

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.

Last updated December 2023

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>	No	On review and update of the council complaint policy (September/October 2021 and May 2022), it was decided to integrate the Housing Complaints policy in to the one corporate document, and to use just one complaint definition which is the one recommended by the Local Ombudsman as this also covers everything that is included in the Housing Ombudsman complaint definition: Local Ombudsman definition of a complaint “An expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.”

			<u>Advice received from the Housing Ombudsman has confirmed that this is acceptable</u>
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	See our complaint policy page 4 - 'Feedback' See our complaint policy page 11 'Third Parties' https://www.scamb.gov.uk/your-council-and-democracy/feedback-and-complaints/complaints/
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	As above - See our complaint policy page 4 - 'Feedback'
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Covered within our complaint policy under 'Other Exceptions' pages 5 & 6
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	Circumstances not dealt with under the complaints handling processes are detailed within our complaint policy under 'Other Exceptions' pages 5 & 6
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 will contact the customer and provide an explanation. See pages 5 & 6 of our complaint policy

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 service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	See our complaint policy pages 3 - 5
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	Over the coming year we will be reviewing our survey process to ensure we are capturing satisfaction levels on key transactions. As part of this review, we will look to add a link / information of our complaint policy on all relevant surveys.

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	See our complaint policy pages 6 -10 https://www.scambs.gov.uk/your-council-and-democracy/feedback-and-complaints/complaints/ We have published in Tenant & Leaseholder newsletters Tenant and Leaseholder news - South Cambs District Council (scambs.gov.uk)

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	See link to our complaint web page and policy: https://www.scams.gov.uk/your-council-and-democracy/feedback-and-complaints/complaints/
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	As above see link to our complaint web page and policy: https://www.scams.gov.uk/your-council-and-democracy/feedback-and-complaints/complaints/
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	See page 15 of our complaint policy and our Equalities Scheme webpage https://www.scams.gov.uk/your-council-and-democracy/equality-and-diversity/equality-scheme/
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.	Yes	Our complaints policy is published on our website – link below which includes the Housing Ombudsman Scheme: https://www.scams.gov.uk/your-council-and-democracy/feedback-and-complaints/complaints/ Complaint Handling Code is published on our website – link below: https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/ Published in Tenant and Leaseholder newsletters Tenant and Leaseholder news - South Cambs District Council (scams.gov.uk)

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Details are on our webpage, within our complaint policy and response letter templates: https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/
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.	Yes	See our complaints policy page 11: https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/

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 2.2 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	Complaints received via social media will be re-directed to our complaint policy / procedures

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	See our complaint policy pages 6-8 complaint stages and Appendix C – 'responsibilities' page 19 & 20 For our organisation, a 'Complaints Officer' will be referred to as 'Responding Officer' these officers job roles are not dedicated to just complaint handling, they will be Service Manager (Stage 1) and Head of Service (Stage 2)

3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	As above see our complaint policy pages 6-8 complaint stages and Appendix C – ‘responsibilities’ page 19 & 20 If any conflict of interest a nominated alternative officer will be appointed
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Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	See our complaint policy https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/ ‘Appendix A – Council Values and the Complaints Handling Process’ page 17 And ‘Appendix C – ‘responsibilities’ page 19 & 20

Section 4 - Complaint handling principles

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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4.1	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 within five days of receipt .	Yes	<p>See our complaint policy https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p> <p>'The Three Stages of the Complaints Process' page 6-10</p> <p>And</p> <p>'Council Values and the Complaints Handling Process' page 17</p> <p>We aim to acknowledged and log at stage1 of the complaint's procedure within 3 working days of receipt</p>
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint 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.	Yes	At the point of acknowledgment If any aspect of the complaint is unclear, we will seek clarification from the customer and request further information if required
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	<p>See our complaint policy https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p> <p>'Our Commitments' page 14</p> <p>'Council Values and the Complaints Handling Process' page 17</p> <p>'Appendix C – Responsibilities' pages 19 & 20</p>

