Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	• Complaints Policy	The Complaints Policy contains this definition in full on Page 1 of the Policy
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's Complaints Policy.	Yes	• Complaints Policy	'Dissatisfaction' is referenced on Page 2 of the policy as 'reasonable adjustments' which include liaising with representatives.
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	Yes	• Complaints Policy	'Service requests' are referenced on Page 4 of the Policy

	to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			
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	• Complaints Policy	This will then be dealt with in accordance with the Landlord's Complaints Policy
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes		Where Paddock Housing Co-operative requests wider feedback from residents or issue surveys as part of the process approval from the committee this will include ensuring information on how residents can complain is included. This will be minuted in Committee Meetings and the template of the feedback document saved as evidence

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	• Complaints Policy	The Complaints Policy states that if a complaint is not accepted, we will communicate the reason for this on Page 2 of the Policy
2.2	A Complaints Policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • 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 been filed at court. • Matters that have previously been considered under the Complaints Policy.	Yes	• Complaints Policy	The Complaints Policy includes a section where a complaint would not be considered. This found on Page 2 of the Policy

2.3	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.	Yes		Any complaint within 12 months of issue will be accepted. Where there are discretionary decisions to be made these will be recorded in Committee meeting minutes and will seek approval from the Co-op Committee
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	• Complaints Policy – final section	In instances where the Landlord does not accept a complaint or will not escalate a complaint, we will provide an explanation detailing the reasons. We will adhere to the requests of the Housing Ombudsman Service
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	• Complaints Policy 'What is a complaint?' section point 3	On Page 2 of the Complaints Policy under Section 3 of "What is a Complaint" it states the following: - 3. The co-op will accept and act on complaints unless there is a valid reason not to do so

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	• Complaint Policy Page 2 • Acknowledgment Letter	This is contained within the Complaints Policy and details that people can make complaints in person, via telephone, by letter and by email. The acknowledgement letter will ask individuals if they require any reasonable adjustments
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	• Complaint Policy • Acknowledgment Letter	All Committee Members work in accordance with the Complaints Policy and will signpost to the Co-op's Managing Committee or to the managing Agent if appropriate.
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	• Committee meeting Minutes • Managing Agent Complaints Data	All complaints will be monitored by the Management Committee on a quarterly basis and at Monthly Committee Meetings as and when a complaint is received

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	• Complaints Policy	The complaint policy clearly details Stage One and Stage Two along explains what will happen and timescales expected. The Co-operative does not have their own website but the Complaints Policy is accessible on the Managing Agent's website
3.5	The policy must explain how the landlord will publicise details of the Complaints Policy, including information about the Ombudsman and this Code.	Yes	• Complaints Policy	The policy will be publicised as part of the co-operatives handbook issue as well as on the Managing Agent's website
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	• Complaints Policy	This is within the Complaints Policy on Page 2 and would be considered a reasonable adjustment
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	• Complaints Policy • Complaint Letter Templates	This is contained within the Complaints Policy and all complaint letter templates

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	• Complaints Policy	The Paddock Co-op Management Committee is referenced in the policy. The Committee will make a decision on who will be allocated as the complaints officer for each case or if a complaint should be referred to an independent body. The Managing Agents also have their own dedicated Complaints Team and all complaints against the Co-op and/or the Managing Agent are logged as per the Complaints Policy and managed by relevant team(s).
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	Yes	• Complaints Policy	The Paddock Co-op Management Committee is referenced in the policy. The Committee will make a decision on who will be allocated as the complaints

	autonomy to act to resolve disputes promptly and fairly.			officer for each case or if a complaint should be referred to an independent body. The complaints officer will operate in accordance with the complaints policy. The Managing Agents also have their own dedicated Complaints Team and all complaints against the Co-op and/or the Managing Agent are logged as per the Complaints Policy and managed by relevant team(s)
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	• Co-op Committee Minutes • Complaints Annual Report	Complaints will be confidentially discussed at committee meetings and lessons learnt notes and recommendations and practice changes implemented. The Managing Agents use a Lessons Learnt Template to log and evidence lessons learnt and where actions are required, these are logged on a tracker and shared with the Co-op

