

Housing Ombudsman Complaint Handling Code: Self-Assessment Form 2026/27 - Cannock Chase Council

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.

N.B. This has been completed against the new Housing Complaints Policy in May 2026.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	As per new policy. Section 2	Definition matches.
1.3	<p>A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.</p>	Yes	As per new policy. Section 2	<p>The word complaint doesn’t have to be used for it to be accepted as such – now stated.</p> <p>Complaints determined by member of Service Improvement Team.</p> <p>Complaints are accepted from third parties or representatives, however a form of authority is required to disclose personal information to third parties. – now stated.</p>

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	As per new policy. Section 2 and 3.	Service request and complaint defined with examples provided. Service requests are recorded, monitored and reviewed for escalations to stage 1.
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	As per new policy. Section 3.	If a complaint is raised whilst a service request remains ongoing then a complaint would be logged and actions would continue whilst complaint is investigated further and responded to.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	As per new policy. Section 4.	When receiving an expression of dissatisfaction through one of our regular satisfaction surveys or consultation exercises the relevant team would be informed of the issue and look to put it right regardless. The person completing the survey would be informed of the complaint procedure by letter or email, as to how to escalate to a Stage 1 if they continue to be

				unsatisfied with the response/actions of the Housing Service.
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	As per new policy. Section 4.	Section 4 explains what will not be treated as a complaint and that a clear written explanation would be provided, alongside the details of the Ombudsman if the resident wanted to challenge the decision.
2.2	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: <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form 	Yes	As per new policy. Section 4.	As above. Those acceptable exclusions are included, alongside insurance claims

	<p>and Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> • Matters that have previously been considered under the complaints policy. 			
2.3	<p>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.</p>	Yes	As per new policy. Section 5.	<p>Normally accepted within 12 months of the resident becoming aware of the issue – stated.</p> <p>The Council may apply discretion in appropriate circumstances – stated.</p>
2.4	<p>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.</p>	Yes	As per new policy. Section 4.	<p>An explanation would be provided to the complainant and details of the Ombudsman provided.</p> <p>Should the Ombudsman tell us to take on the complaint, we would do so.</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints;</p>	Yes	As per new policy. Section 4.	<p>As above, 2.4, complaints would be considered on each merits/circumstances.</p>

	they must consider the individual circumstances of each complaint.			
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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	As per new policy. Section 6 and Section 2 details how to make a complaint.	<p>Housing Services has a specific complaints webpage detailing how to make a complaint and contact details for assistance/further information: Housing Complaints Webpage</p> <p>Complaints can also be made direct to officers/members and be passed through the CEO office or Service Improvement Team.</p> <p>As per the Equality Act 2010 that requires us to provide reasonable adjustments for disabled people, defined by the Act as those who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry</p>

				<p>out normal day-to-day activities, we would do everything possible to allow a complaint to be made. PA to Chief Executive or a Service Improvement officer would handle as required.</p>
3.2	<p>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.</p>	Yes	As per new policy. Section 2	<p>As above, complaints can also be made direct to officers/members and be passed through the CEO office or Service Improvement Team.</p> <p>Housing Services staff are aware of the complaints procedure. (Will be further informed about the new Housing Complaints Procedure once agreed for implementation.)</p>
3.3	<p>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.</p>	Yes	As per new policy. Section 3 states service requests will be logged and monitored. Section 12 outlines learning and monitoring.	<p>Volumes of complaints are recorded and monitored. Learning from complaints is embedded in the procedure, reported annually and more frequently via newsletter and website, and to MRC in quarterly meetings.</p>

3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	As per new policy. Section 6 outlines accessibility. The policy details the two stage process and what happens at each stage (Section 9).	Available on the website, both on the corporate page and duplicated on the Housing Services section of the website - Housing Complaints Webpage (will be updated with new Housing Complaints Policy once agreed for implementation) These pages can be easily accessed by searching for 'complaints'.
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	As per new policy. Section 8.	Both links provide information on the Ombudsman. The Housing Services page has information on the Code and a link to the self-assessment.
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	As per new policy. Section 7.	Section 7 Representation outlines that residents can have a representative act on their behalf and accompany at meetings at any stage.
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	As per new policy. Section 9. And Housing Complaints Webpage	Information provided on the website and on written responses at stage 2. If an extension of time is required for a stage 1 response the

				complainant is also informed at this stage too.
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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	No evidence available to provide, see commentary.	<p>PA to Chief Executive receives complaint and forwards to officer in Service Improvement Team to distribute to correct Team Leader, Service Manager or Head of Service.</p> <p>CEO Office currently acknowledge complaints, however under the new policy/procedure it will mean a change and the Service Improvement Team do the acknowledgements in liaison with the responding officer. CEO Office would still log for their records.</p> <p>Member of Service Improvement Team (currently Assistant Housing Services</p>

