

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	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	Confirmed in policy complaints document (https://www.networkhomes.org.uk/complaints) and training material	Defined word for word within Complaints Policy
1.3	<p>A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.</p>	Yes	Confirmed in policy complaints document (https://www.networkhomes.org.uk/complaints) and training material	We adopt a culture of not relying on the use of the word “complaint” to determine if a complaint should be discussed/logged.

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Confirmed in complaints policy document (https://www.networkhomes.org.uk/complaints)	All complaints rejected (including those considered a service request are run past Complaints Manager and recorded on CHUB
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	Confirmed in complaints policy document	Any sign of dissatisfaction must be considered with a view to logging a complaint if not deemed a service request and an eligible complainant/complaint.
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	Yes	Issues identified by all areas of the (core) business are flagged and actioned by the Central Complaints team straight away. They are not necessarily identified by any external surveys being completed.	Where possible and appropriate we will provide details of how to complain.

	<p>wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.</p>			
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Confirmed in complaints policy document (https://www.networkhomes.org.uk/complaints)	If we refuse a complaint, we will explain why and provide Ombudsman referral rights
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"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having 	Yes	Confirmed in complaints policy document (https://www.networkhomes.org.uk/complaints)	<p>We have provided a list of circumstances/issues that we would not consider as a complaint (the three examples provided are all included). This list is not comprehensive, and subject to the Complaint Managers decision.</p> <p>Any decision to refuse a complaint will be explained in writing and Ombudsman referral rights will be provided.</p>

	<p>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>Confirmed in complaints policy document (https://www.networkhomes.org.uk/complaints)</p>	<p>Amended from 6 to 12 months in new April 2024 policy and in line with April 2024 Complaint Handling Code requirements.</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>Confirmed in complaints policy document (https://www.networkhomes.org.uk/complaints)</p>	<p>Any decision to refuse a complaint will be explained to customer in writing and Ombudsman referral rights will be provided.</p>

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Please see 2.4	Please see 2.4
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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	Customers can complaint through all possible means as set out in our complaints policy. (https://www.networkhomes.org.uk/complaints)	<p>Customers can complain via the following channels:</p> <ul style="list-style-type: none"> In person In writing By email/social media Over the telephone Via an authorised 3rd party Via their Cllr/MP <p>All/any other methods would be considered on a case by case basis and taking into account any reasonable adjustment needs or equality requirements</p>
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	Yes	<p>Customers can complaint through all possible means as clearly set out in our complaints policy.</p> <p>All customer serving/facing staff have been trained on this and we continue to develop learning around this issue.</p>	<p>Customers can complain via the following channels:</p> <ul style="list-style-type: none"> In person In writing By email/social media Over the telephone

	the landlord.			<p>Via an authorised 3rd party Via their Cllr/MP</p> <p>All/any other methods would be considered.</p> <p>All staff are training to understand how to refer a complaint to our Central Complaints team to log/progress</p>
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	Our complaints figures are uploaded to our website quarterly for public scrutiny. (https://www.networkhomes.org.uk/complaints)	We have adopted a culture of encouraging the logging of complaints. This enables us to learn from mistakes and put our customers at the heart of what we do.
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 forms part of our complaints policy that is available on our website or upon request. (https://www.networkhomes.org.uk/complaints)	
3.5	The policy must explain how the landlord will publicise details of	Yes	Our complaints data, policies and complaint handling code self-certification documents are	We also ensure we take every opportunity to

	the complaints policy, including information about the Ombudsman and this Code.		uploaded to our website for public scrutiny	refer a customer to the Ombudsman if they are seeking further guidance on our complaints process or policy, if we are refusing a complaint and at the end of our complaints process
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 forms part of our complaints Policy	Any 3 rd party will need to complete a 3 rd party authorisation form first.
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	Please see 3.5	

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	We have a central complaints team and dedicated complaints officers and assistants.	
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	All complaints officers have training and aware of escalation channels throughout SNG to facilitate a prompt investigation, resolution and response to a complaint.	
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	We provide evidence of lessons learnt in our quarterly complaints reports that as uploaded to our website for public scrutiny.	All complaints officers have on the job training and understand the importance of providing feedback to all involved, so lessons are learnt from. This forms part of the culture we are developing to ensure that

				<p>complaints are seen as a core service of the business.</p> <p>We also hold quarterly Ombudsman Determination case reviews with all stakeholders to follow up on Ombudsman learnings.</p>
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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	We have a central complaints team in place.	
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 covered within our complaints policy. (https://www.networkhomes.org.uk/complaints)	
5.3	A process with more than two stages is not acceptable under any circumstances as this will	Yes	We operate a two-stage process as confirmed in our complaints policy.	

	make the complaint process unduly long and delay access to the Ombudsman.			
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	All complaints are concluded by SNG. No 3 rd parties will formally respond as part of a S1/S2 complaint response.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	N/A	
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Our acknowledgement response (at both S1/S2) outlines our understanding of the complaint, and any elements that fall outside of the complaint process.	
5.7	When a complaint is acknowledged at either stage,	Yes	Please see 5.6	

	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.			
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	The process as required is outlined in our complaints policy	We have adopted a culture of no blame to help ensure that all complaint investigations are fair and as impartial as possible. Complaint officers are empowered to act independently and look to address any service failures head on.
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	Confirmed within complaints policy	We will always seek to keep customers updated with progress or any unavoidable delays.
5.10	Landlords must make reasonable adjustments for residents where appropriate	Yes	Confirmed within complaints policy	

