

## Appendix B – Self-Assessment Form

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

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

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

### Section 1 - Definition of a complaint

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	Complaints Policy doesn't specify residents or group of residents as policy is for all Council directorates.  Covered under 4.1 4.2 in Complaints Policy.
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	4.3 in Complaints Policy
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Stage 1 complaint process
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Complaints Policy – section 4.2 lists examples/reasons for complaint. <a href="#">Action – Add wording to website that we will accept a complaint unless there is a valid reason not to.</a>

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Exceptions are listed in Annex 1 and section 5 of the Complaints Policy.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	We write to customers to explain so are compliant on this part. To improve our process, <a href="#">Action - Include wording on website immediately about right to take decision/seek advice from the HO</a>

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Section 5.1 and 5.2 of Complaints Policy talks about initial service requests.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	No	<a href="#">Action – Acuity to add this as part of their surveys</a>

## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	7.2 – 7.4 of Complaints Policy covers channels to raise complaints
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Policy online (pdf) had accessibility check before being published. Available in different formats if requested. <a href="#">Action – to ensure best practice, add wording as above to website</a>
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Corporate Website complies. <a href="#">Action – Add link to website Housing pages to the policy</a>
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Equality statement separately on website (linked in 3.1 of Complaints Policy) Policy references – 3.1 (bullet point 7 & 8), 6.2, 6.3, 12.2
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	No	Complaints Policy is on website. Work is ongoing to include details of HO scheme information in tenant newsletters, handbook, forward plan, annual reports etc. (already started with Summer 2022 newsletter) and evidence folder set up. <a href="#">Action – Add web link to Complaint Handling Code and self-assessment</a> , report will be presented to TSG July 2022.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As above, work is underway and being recorded as evidence of compliance
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	No	Action - currently only at stage 2 but need to include wording as part of stage 1 template that HO are available for advice throughout

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Policy 7.4 complies Confidentiality covered in 2.1, 2.2 in Complaints Policy.

### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Council's Customer Experience Manager is current link officer to HO Customer Resolution team within Housing Performance take responsibility for all Housing complaints handling.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The Council's Customer Experience Manager and Housing Performance's Customer Resolution team attend regular CPD and training. Performance team engage with specific, relevant HO training. All Housing staff attended HQN complaints training and most attended customer service training Oct 2022

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	All Housing staff attended HQN complaints training and most (those managing complaints) attended customer service training Oct 2022

### Section 4 - Complaint handling principles

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b></p>	Yes	Currently acknowledged and triaged within 2 days (Annex 2 in Complaints Policy)

4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking.</p> <p>If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	No	<p>Unable to action due to current Council IT system which restricts characters of acknowledgement.</p> <p>Plans in place as part of LGR to change IT system for complaints – <a href="#">action to revisit this point Autumn 2022 and incorporate in new processes.</a></p> <p>We are compliant with the second part as we seek further information at triage stage.</p>
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	All responses are checked by Housing Performance's Customer Resolution team. Covered by 3.1 of Complaints Policy (bullet points 2 & 6).
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	Covered by Complaints Policy in 3.1 (bullet points 2 & 6) and 12.1 to 12.3
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	All reasonable arrangements are considered and discussed with the complainant
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	Escalating to stage 2 provides opportunity for resident to comment before final decision is made
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	No	Housing currently part of wider Council's Complaint Policy, and this isn't covered. New Somerset Council policy is currently being written and for Housing, will include

			timescales for investigation as from April 2023 (currently in draft). <a href="#">Action – Ensure this is included in Housing addendum within new Complaints Policy.</a>
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	When accepted at stage 1, complaint can proceed through full escalation process if requested or it is deemed appropriate. We don't have additional criteria to decline a complaint at stage 2.

	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Firmstep records complaint from cradle to grave. Customer Resolution team keep spread sheet records of all complaints. Customer data is retained in line with Council's data retention policy.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Unreasonable Customer Behaviour and Vexatious Complaints Policy covers this. Complaints Policy refers 14.1 & 14.2

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	We don't make assumptions until we have the full picture of the complaint and we have had the opportunity to investigate, but we will be clear with residents as to what we are able to do to resolve a complaint. We manage expectations through the stage 1 complaint.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would	Yes	Policy 1.5 and 3.1 (bullet point 4, guiding principles) <a href="#">Action - A 'Put Things Right' process would further improve this (planned for the new</a>

	resolve the matter for the resident and whether there are any urgent actions required.		<a href="#">Somerset Council Housing addendum</a> ).
<b>4.5</b>	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Complaints Policy 6.2 to 6.4 complies
<b>4.8</b>	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	This is covered in the stage 1 response



4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	All responses are checked by Performance team
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Performance team procedure documents reflect this. Complaints Policy provides agreed timescales (10 and 20 working days) and communication if extensions are required.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	TSM Satisfaction Survey – every 6 months.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	No	Action – Consider the guidance available from the LGO on supporting staff who have been complained about and apply this to Housing.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Each application of the policy is considered on a case by case basis and takes into account vulnerabilities and needs.