				<p>Manager) liaises with Ombudsman.</p> <p>Service Improvement Team log, monitor and manage responses to ensure timescales are met and complaint handled appropriately.</p>
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	No evidence available to provide, see commentary.	Assistant Housing Services Manager has access to staff at all levels and advises Managers to resolve disputes promptly and fairly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	No evidence available to provide, see commentary.	<p>All complaints are subject to the completion of a learning from complaints form which is used to improve upon complaint handling and ensure similar complaints are not received.</p> <p>Assistant Housing Services Manager administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2.</p>

				They have the required skills and training as detailed.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	As per new policy. Some cross over with complaints that also involve jurisdiction of the LGSCO, but HOS Code would be followed.	New Housing Complaints Policy would cover all HOS Code complaints. Corporate procedure applies to all other complaints.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	As per new policy, no informal stage.	Audit trail of communication is kept. Resolutions are at the forefront of complaints received but do not obstruct access to the procedure. HRA Compensation Policy in place. Whilst the corporate procedure states an informal resolution stage, new draft Housing Complaints Policy has removed that.

				Assistant Housing Services Manager or Service Improvement Team determines service request or Stage 1 complaint.
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	As per new policy, two stage process.	Two stage process.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	N/A	No evidence available to provide, see commentary.	Complaints would be handled by the Housing Service, response would be made in conjunction with contractor etc. but led by Housing Services.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	As above.	As above.
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	Yes	As per new policy. Section 9.	Under new Policy, the acknowledgement will include the complaint definition. New procedures will need to be

	<p>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.</p>			<p>implemented, there is additional staff resource demand.</p> <p>Previously during complaint responses at stage 1 and 2, the manager/HOS contacts the complainant to understand the complaint fully and know what outcome the resident is seeking. This was communicated in the response.</p>
5.7	<p>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.</p>	Yes	As per new policy. Section 9.	<p>As above.</p> <p>If there was a personal injury claim we would make clear this would be dealt with by the Insurance team; or if a Freedom of Information (FOI) or Subject Access Request (SAR) it would be dealt with by the Information Manager.</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; 	Yes	No evidence available to provide, see commentary.	Assistant Housing Services Manager administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2.

	<ul style="list-style-type: none"> b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 			We would ensure all these are met through the process.
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	As per new policy. Section 9.	<p>Detailed in Section 9 for both stages.</p> <p>At the earliest known opportunity that a further extension (outside the initial allowed) is deemed required, the resident would be contacted to agree an extension of time and informed when the response would be provided.</p>
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	No evidence available to provide, see commentary.	<p>As per 3.1.</p> <p>Any agreed reasonable adjustments would be recorded and kept under active review.</p>

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	As per new policy. Section 4.	As per 2.1 - 2.5.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	No evidence available to provide, see commentary.	<p>A full record is kept of every complaint.</p> <p>A spreadsheet of all complaints is maintained with the required dates.</p> <p>Copies of all correspondence are also retained in relation to the complaint.</p>
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	No evidence available to provide, see commentary.	<p>Complaints can be resolved at any point, service request, stage 1 and stage 2.</p> <p>HRA Compensation Policy now in place to guide resolutions.</p>
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their	Yes	As per new policy. Section 13.	'Unreasonably Persistent and/or vexatious complaints and unreasonable behaviour' detailed, with link to

	representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.			additional Policy - Cannock Chase District Council's Policy on Unacceptable Actions by Complainants
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	As per new policy. Section 13.	As above. We would ensure any restrictions placed on contact due to unacceptable behaviour would be proportionate and demonstrate regard for the provisions of the Equality Act 2010.

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	Yes	As per new policy. Section 9.	All complaints are aimed to be responded to in the prescribed timescales - 10 working days for stage 1, 20 working days for stage 2. Due dates and timescales are recorded and monitored.

	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.			It is not often where we require additional time even if complex, in those situations (as per 5.9) the complainant would be contacted and informed of a new deadline for completion of the complaint investigation and response. We haven't had cause to use any extension over the permitted 10 or 20 working days as yet.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	As per new policy. Section 9.	All complaints logged and acknowledged within 5 working days, as per procedure. New policy/procedure will ensure definition is included in acknowledgement.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	As per new policy. Section 9.	As per procedure, response provided within 10 working days of acknowledgement.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and	Yes	As per new policy. Section 9.	As per procedure, there are some occasions when a full response cannot be provided within this timeframe due to

	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.			<p>the complexity of the issues raised. We will keep the complainant informed at the earliest opportunity should an extended timeframe be needed.</p> <p>Housing Services contact the resident and inform of an extension if required, giving an explanation as to why further time is required and the new due date.</p>
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	As per new policy. Section 9.	Details are provided when an extension is taken.
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	As per new policy. Section 9.	<p>Stated in Section 9.</p> <p>Details of actions would be included in the response and are tracked to ensure they are completed by the Service Improvement Team.</p>
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any	Yes	No evidence available to provide, see commentary.	All points raised would be addressed, reasoned and referenced where required.

