

Appendix A: Self-assessment form

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

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

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

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

[Section 1: Definition of a complaint](#)

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: ‘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.’	Y	Complaint policy section 1.2	

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>	Y	Complaint policy section 1.3	
1.4	<p>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.</p>	Y	Complaint policy sections 1.5 & 1.6	<p>The Complaints Officer will review all complaints logged and a determination will be made with either another Trustee of the Clerk by reference to the definition of a complaint to determine if a service request is being raised or a complaint. If the former it will still be logged, monitored and reviewed regularly. It will be noted as part of the Board of Trustees meeting each month during which complaints or service reviews are treated as a permanent agenda item.</p>

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.	Y	Complaint policy section 1.7	This is ensured by the constant review and monitoring of the service request both by the complaints officer and at Board level.
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.	Y	Complaint policy section 1.8	The residents complete annual tenant perception and feedback surveys. This is carried out before the review of the annual complaints is undertaken. Any feedback stated within the surveys is responded to by the Board of Trustees who assess the survey results, which includes the details of how they may complain.

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	Y	Complaint policy section 2.1	Should a complaint not be accepted in accordance with the terms of section 2.1 the complaints officer will report to the Board of Trustees to validate this decision and provide their reasoning for reaching the decision. This
				can be undertaken via email to ensure time limits will be adhered to if the decision is taken that the reasoning is unjustified and the complaint on its own merits should be considered. If there is sufficient justification for not accepting the complaint, the complainant will be informed, and details of the Housing Ombudsman will be supplied.

2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Y	Complaint policy section 2.2	These are detailed in full within the complaints policy as section 2.2
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>	Y	Complaint Policy section 2.3	<p>This is detailed in full within the complaints policy as section 2.3. The Complaints Officer will seek the view of the Board of Trustees before discretion is exercised. The written constitution of the Charity does not provide authority for one Trustee to reach</p>

				decisions of this nature without the Boards approval.
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.	Y	Complaint Policy section 2.4	This is detailed in full within the complaints policy as section 2.4 and adhered to by Berkswell Charities.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	Complaint Policy section 2.1	Berkswell Charities ensure each case is addressed individually and on their own merits recognising each and every complaint is different.

[Section 3: Accessibility and Awareness](#)

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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3.1	<p>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.</p>	Y	<p>Complaint policy sections 1.4, 4.1 &amp; 4.2</p>	<p>The Trustees have ensured that the ability to access and discuss the nature of the complaints process is accessible to all whether by phone call, in person to any member of the Trustee body, or employee. By email, and also via the website. Any correspondence can be provided in larger font, and services are provided to ensure the terms of the policy are understood. Representatives of the complainant are able to assist on their behalf subject to written authority being provided by the complainant. The Trustees have agreed that the complaints policy can also be provided in a different format, including an alternative language or braille upon request.</p>
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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.	Y	Complaint policy sections 1.4 & 5	Please refer to the response at 3.1.
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.	Y	Complaint policy section 4.3	The Trustees recognise this and as part of the resident perception and feedback survey they are specifically asked if they have any additional feedback to provide to the Trustees of any nature so Berkswell Charities can strive to do better. It is pointed out to the residents that unless feedback is provided the Trustees remain unaware of concerns, they may have yet they are willing to address and resolve such concerns.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This	Y	Complaint policy section 4.4	Please refer to the response at 3.1

	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.			
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	Complaint policy section 4.4	The Trustees publish the details of the complaints policy and the Ombudsman's information and the 2024 Code on the Charities website. Furthermore, each resident has a copy of the complaints policy, the annual performance review, the completed self assessment form and the Trustees annual review report. Should any changes be made to the Complaints policy during the year, such as details of the officers concerned, the residents will be provided with the updated version.