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	• Complaints Policy	The Complaints Policy outlines the process of how to complaint and how it will be dealt with in line with the code.
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	• Complaints Policy	We only have 2 stages in the complaint process and these are detailed in the Complaints Policy on Pages 3 and 4
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	• Complaints Policy	We only have 2 stages in the complaint process and these are detailed in the Complaints Policy on Pages 3 and 4
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	Yes	• Complaints Policy	We only have 2 stages in the complaint process regardless of whether the co-op management committee or an independent body handle

	expected to go through two complaints processes.			the response. This will be dealt with by the Managing Agent and/or the Landlord
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	• Complaints Policy	The Co-op Management Committee is referenced in the policy. The Committee will make a decision on who will be allocated as the complaints officer for each case or if a complaint should be referred to an independent body. The complaints officer will operate in accordance with the complaints policy. The Managing Agents also have their own dedicated Complaints Team and all complaints against the Co-op and/or the Managing Agent are logged as per the Complaints Policy and managed by relevant team(s)
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	Yes	• Complaints Policy • Complaint Acknowledgement Letter	The Landlord's understanding is set out in the Acknowledgement Letters of the complaint

	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.		• Stage One and Two Response Letters	which is worded in line with Housing Ombudsman Letter examples
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	• Complaints Policy • Complaint acknowledgement letter • Stage One and Stage Two Response Letters	The Landlord’s understanding is set out in the Acknowledgement Letters of the complaint which is worded in line with Housing Ombudsman Letter examples
5.8	At each stage of the complaints process, complaint handlers must: 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	• Complaints Policy • Acknowledgement Letter • Stage One and Stage Response Letters	The Landlord’s understanding is set out in the acknowledgement letters as well as the Stage One and Stage Response Letters.
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	• Complaints Policy • Extension Letter Template	If a complaint is extended this is in agreement with the complainant and we will maintain regular contact to keep them updated. This is

				confirmed in an extension letter to the complainant
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	• Complaints Policy Page 2 • Managing Agent's Housing Management System - Resident information	This is contained within the Complaints Policy and details that we will ask individuals if they require any reasonable adjustments within our acknowledgement letter and we will make reasonable adjustments for disabled people as required under the Equalities Act 2010. Any vulnerability information is held on the Managing Agent's Housing Management System.
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	• Complaints Policy	There is a clear escalation process contained within the 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	Yes	• Complaints module on the Managing Agent's Housing Management System	The Co-op Management Committee and in particular the allocated complaint officer will pass information to the Managing Agent to

	any relevant supporting documentation such as reports or surveys.			store on their Housing Management System.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	• Complaint policy	This is contained within the Complaints Policy.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	• Complaints Policy has a section on 'vexatious complaints'	The Co-op is committed to investigating and responding to all complaints fairly, comprehensively and in a timely manner. However, if there is unacceptable behaviour restrictions will be agreed at committee level and be reviewed as per the section on vexatious complaints within the Complaints Policy
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	• Complaints Policy	Where this occurs the Co-op retains the right to restrict or change access to services as appropriate, considering any individual needs in accordance with the Equality Act 2010.

				We will always tell the complainant what action we are taking and why

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	• The Co-op Committee Membership • Complaints Policy	The Committee will be committed to allocating a complaints officer in a timely way, considering the needs of the complainant and work with the Managing Agent in managing this process.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	• Complaints Policy Page 3 • Stage 1 Acknowledgement Letter Template	This is contained within our Complaints Policy
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	• Complaints Policy Page 3 • Stage 1 Response Letter Template	This is contained within our Complaints Policy

6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. 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	• Complaints Policy Page 3 • Extension Letter Template	The Complaint Officer must complete a thorough investigation, reviewing all relevant records and evidence in order to fully consider the issues. If the investigation and resolution will not be concluded within 10 working days, the complainant must be informed before the deadline, with clear reasons as to why there is a delay and when the situation is expected to be resolved
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	• Complaints Policy Page 3 • Extension Letter Template	Any extension will be communicated to the resident and the reason why being explained. When the extension letter is provided the Housing Ombudsman contact information will be provided in the letter
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	Yes	• Complaints Policy • Stage 1 Response Letter Template	As soon as a resolution is known this will be communicated to the resident and a Stage 1 Resolution Letter will be provided to the resident.

	actioned promptly with appropriate updates provided to the resident.			The Managing Agent keeps a track of any outstanding actions with deadlines
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	• Complaints Policy • Stage 1 Response Letter Template	Our complaints process and communications underpin our commitment to give a full complaints response.
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		This will be discussed by the Co-op Committee and communicated with the Managing Agent and the complainant
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: 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;	Yes	• Stage 1 Response Letter Template	The Stage 1 Response Letter will include points a – g. To provide a clear explanation to the resolution of the complaint.