## Section 5 - Complaint stages

### Mandatory 'must' requirements Stage

1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <b><u>within 10 working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	No	Complaints Policy does state 10 working days for stage 1 complaints so our policy is compliant. Policy also covers communicating new deadlines with customers (annex 2 complaints process map). 20/21 – 51%; 21/22- 68% stage 1s. Improvements are currently being worked on by the Performance team.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Policy covers (under 9.5) and this is put into practice  HP team keep an 'Outstanding Actions' log and follow them through with service area

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Housing Performance team gatekeep complaints to comply with this. Guidance and training (HQN) undertaken and future training planned with Council's CS team.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions</li> <li>details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	No	Consistent at stage 2 but not consistent at stage 1. Action – Add details into response templates with immediate effect and advise complaint managers. Provide training on how to set out a complaint response.

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	No exclusions under policy.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	No	Action – Incorporate in new stage 2 process. Currently being considered by Senior Case Manager's project work.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Complaints Policy covers

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Point 1.6 and annex 2 of policy covers. Usually a more senior member of staff considers at stage 2.
5.13	Landlords must respond to the stage two complaint <b>within 20 working days</b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	No	Policy does state 20 working days for stage 2 complaints. Policy covers communicating new deadlines with customers (annex 2 complaints process map). <a href="#">Action as per 5.2 below</a>
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <b>and</b> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	Carried out as standard at stage 2.

### Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Two stage Policy in force

5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A	
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## Best practice 'should' requirements

### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Policy accounts for this under annex 2.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	No	<a href="#">Action – Incorporate this in process</a>
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Performance team gatekeeping complaints for Housing ensures historical records can be accessed
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Separate issues raised as new complaint. Related issues are added into existing complaint but also logged for stats purposes on complaint handling.

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Agreed in discussions between handling manager and complainant.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	No	Action – Include this in processes

## Stage 3

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

## Section 6 - Putting things right

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Housing Performance as a central complaint handling team are impartial. Policy covers remedial action (8.1, 8.2 and 9.2-9.5)
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Redress Policy complies. Complaints Policy covers remedial action (8.1, 8.2 and 9.2-9.5)
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Complaints Policy covers remedial action (8.1, 8.2 and 9.2-9.5)
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Redress Policy specifies quantifiable losses and statutory losses. Complaints Policy refers to Redress Policy (9.6,9.7)

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Reporting and learning from complaints (13.1 – 13.6) in Complaints Policy refers. Senior Case Manager role includes project on learning from our complaints.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Statutory payments covered in Redress Policy (section 4). Disrepair – action to find correct wording

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Reports are provided 6 monthly and annual reports to Tenant Strategic Group, Housing Briefing and Senior Management. Regular updates in tenant and staff newsletters. 'You Said, We Did' on the website.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	No	Action – Agree and liaise with relevant member (likely to be PfH Housing) Corporate Scrutiny Committee (15 Cllrs) who have sight of complaint reports. Housing Performance team already report to Portfolio Holder on 6 monthly basis.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	No	Compliant in that reports containing this information are provided 6 monthly to Housing Briefing (PfH) and TSG. Action – more work is needed on identifying and reviewing trends and is ongoing through Senior Case Manager's project work and wider piece of work by Council. Action – to share HO annual complaints report with TSG and Housing Briefing. Compliant in that individual Ombudsman outcomes are shared with Councillors or Members if they have been involved with the complaint. Management responses are tracked through the Performance team. The self assessment document will be provided six monthly.

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Performance team Senior Case Manager currently fulfils this role through HSMT but: <a href="#">Action – Tighten our processes and logging of themes.</a>
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	Yes	Complaints Policy (annex 2) refers to collaboration between service areas/directorates to resolve a complaint. Housing Performance coordinate complaints where investigations cross multiple areas.

## Section 8 - Self-assessment and compliance

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Commitment to complete self-assessment every six months
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	N/A	Not required to date. One will be carried out when needed, eg LGR
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	Document presented to Portfolio Holder – see action above at 7.3  Once completed  <a href="#">Action: Assessment to be included in 6 monthly and annual reports, newsletters, Housing Briefing 7.3</a>