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.	y	Complaint policy section 4.5	This is included within the complaints policy and is referred to within the response at 3.1 when addressing accessibility to the policy for all.
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.	Y	Complaint policy sections 7.2, 8.5, 8.7 & Section 13	The process is detailed within the complaints policy, and this is actively undertaken within all correspondence to the residents. Furthermore, there is a hyperlink to the website of the Housing Ombudsman on the website.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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.	Y	Complaint policy Section 5&6	The contact details of the Complaints officer and the Appeals officer are provided for within the complaints policy. The Clerk or any of the Trustees have access to these details and can provide them verbally, by telephone or by email.
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.	Y		The Charity is a relatively small Charity with only one full time employee and one part time employee. As such, the Trustees have the authority to direct the employees to ensure any complaints are processed efficiently and fairly in accordance with the Code
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	Y	Complaint policy section 5.4	Training is undertaken by all those who are responsible for handling complaints. Lessons learned are recorded and they are seen by the Trustees as a useful tool towards the effective handling of complaints.

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.	Y	One Almshouse complaint policy	Only one policy exists and any changes to the policy are addressed by providing all residents with the new policy. This ensures all residents have the most version of the
				policy and there is no risk of a resident relying on an earlier version. Records are held to ensure it can be demonstrated the residents have all received the most version.
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.	Y	Complaint policy section 7 & 8	Only two complaint stages

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.	Y	As above	As above
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.	Y	The complaint policy section 7.4	The complaints officer is held by a member of the Board of Trustees. Complaints are not referred to a third party at any stage of the complaint process.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	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.	Y	Complaint policy sections 7.1 & 8.3	

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.	Y	Complaint policy sections 7.1 & 8.3	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind.</li> <li>b. give the resident a fair chance to set out their position.</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information. and evidence carefully.</li> </ul>	Y	Complaint policy section 6	
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.	Y	Complaint policy section 7.2 & 8.5	

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	Y	Complaint policy section 4.1 & 4.2	At the outset of the complaints process any concerns expressed by the resident as to any adjustments they may require, and any disabilities noted will be recorded. It is paramount in the Trustees
	adjustments must be kept under active review.			mind to ensure the resident feels comfortable explaining the nature of the complaint. The resident must feel that at all times they are being treated fairly and would welcome acting about adjustments requested of them. These will be noted and reviewed.
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.	Y	Complaints policy section 2	

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.	Y		<p>A hard copy file is opened for each complaint raised. This will include all correspondence, attendance notes which are shared with resident, and Tel call records.</p> <p>The Appeal decision with minuted notes will also be retained together with ongoing monitoring and review schedules. Emails ( if any ) will be stored online but</p>
				<p>also included in the hard copy file. Any supporting documentation from third parties will also be held as a record. The file will be held in accordance with the Charities file retention policy.</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.	Y	The Trustees encourage the early resolution of complaints. The nature of the complaints policy enables this to be considered at each stage of the complaint. At an early stage, the Trustees will not only process the complaints policy but also ensure it is known what the expectations of the complainant are, are they realistic and to put forward proposals to remedy the cause of the complaint and manage the expectations of the resident.	
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.	Y	Complaint Policy section 3	Should the residents act unreasonably towards the Charity officials or employees whilst the complaint is processed, such behaviour will be addressed as part of the process set out in the Charities Anti- Social Behaviour Policy. Reasonable restrictions can be put in place, proportionate to the behaviour, each case to be considered on its own circumstances.

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.	Y	As above	
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### 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.	Y		As a small Charity the number of complaints raised annually is low. However, whilst every resident is treated fairly the complexities involved, safeguarding issues and vulnerability of the residents is paramount. This is why such importance is given by the Trustees to apologise and resolve any issues arising sensitively as possible.

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>	Y	Complaint policy Section 7.1	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Y	Complaint policy Section 7.2	
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	Y	Complaint policy Section 7.2	

	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.			
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.	Y	Complaint policy Section 7.2	

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.	Y	Complaint policy Section 7.3	
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.	Y	Complaint policy Section 7.8	
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	Y	Complaint policy Section 7.7	
	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			

6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage.</li> <li>b. the complaint definition.</li> <li>c. the decision on the complaint.</li> <li>d. the reasons for any decisions made.</li> <li>e. the details of any remedy offered to put things right.</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Y	Complaint policy Section 7.8	
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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.	Y	Complaint policy Section 8.1	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Y	Complaint policy Section 8.3	

	within five working days of the escalation request being received.			
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.	Y	Complaint policy Section 8.2	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaint policy section 8.1	Complaint officer stage 1 Appeals officer 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.	Y	Complaint policy 8.4	
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.	Y	Complaint policy section 8.5	

