

Housing Ombudsman Complaint Handling Code: Self-Assessment Form 2024/25 - 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.

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	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Corporate Procedure states it slightly differently, but in essence follows the same lines. Definition considered when taking complaints, as per 1.4. What we mean by complaint <ul style="list-style-type: none"> • if you are unhappy with a service we have provided or we have failed to provide that service. • if a member of our staff has been rude or unhelpful. • if we have not followed our own policies and procedures resulting in a negative outcome.
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	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	The word complaint doesn't have to be used for it to be accepted as such. Complaints determined by member of Service Improvement Team (explained further under 4.1) Complaints are accepted from third parties or representatives, however a form of authority is required to disclose information to third parties.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Difference explained with informal resolution and stage 1 complaints. 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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	As per corporate procedure, any dissatisfaction with the service would be addressed at informal resolution (as a service request) and the complainant explained how to escalate to a Stage 1 if they continue to be unsatisfied with the response/actions of the Housing Service.

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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Explains broadly what will not be treated as a complaint. The following will not be treated as a complaint; <ul style="list-style-type: none"> if you disagree with a decision of the Council, which has been taken in accordance with our policies and procedures; where you have a right of appeal or review, whether internally to another person or body within the Council, or externally to some other person or body.
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 and Particulars of Claim, having been filed at court. 	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	As above. Plus - <ul style="list-style-type: none"> “Complaints about incidents occurring more than 12 months ago will not normally be accepted.” Legal proceedings covered in external right of appeal or review. Not explicitly referenced, but previous complaint considered under the procedure would not be accepted.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
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	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	<p>“Complaints about incidents occurring more than 12 months ago will not normally be accepted.”</p> <p>Not normally accepted, therefore unless good reasons would not be, however complaints taken on own individual circumstances.</p>
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	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	<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	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	As above, 2.3, complaints would be considered on each circumstances.

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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	To make a complaint you can do this online by completing the form, email ceoformalenquiries@cannockchasedc.gov.uk , by telephone on 01543 462621 or write to Complaints, Cannock Chase District Council, Beecroft Road, Cannock, WS11 1BG. Complaints can also be made direct to officers/members and be passed through the CEO office. 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 out normal day-to-day activities, we would do everything possible to allow a complaint to be made. PA to Chief Executive and a Service Improvement officer would handle as required.
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	No evidence possible to present.	As above, complaints can also be made direct to officers/members and be passed through the CEO office. Housing Services staff are aware of the complaints procedure.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	N/A	No evidence possible to present.	Not a point able to action, other than to make clear that volumes of complaints are recorded and monitored.
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right And www.cannockchasedc.gov.uk/residents/housing/housing-complaints-and-compliments	Available on the website, both on the corporate page and duplicated on the Housing Services section of the website - www.cannockchasedc.gov.uk/residents/housing/housing-complaints-and-compliments 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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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	Not explicitly referenced in the procedure, so no evidence to provide.	Complaints are accepted from third parties or representatives, however, a form of authority is required to disclose information to third parties before representation or accompanying at meetings etc.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right And www.cannockchasedc.gov.uk/residents/housing/housing-complaints-and-compliments	Information provided on the website and also on written responses at stage 2.

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.	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. Member of Service Improvement Team (currently Housing Strategy and Service Improvement Team Leader (Interim)) liaises with Ombudsman. Service Improvement Team log, monitor and manage responses to ensure timescales are met and complaint handled appropriately.
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.	Housing Strategy and Service Improvement Team Leader (Interim) 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.	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. Housing Strategy and Service Improvement Team Leader (Interim) administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2. They have the required skills and training as detailed.