	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.			

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	• Complaints Policy Page 3	If a complainant is not satisfied that the complaint has been investigated appropriately and unhappy with the Stage 1 response, or that the resolution offered is not appropriate to the findings of the complaint they may submit an escalation request to Stage 2.
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	• Complaints Policy Page 3 • Stage 2 Acknowledgement Template	This is contained within our Complaints Policy
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to	Yes	• Complaints Policy Page 3	This is contained within our Complaints Policy

	understand why a resident remains unhappy as part of its stage 2 response.			
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	• Complaints Policy Page 3	A panel of co-op members will review at Stage 2 and will also be managed and investigated by a separate member of staff at the Managing Agents
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	• Complaints Policy Page 3 • Stage 2 Response Letter Template	This is contained within our Complaints Policy
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	• Complaints Policy Page 3 • Extension Letter Template	This is contained within our Complaints Policy
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	• Complaints Policy Page 4 • Extension Letter Template	This is contained within our Complaints Policy
6.17	A complaint response must be provided to the resident when the answer to the	Yes	• Complaints Policy	As soon as a resolution is known this will be

	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.		• Stage 2 Letter Response Template	communicated to the resident and a Stage 2 Resolution Letter will be 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	• Complaints Policy • Stage 2 Response Letter Template	Our complaints process and communications underpin our commitment to give a full complaints response.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: 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	• Complaints Policy • Stage 2 Response Letter Template	This is contained within our Complaints Policy
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Yes	• Complaints Policy	A panel of co-op members will review at Stage 2 and

	members needed to issue such a response.		• Stage 2 response Letter Template	will also be managed and investigated by a separate member of staff at the Managing Agents

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • 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	• Stage 1 Response Letter Template • Stage 2 Response Letter Template	The Landlord's understanding is set out in the acknowledgement letters of the complaint which are worded in line with Housing Ombudsman letter examples

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	• Complaints Policy	In cases where a remedy is offered this will reflect the extent of service failure and detriment caused to the individual. Offering redress in line with the HOS guidance.
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	• Stage 1 Response Letter Template • Stage 2 Response Letter Template	Any remedy offered will clearly state what actions and when they will take place within our resolution letters.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	• Compensation Policy	The Housing Ombudsman Remedy Guidance will be a point of reference for any committee members as acting as the complaints officer when considering remedies.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their 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.	Yes	• Annual Complaints Performance and service improvement report • Committee minutes	The Committee receive an annual report. The annual self-assessment is provided to the committee.

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 section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	• Annual report presented to the Committee July 2026 • Committee Meeting Minutes	The co-operative does not operate a website but these will be published on the Managing Agent's website along with the Complaints Policy. The annual complaints performance and service report and the governing body's response to the report will be sent to all Co-operative tenants with the mailing of their quarterly rent statements.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	• 2025 self-assessment	The 2025 self-assessment has been completed following change in management agent.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not yet been required.	If following an Ombudsman investigation, it is identified that a review and update of the self-assessment is needed this will be carried out.
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	Yes	Not yet been required.	If we are unable to comply with the code due to exceptional circumstances all residents will be made

	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.			aware of when we will be returning to be compliant with the code. The Ombudsman would also be informed

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		All learning identified must be checked against policies and procedures and where relevant these documents should be updated and or amended to address the learning points.
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	• Complaint Policy	The Landlord has a positive, co-operative approach towards resolving complaints, to take collective responsibility for any shortfalls identified through complaints and introducing any positive changes required.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	• Committee Meeting Minutes • Annual report	Committee meeting minutes will report on complaints and reference learning and improvements.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person		Not applicable to Co-operative	

	must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.			
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		There is an appointed member of the committee (the Chair) who has lead responsibility for complaints.
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	• Committee Meeting Minutes	The Chair of the Co-op Committee will have access to suitable information to perform this role unless there are circumstances which would deem this inappropriate.
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;	Yes	• Committee Meeting Minutes • Annual report	The Co-op Committee participates in agreeing agendas for committee meetings.

	b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	• Complaints Policy	The Landlord has a positive, co-operative approach towards resolving complaints, to take collective responsibility for any shortfalls identified through complaints and introducing any positive changes required.