4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary, to properly investigate the matter. 	Yes	<p>See our complaint policy –</p> <p>https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p> <p>‘Council Values and the Complaints Handling Process’ page 17</p> <p>‘Appendix C – Responsibilities’ pages 19 & 20</p>
4.11	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	Yes	<p>See our complaint policy -</p> <p>‘Reasonable Adjustments’ page 15</p>
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"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	<p>See our complaint policy –</p> <p>https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p> <p>‘Our Commitments’ page 14</p> <p>‘Council Values and the Complaints Handling Process’ page 17</p> <p>‘Appendix C – Responsibilities’ pages 19 & 20</p>
4.13	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	Yes	<p>See our complaint policy -</p> <p>‘The Three Stages of the Complaints Process’ pages 6-10</p>
4.14	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints 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</p>	Yes	<p>See our complaint policy pages 5 & 6 ‘Other Exceptions’</p> <p>https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p>

	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	See our complaint policy – 'Appendix C – Responsibilities' page 19 & 20 https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/
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	See our complaint policy – 'Vexatious or Unreasonably Persistent Complaints' pages 12-14 'Appendix B – Examples of Unreasonable Actions and Behaviours' page 1

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	Our complaint policy confirms expectations and timeframes, which are followed through in our communication via our website, newsletters and response letters/emails/portal
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 resolve the matter for the resident and whether there are any urgent actions required.	Yes	See our complaints policy – 'The Three Stages of the Complaints Process' pages 6 – 10 We aim to resolve at the earliest opportunity and within our timeframes

4.8	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	
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Unless named by the complainant we will not disclose
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	
4.16		Yes	https://www.scambs.gov.uk/housing/satisfaction-survey-spring-2022/

			https://www.scams.gov.uk/housing/tenant-news-involvement/tenant-working-groups/
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	Yes	As above we are working to introduce a more robust learning from complaints process and how best to communicate with our tenants through the improvement plan and with the help from our Tenant working groups
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	See our complaint policy: 'Designating a Complaint as Vexatious or Unreasonably Persistent' pages 12 - 14

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 <u>within 10 working days</u> 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.	Yes	See our complaints policy – The Three Stages of the Complaints Process' pages 6 – 10 We aim to resolve stage 1 complaints within 10 working days but if not possible to meet this target, we will inform the customer of a revised and realistic target timescale at the earliest opportunity exceeding no more than a further 10 days
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	This is an area we have been working on particularly with regards to repair and maintenance repairs, ensuring a response is sent once an action plan is in-place, instead of when work has been completed

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	We have template letters to help staff ensure all relevant wording and points are covered
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"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	As above we have template letters to help staff ensure all relevant wording and points are covered

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	If we have not fully answered or the complainant is not fully satisfied with our stage 1 response the complaint will be escalated to stage 2. If there are any instances where this is declined, we will always communicate in writing the reasons and their right to approach the Ombudsman about our decision.
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.	Yes	We will always ask for further clarification and/or information to ensure we are clear on the escalation request
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	See our complaints policy –

			<p>'The Three Stages of the Complaints Process' pages 6 – 10</p> <p>https://www.scambs.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p>
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	<p>See our complaints policy –</p> <p>'The Three Stages of the Complaints Process' pages 6 – 10</p> <p>Stage 1 is a Service Manger Stage 2 Head of Service</p>
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> 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.	Yes	<p>See our complaints policy –</p> <p>The Three Stages of the Complaints Process' pages 6 – 10</p> <p>We aim to resolve stage 2 complaints within 20 working days but if not possible to meet this target, we will inform the customer of a revised and realistic target timescale at the earliest opportunity and aim to extend by no more than 10 days</p>

5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	We have template letters to help staff ensure all relevant wording and points are covered
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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	Our policy quotes 3 stages however the 3 rd stage is escalation to the relevant Ombudsman (Housing or Local Government)

