

Appendix A: Self-assessment form

Blue Square Residential Ltd (BSR) – Annual Self-Assessment – 2023/24

Approved by Blue Square Residential Ltd Board

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document and is also available on our website	Blue Square Residential (BSR) has adopted the Housing Ombudsman’s definition of a complaint
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document and is also available on our website.	It is outlined in our Complaint Policy that we will accept complaints from tenants, advocates, neighbours, MPs, etc. We do not require the use of the word “complaint” for an issue to be treated as such.
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	Yes	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document.	This is outlined in our Complaints Policy and defined accordingly.

	the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		And is also available on our website	
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document, and is also available on our website	This is outlined in our Complaints Policy and defined accordingly.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	This is part of our policy. We provide tenants with leaflets and display posters that explain the process. Any dissatisfaction identified in surveys is followed up, with details provided to tenants on how they can raise a complaint.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	Exceptions as outlined in our Complaint Policy We ensure that all tenants have a clear, simple, and accessible process. If a matter is not suitable for the complaint process, an alternative solution will be provided. As a last resort, details regarding the Ombudsman are provided.
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"> <li data-bbox="360 1150 904 1257">• The issue giving rise to the complaint occurred over twelve months ago. <li data-bbox="360 1278 904 1380">• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and 	Yes	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	Exceptions as outlined in our Complaint Policy

	<p>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	<p>This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website</p>	<p>Where there is a cause for concern or a potential breach of the Equalities Act, complaints received outside the time limit will be considered.</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	<p>This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website</p>	<p>We ensure that all our tenants have a clear, simple, and accessible process to follow. If a matter is not suitable for the complaints process, an alternative will be provided. As a last resort, details regarding the Ombudsman are included.</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website</p>	<p>We do not take the decision to discard complaints lightly, and this rarely happens. However, our policy clearly outlines the circumstances under which we might</p>

				decline a complaint, always considering the individual's circumstances before reaching a decision. n.
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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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	Our tenants can make a complaint through various platforms, including email, post, telephone, and in person. These various platforms are outlined in our complaints policy and our complaints and feedback leaflet. An easy-read leaflet is also available.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	We ensure that all tenants have access to processes that are clear, simple, and accessible. If we identify that the available processes are not suitable for any reason, an alternative will be provided. All staff have a clear understanding of our

				complaints policy, which is included in the induction programme for new starters.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	We welcome and encourage complaints, handling them in an open, accountable, and respectful manner, ensuring that any lessons learned are shared.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	All tenants are provided with leaflets, and posters are displayed to explain the process available for tenants to make a complaint, with the complaints policy and its stages promoted through all of the above, plus the website and notice boards, in an easy-read version.

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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	We provide information about the policy, the Ombudsman, and the Code. This information, along with contact details, is included in our letters, leaflets, and tenant handbook. It will also be available on our website once the project is completed
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	In accordance with data protection regulations and with the complainant's permission, a representative can handle a complaint on the tenant's behalf.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	The Housing Ombudsman (HO) service and tenants' right to access it are publicised in our letters, leaflets, tenant handbooks. And is also available on our website.

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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	First-stage complaints are managed by the Complaints Officer, while second-stage complaints are handled by the Director.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	We confirm that the Complaints Officer has access to staff at all levels, including the Senior Management Team, such as Directors and the CEO.
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	This is demonstrated in our complaints policy, which has been uploaded as a separate supporting document. And is also available on our website	All staff possess a comprehensive understanding of our complaints policy, which is also integrated into our induction programme for new employees. We have embraced a culture of continuous learning and improvement, with tenant

				feedback playing a crucial role in this process.
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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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	We have a single policy for 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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This is outlined in our Policy
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the	Yes	This is evidenced in our complaints policy that has been	Only two stages are outlined in our policy

	complaint process unduly long and delay access to the Ombudsman.		<p>uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	We do not have two separate policies. Our practice, as outlined in our Complaints Policy, applies to any complaint received..
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	Our Complaint Policy recognizes third-party representation
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,	Yes	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	<p>This would be included in our template acknowledgment letter at both stage 1 and stage 2.</p> <p>We would contact the tenant to seek any necessary clarification before assigning the complaint.</p>

	the resident must be asked for clarification.			
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This would be included in our template acknowledgment letter.
5.8	At each stage of the complaints process, complaint handlers must: <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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This is our standard practice and is also outlined within our policy.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	Our policy outlines that if the investigation requires an extension this needs to be agreed between the appointed investigator, the complainant and the Director. The director will monitor the progress of the investigation

				to ensure agreed timescales are met
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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	BSR has a Reasonable Adjustment Policy and adapts its policies and processes to reflect this.
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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	This requirement is outlined in our complaints policy.
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	Internal spreadsheet and Folder(s).	All complaints are logged along with all related correspondence.