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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Corporate procedure applies to all 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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Audit trail of communication is kept. Resolutions are at the forefront of complaints received but do not obstruct access to the procedure. Whilst the procedure states an informal resolution stage, this will be for service requests or where no attempt has been made by the resident to bring it to the attention of the team/department responsible. Housing Strategy and Service Improvement Team Leader (Interim) or Service Improvement Team determine.
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Two stage process.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Complaints would be handled by the Housing Service, response would be made conjunction with contractor etc. but led by the 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 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	No evidence available to provide.	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 is communicated in the response.
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	No evidence available to provide.	The contact with the complainant and the response would be clear which aspects of the complaint were being addressed and which were not.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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; 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. 	Yes	No evidence available to provide.	<p>Housing Strategy and Service Improvement Team Leader (Interim) administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2. We would ensure all these are met through the process.</p>
5.9	<p>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.</p>	Yes	No evidence available to provide.	<p>Should a complaint be approaching falling outside the timescale, the resident would be contacted to agree an extension of time and informed when the response would be provided.</p>
5.10	<p>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.</p>	Yes	No evidence available to provide.	<p>As per 3.1.</p> <p>Any agreed reasonable adjustments would be recorded and kept under active review.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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.	A full record is kept of every complaint. A spreadsheet of all complaints is maintained with the required dates. Copies of all correspondence are also retained in relation to the complaint.
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.	Complaints can be resolved at any point, service request (informal resolution), stage 1 and stage 2.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	As per 'Unreasonably Persistent and/or vexatious complaints and unreasonable behaviour' at bottom of page
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	No evidence available to provide.	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 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	No evidence available to provide.	All complaints are aimed to be responded to in the prescribed timescales - 10 working days for stage 1, 20 working days for stage 2. 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 we would agree a new deadline for completion of the complaint investigation and response.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	All complaints logged and acknowledged within 5 working days, as per procedure.
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	As per procedure, response provided within 10 working days of acknowledgement.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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 you 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.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	No evidence available to provide.	Details are made available.
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	No evidence available to provide.	This would be the case, details of actions would be included in the response and tracked to ensure they are completed by the Service Improvement Team.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	No evidence available to provide.	All points would be addressed, reasoned and referenced where required.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	No evidence available to provide.	This would be the case, and how we would approach new issues/complaints.
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 is not satisfied with the response. 	Yes	No evidence available to provide.	A template response is used by Housing Services which covers all these points.

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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	Acknowledged and logged within 5 working days.
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	No evidence available to provide.	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	No evidence available to provide.	As per 5.8, Housing Strategy and Service Improvement Team Leader (Interim) administers and oversees process with Service managers dealing with stage 1 complaints and Head of Service with stage 2.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	As per Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	We will provide you with 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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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 you 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 with the contact details of the Ombudsman.	Yes	No evidence available to provide.	Details are made available.
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	No evidence available to provide.	This would be the case, details of actions would be included in the response and tracked to ensure they are completed by the Service Improvement Team.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	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 g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	No evidence available to provide.	A template response is used by Housing Services which covers all these points.
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 Corporate Procedure - www.cannockchasedc.gov.uk/council/about-us/customer-feedback-help-us-get-it-right	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	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	No evidence available to provide.	We would try to provide the required remedy/outcome as appropriate, which includes those listed.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	No evidence available to provide.	We would assess the impact and try to offer the appropriate remedy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	No evidence available to provide.	Details of the remedy offered would be included in the response as required.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	No evidence available to provide.	We would listen to the Ombudsman and accept their recommendations on any remedies.

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> <ol 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	Will be submitted to Cabinet alongside this Self-Assessment.	Will be completed for 2023/24 and submitted to Cabinet by 30 June 2024 as required.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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. Will be 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	Circumstances have not arisen, no evidence.	Should the circumstances arise the self-assessment would be carried out again.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Circumstances have not arisen, no evidence.	Should the circumstances arise the self-assessment would be carried out again.
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.	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	www.cannockchasedc.gov.uk/residents/housing/housing-services-annual-report	'What we learned from the complaints received and what we did' page in the Annual Tenants report.
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 (at present)	No evidence available to provide.	Learning from complaints is not reported on corporately across the Council. We intend to form a new Housing Board to oversee Housing Services, and learning from complaints can be reported to this board/panel in future once established.
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.	Housing Strategy and Service Improvement Team Leader (Interim) 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.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Head of Service regularly meets with the Portfolio Leader for Housing and discusses 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.	No (at present)	No evidence available to provide.	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.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	No (at present)	No evidence available to provide yet.	This information will be reported for 2024/25 on quarterly/annual basis as required.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	No evidence available to provide.	Whilst nothing is set out in writing, Housing Services employees would deliver complaint handling with these requirements at the forefront.