	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.			
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	Confirmed within 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	CHUB (system we record all ongoing complaint activity) records all complaint information and evidence.	
5.13	Landlords must have processes in place to ensure a complaint	Yes	This is our main aim where possible.	Remedies included, (but not limited to) include:

	<p>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.</p>			<p>Resolution of issue complained about i.e. repair, provision of information etc</p> <p>Financial compensation</p> <p>An apology</p>
5.14	<p>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.</p>	Yes	<p>Unreasonable customers policy (https://www.networkhomes.org.uk/complaints)</p>	
5.15	<p>Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.</p>	Yes	<p>This is covered with our Unreasonable Customers Policy (https://www.networkhomes.org.uk/complaints)</p>	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	We have clear process/policy in place to look to resolve a complaint as early into the process as possible.	Considerations for customers who are vulnerable, at risk or very unwell will be taken into account on a case-by-case basis.
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	Current process, as explained in 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.	Partially	Our Policy and Procedures are aligned to enable responses to be issued within 10 working days of the complaint being acknowledged, or for an extension to be agreed where needed, as per 4.3.	

			Operationally, we are partially compliant as not all cases are currently responded to within 10 working days. A number of improvements have been implemented, or are in process, including a additional resource within the team - allowing a higher level of performance coupled with a focus on quality.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Current process, as explained in complaints policy	
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	Current process, as explained in 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	We aim to close a complaint as soon as we can address the concerns raised.	We would not wait for a repair (for example) to be completed before issuing a response if we know a repair is planned and likely to resolve the concern/complaint.

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	Current process, as explained in complaints process and policy documents.	Training is provided on this as part of on-the-job training.
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	Current process, as explained in complaints policy	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Explained in complaints policy, and forms part of 1:1 on the job training.	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Current process, as explained in complaints policy	
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	Current process, as explained in 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	Current process, as explained in 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	Current process, as explained in 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.	Partially	Our Policies and Processes, are aligned to enable a decision on Stage 2 complaints being made within 20 working days. As with Stage 1 complaints, we sometimes need extra time to make the right decision, so we	

			<p>may take up to a further 10 working days. If we need to do this, we will let the customer know why.</p> <p>Operationally, we have faced some challenges in meeting the timescales, but as per 6.3, we have improvements and additional resource planned, so that we can tackle these challenges and meet the requirements.</p>	
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	Current process, as explained in 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	Current process, as explained in 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	Yes	Please see 6.6	

	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.	Yes	Please see 6.7	
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	Confirmed in complaints process document, and in letter template	Complaints roadshow sessions, intranet blogs and on the job t(1:1) raining also ensure this is complied with.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaint Officers dealing with S2 investigations/responses will have had the necessary on the job training prior to issuing a final response	All Stage 2 responses will be reviewed and approved by the Central Complaints Manager prior to being issued Compensation would also be approved at relevant sign

				off/approval level prior to being issued
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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	This forms part of our standardised template responses	Complaints roadshow sessions, intranet blogs and on the job (1:1) training also ensure this is complied with
7.2	Any remedy offered must reflect the impact on the resident as a	Yes	This is always our aim. We may offer	Compensation policy (https://www.networkhomes.org.uk/complaints)

	result of any fault identified.		compensation to reflect the impact on the customer, for example causing distress and inconvenience.	
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	Any awards of compensation will be clearly set out in our responses, and we will follow through on processing until the compensation has been paid	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We aim to review compensation policy once a year and in line with any feedback provided by the Ombudsman	If there is a substantive change in Ombudsman guidance a review would be completed immediately

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 		To be provided in the summer of 2024 and annually thereafter.	We will need to incorporate (f) into our reports. All other information recorded and/or produced currently in quarterly format .

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Uploaded to website for public scrutiny and shared with governing body (ELT/EB) and MRC	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	To be completed as required and uploaded to our website for public scrutiny	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	To be completed as required and uploaded to our website for public scrutiny	
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	We will ensure we are compliant with this and to be dealt with on an "as/when" basis, ensuring customers, stakeholders and the Ombudsman are kept up to date with ongoing developments.	

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	Regular/ongoing meetings to drive change to ensure we learn from mistakes	<p>We complete regular training/feedback sessions with our repairs contractor workforce</p> <p>We hold (4) high-profile meetings weekly to manage complex ongoing cases</p> <p>We also complete quarterly lessons learnt in our quarterly reports and our quarterly Ombudsman case review meetings</p>
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	This has always been encouraged. This forms part of on-the-job (1:1) training and part of any conversations held around complaints.	
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,	Yes	<p>Reported in quarterly complaints reports, shared with governing body (ELT/EB), MRC and residents panels.</p> <p>Also uploaded to website for</p>	

	staff and relevant committees.		public scrutiny.	
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	Jamie Ratcliff - Chief Communities & Sustainability Officer James Mahaffy – Central Complaints Manager	
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').		Jamie Ratcliff - Chief Communities & Sustainability Officer Barbara Brownlee (former Chair of Network's Customer Service Committee)	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	All necessary actions to be taken moving forward to align with this requirement and remain compliant	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and	Yes	Quarterly complaints reports which cover the necessary reporting requirements will be provided to Board/Responsible Member as standard.	

	<p>trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>This has always been in place and encouraged. This forms part of on-the-job (1:1) training and part of any conversations held around complaints.</p>	