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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This outlined in our complaints policy and demonstrated in our complaints handling practices/ process,
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This is outlined in our Policy with a particular focus pertaining to unreasonable, persistent, and vexatious behaviour.
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	BSR has a Reasonable Adjustment policy and adapts policies and processes in accordance with this.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document.	This requirement is outlined in our complaints policy.

	Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		And is also available on our website	
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy. The outcome of the complaint is sent within the procedural timeframe. Actions are tracked and followed up in accordance with our policy.
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy and applied in our handling of complaint.

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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	<p>We would include the additional complaint if it were related to the initial complaint</p> <p>Where the complaint has been addressed a new complaint will be raised.</p>
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"> 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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	This requirement is outlined in our complaints policy.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	<p>Further to the complaints code published in February 2024 Blue Square Residential LTD Board approved a new complaints policy.</p> <p>This was effective as of the 1st of October 2024.</p>
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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	This requirement is outlined in our complaints policy.
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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	This requirement is outlined in our complaints policy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	This requirement is outlined in our complaints policy.

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	. This requirement is outlined in our complaints policy.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	. This requirement is outlined in our complaints policy.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document.	This requirement is outlined in our complaints policy.

			And is also available on our website	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 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 the Ombudsman Service if the individual remains dissatisfied. 	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This requirement is outlined in our complaints policy.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document.	This requirement is outlined in our complaints policy.

	members needed to issue such a response.		And is also available on our website	
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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	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	<p>Our complaints policy aims to put things right as quickly as possible and at the first point of contact where possible.</p> <p>This is outlined in our complaints policy.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document.	This is outlined in our complaints policy and Compensation framework.

			And is also available on our website	
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	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	. This requirement is outlined in our complaints policy.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	This is outlined in our complaints policy and is informed on guidance by the Ombudsman.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their	Yes	This is evidenced in our complaints policy that has been uploaded as a separate supporting document. And is also available on our website	2023/24 Report uploaded and is available on our website.

	<p>complaint handling policy remains in line with its requirements.</p> <p>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;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord’s performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>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.</p>	Yes	<p>This is evidenced in our complaints policy that has been uploaded as a separate supporting document.</p> <p>And is also available on our website</p>	<p>2023/24 Report is available on our website.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant</p>	Yes	<p>And is also available on our website</p>	<p>N\A this year but would be reported on our Website via</p>

	restructure, merger and/or change in procedures.			our Board to ensure compliance
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	And is also available on our website	N/A this year but would be reported on our Website via our Board to ensure compliance
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	And is also available on our website	N/A this year but would be reported on our Website via our Board to ensure compliance

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	Uploaded as a separate supporting document.	Our Service improvement Plan is available on our website.
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	Yes	And is also available on our website	Complaint reports are presented to our Board included within our tenant handbook.

	introduce positive changes in service delivery.			
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	Complaint reports are presented to our Board And is also available on our website	We will report on our performance to our Tenants through our website.
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	Our appointed Executive Lead is our director who is responsible for daily oversight of Complaint handling management.	Our director has been appointed by the Board and ensures the Board, nominated complaint handlers and tenants receive regular updated information. Our director retains accountability and ownership of the day-to-day Complaint handling management process.
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	Appointed Executive Lead	Our director is appointed by the Board and ensures that the Board, wider workforce and Tenants are kept up to date and receive regular information.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's	Yes	Appointed Executive Lead	The Board and Annual reports The Board are required to review and approve the

	complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			annual self-assessment/ improvement plan.
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <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. 	Yes	Appointed Executive Lead	<p>Corporate KPIs are in place to measure our performance against set targets.</p> <p>The Board and Annual reports are produced.</p> <p>The Board are required to review and approve the self-assessment and Annual performance report/service improvement report.</p>
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 	Yes	Complaint Standards	<p>Our values in our Complaint standards document welcome and encourage complaints and are dealt with in an open, accountable and respectful way.</p> <p>Adopting a culture of learning and applying that learning to drive continuous improvement sets the foundation for our</p>

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			Complaint Standards. All staff have a clear understanding of our policy, and this is included within our induction programme for new starters.
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