	decisions, referencing the relevant policy, law and good practice where appropriate.			
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	As per new policy. Section 10.	Stated in Section 10.
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"> 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 stage 2 if the individual 	Yes	No evidence available to provide, see commentary.	A template response is used by Housing Services which covers all these points.

	is not satisfied with the response.			
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	As per new policy. Section 9.	Stated in Section 9. This is the procedure we follow.
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	As per new policy. Section 9.	Acknowledged and logged within 5 working days. New Policy/procedure will ensure the complaint definition is included in the acknowledgement.
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	As per new policy. Section 9.	Stated in Section 9. Head of Service would contact/meet with resident to understand why they remained unsatisfied as part of their complaint investigation and response at stage 2.

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	As per new policy. Section 9.	As per 5.8, Assistant Housing Services Manager administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	As per new policy. Section 9.	We will provide a full response within a further twenty working days of being acknowledged.
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	As per new policy. Section 9.	As per procedure, there are some occasions when a full response cannot be provided within this timeframe due to the complexity of the issues raised. We will keep the complainant informed should an extended timeframe be anticipated. Housing Services contact the resident and agree an extension if required, giving an explanation as to why further time is required.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided	Yes	As per new policy. Section 9.	Details are provided as stated in Section 9.

	with the contact details of the Ombudsman.			
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	As per new policy. Section 9.	Stated in Section 9. Details of actions would be included in the response and tracked to ensure they are completed by the Service Improvement Team.
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	No evidence available to provide, see commentary.	All points would be addressed, reasoned and referenced where 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	Yes	No evidence available to provide, see commentary.	A template response is used by Housing Services which covers all these points.

	g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	As per new policy. Section 9.	Stated in Section 9. Stage 2 is the final response, completed by the Head of Service who can involve all the suitable staff members needed.

Section 7: Putting things right

Code provision	Code requirement	Comply: 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, or intends to take, to put things right. These can include: <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; 	Yes	HRA Compensation Policy	We would try to provide the required remedy/outcome as appropriate, which includes those listed and detailed further in the HRA Compensation Policy .

	<ul style="list-style-type: none"> • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	HRA Compensation Policy	We would assess the impact and try to offer the appropriate remedy, as per the HRA Compensation Policy .
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	HRA Compensation Policy	Details of the remedy offered would be included in the response as required, as per the HRA Compensation Policy .
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	HRA Compensation Policy	<p>We would listen to the Ombudsman and accept their recommendations on any remedies.</p> <p>Ombudsman guidance used in formulating the HRA Compensation Policy</p>

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	Submitted annually to Cabinet alongside a self-assessment. 2024/25 Report	<p>Completed for 2024/25 and approved by Cabinet on 31 July 2025.</p> <p>25/26 report will be presented to Cabinet in Summer 2026 prior to submission by 30 September 2026.</p>

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	As above.	As above. Published on the Housing complaint webpage .
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This self-assessment.	This self-assessment is as a result of the Ombudsman review and a new Housing Complaints Policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	This self-assessment.	As above.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	Circumstances have not arisen, no evidence.	We would comply should the circumstances arise.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	No evidence available to provide, see commentary.	Learning from complaint forms are completed for all complaints, with a view to service improvement in each case.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Annual Report	'What we learned from the complaints received and what we did' page 8-9 in the Annual Tenants report (24/25).
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Housing Board minutes when published.	Learning from complaints is not reported on corporately across the Council. We have formed a new Housing Board to oversee Housing Services, and learning from complaints will be reported to this board/panel going forward. Meeting 1 covered complaint themes, Annual Complaint Performance Report will be presented to the Board in due course for 25/26.

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	No evidence available to provide, see commentary.	Assistant Housing Services Manger administers and oversees the complaints process, they report to the Housing Management Team on a regular basis regarding any themes/trends arising from complaints that require action through changes to policy/procedure etc.
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	Housing Portfolio Leader appointed as MRC	Head of Service and Assistant Housing Services Manager meets quarterly with the MRC to discuss themes and trends arising from complaints.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	No evidence available to provide, see commentary.	The Portfolio Holder for Housing will report to Cabinet Briefing on a regular basis information on Housing Services complaint handling. They will be given access to information and staff as required. This will follow consideration of the aforementioned information at the Housing Board as 9.3

				above and the quarterly MRC meetings as 9.5.
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>	Yes	No evidence available to provide yet, see commentary.	MRC receives information quarterly and annually as required.
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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p>	Yes	No evidence available to provide, see commentary.	<p>Whilst nothing is set out in writing, Housing Services employees would deliver complaint handling with these requirements at the forefront.</p> <p>A procedure for the new Policy is in place to ensure all staff are mindful of the objective.</p>

	<p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			
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