidance to staff and the Complaints Policy. See para 10.1 in Complaint & Compensation Policy January 2023

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This new requirement will be incorporated within the annual complaint report to Board (May each year)
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	Previous self-assessment reported to Board November 2022 and published on website. Will be replicated for this assessment once finalised.