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.	Y	Complaint policy section 8.5	
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	Y	Complaint policy section 8.6	
	the issue is completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			
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.	Y	Complaint policy section 8.7	

6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage.</li> <li>b. the complaint definition.</li> <li>c. the decision on the complaint.</li> <li>d. the reasons for any decisions made.</li> <li>e. the details of any remedy offered to put things right.</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>		Complaint policy section 8.7	
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Y	Complaint policy section 8.4	

[Section 7: Putting things right.](#)

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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"> <li>• Apologising.</li> <li>• Acknowledging where things have gone wrong.</li> <li>• Providing an explanation, assistance or reasons.</li> <li>• Taking action if there has been delay.</li> <li>• Reconsidering or changing a decision.</li> <li>• Amending a record or adding a correction or addendum.</li> <li>• Providing a financial remedy; • Changing policies, procedures or practices.</li> </ul>	Y	Complaints policy Section 9.1	<p>The Trustees acknowledge that mistakes can occur, and the complaints are justified. Through experience, any concerns raised should be addressed as soon as possible and a simple apology may be all that is required and depending on the matter either addressing a delay or reviewing an earlier decision taken, the issue raised can be resolved. There are no known records of a financial remedy being made, and it is difficult to determine any trends due to the size of the Charity.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Complaint policy section 9.2	See 7.1
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.	Y	Complaint policy section 9.3	This is recorded by letter and monitored to ensure fully complied. The closing letter will be sent.

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Complaint policy section 9.4	The remedies adopted by the Charities accord with the Ombudsman remedy guidance
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Section 8: Self-assessment, reporting and compliance.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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<p>8.1</p>	<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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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.</li> <li>c. any findings of non-compliance with this Code by the Ombudsman.</li> <li>d. the service improvements made as a result of the learning from complaints.</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	<p>Y</p>	<p>Annual complaint's performance and service improvement report providing all the information requested</p>	<p>March 2026 at the end of the financial year and following the Resident Feedback and Perception Survey</p>
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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.	Y	The board of trustee's statement must be in response to the Annual complaint's performance and service improvement report 2025/2026 Published on the Charity's website	All reports and Board of Trustees response is shared on the Charities website. <a href="https://berkswellcharities.org/">https://berkswellcharities.org/</a>
8.3	Landlords must also carry out a self assessment following a significant restructure, merger and/or change in procedures.		N/A	Berkswell Charities understands the requirement of this provision should circumstances prevail.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.		N/A	Berkswell Charities understands the requirement of this provision should circumstances prevail.
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.		N/A	Berkswell Charities understands the requirement of this provision should circumstances prevail.

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.		Annual complaint's performance and service improvement report	The report provides this commentary.
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.		Annual complaint's performance and service improvement report	The report provides this commentary.
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.		Annual complaint's performance and service improvement report	The report is shared on the website but also provided to residents. Additionally, all feedback stated within the Resident Perception & Feedback surveys are considered in detail and all residents are informed how and when changes will be implemented, if required.

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.		Complaint Policy Section 10.1	Susan Walton
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').	Y	Complaint Policy section 10.2	Stephen Urry Chair of the Trustees Appeals Officer Christopher Powell

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.	Y		The MRC will ensure that Complaints are considered at each and every Board of Trustees meeting. They will subscribe to the Housing Ombudsman and will share latest reports published by the Ombudsman and update on any existing complaints. The Clerk will also subscribe but all Trustees are encouraged to subscribe to the Ombudsman to receive the email updates to ensure
				the knowledge of the Board is maintained as Trustees may change.

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"><li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance.</li><li>b. regular reviews of issues and trends arising from complaint handling.</li><li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li><li>d. annual complaints performance and service improvement report.</li></ul>			<p>This information will be available at the Trustees board meetings held monthly. If an urgent issue arises, prompting immediate action, information and decision making can be made via email.</p>
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<p>9.8</p>	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and cooperative approach towards resolving complaints, working with colleagues across teams and departments.</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>			<p>By its very nature, the Trustee body acts as one and collectively they are responsible for the actions of one another. It is of the utmost importance they work together to resolve complaints( though the same applies in all the work carried out by the Charities).</p>
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