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"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Yes	Our policy quotes 3 stages however the 3rd stage is escalation to the relevant Ombudsman (Housing or Local Government)
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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	<p>See our complaints policy –</p> <p>The Three Stages of the Complaints Process' pages 6 – 10</p> <p>We aim to resolve stage 2 complaints within 20 working days but if not possible to meet this target, we will inform the customer of a revised and realistic target timescale at the earliest opportunity and aim to extend by no more than 10 days</p>
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.	Yes	<p>See our complaints policy page 11</p> <p>https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/</p>

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	We have systems in place that look back at works / complaints etc
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	See our complaints policy page 5 If additional complaints are relevant, they will be added, but if not, they will be investigated as a separate matter/complaint

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14		Yes	
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	Yes	As above 5.3 See our complaints policy page 11 https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/

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 <u>within 20 working days</u> 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.	Yes	Our stage 3 is referral to the Ombudsman
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.	Yes	See our complaints policy page 11 https://www.scams.gov.uk/housing/council-tenants/housing-complaints-and-compliments/

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	We have template letters to help staff ensure all relevant wording and points are covered 'Our Commitments' page 14 'Council Values and the Complaints Handling Process' page 17 'Appendix C – Responsibilities' pages 19 & 20

			We provide staff training and updates in team meeting
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	Our policy clearing sets out our timeframes, commitments and reasonable adjustments As well as our Council Values and Responsibilities
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	We will always look to work with the tenant / resident to ensure we come to a mutual agreement to the proposed remedy
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	We would also look towards the Housing Ombudsman guidance for compensation as an additional means to ensure any compensation is fairly awarded

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	We are working to introduce a survey for obtaining seeking feedback and a more robust learning from complaints process looking at how best to communicate with our tenants with the help from our resident involvement groups

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	We would seek advice from our Internal legal department
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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 & No	Although we do elements of this already, we are looking to improving the quality of information provided, and are working to introduce a more robust learning from complaints process and how best to communicate this with our tenants

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.	Yes	Head of Transformation has been appointed lead for the council

7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • 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. 	Yes	<p>Our performance in relation to complaints handling is monitored through key performance indicators reported quarterly to senior management and Councillor committees.</p> <p>As from 14 November 2023 all Investigating Officers are to complete a new 'lessons learnt survey' using Microsoft Teams to help further improvement on how we collate, review and learn from any trends and patterns within our service areas. Outcomes will be included in the quarterly updates as mentioned above</p> <p>Regular reviews of data and feedback allow the management of complaints handling processes on a day-to-day basis, with learning shared across our services. Reviews also take place in relation to any Stage 3 decision notices that are received, as well as Ombudsman annual review letters.</p>
7.5	<p>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.</p>	Yes	<p>As above</p> <p>As from 14 November 2023 all Investigating Officers are to complete a new 'lessons learnt survey' using Microsoft Teams to help further improvement on how we collate, review and learn from any trends and patterns within our service areas. Outcomes will be included in the quarterly updates as mentioned above</p>

7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	<p>See our policy 'Appendix C – Responsibilities' pages 19 & 20</p> <p>https://www.scambsgov.uk/housing/council-tenants/housing-complaints-and-compliments/</p>
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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	The first code was reviewed, completed and published on our website in January 2021, further reviewed and updated December 2021, March 2022 and again in October 2022
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	On review and update of the council's complaint policy (September/October 2021), it was decided to integrate the Housing Complaints policy in to the one corporate document, the Code was updated in December 2021 to confirm the changes
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> • 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 • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	<p>Following each self-assessment, we will</p> <ul style="list-style-type: none"> • Report the outcome to the council lead Head of Transformation; our Head of Housing; Housing Service Managers; Housing Performance Panel and Housing Executive Board • Publish outcomes on our website • Include in our Annual Report / Tenant and Leaseholder Newsletters