

Appendix 2 – Housing Ombudsman Service Complaints Handling Code Self Assessment Results

| Code provision | Code requirement | Comply: Yes / No | Evidence Commentary / explanation |
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| 1.2 | A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i> | Yes | Cherwell District Council Service Complaints Procedure, P2-3 Published on Cherwell District Council website Provides a definition of complaints that references dissatisfaction with standard of service received, but is generic to all residents within the community. |
| 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 | Cherwell District Council Service Complaints Procedure P1-3 A further staff training briefing took place in December 2024 with the Housing Management Team, who manage our stock and deal with the direct incoming contacts, to ensure that this is reaffirmed. This however has not led to an increase in reporting of any complaints or dissatisfaction to the team of Council, so further work will be undertaken in this area to ensure that residents expressing dissatisfaction is appropriately dealt with. Council manages a significant percentage of supported accommodation that have vulnerable tenants within that have advocates or support agencies and keeps an up-to-date record of agency contacts and advocates. |
| 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 | Yes | Cherwell District Council Service Complaints Procedure, P2-3 As above, staff briefings took place in December 24 and further activity and monitoring planned. |

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| | 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 | <p>This is not specifically dealt with within our policy. However, escalation routes are established within teams to ensure that this happens.</p> <p>Cherwell District Council Service Complaints Procedure, P5, describes how complaints are escalated from stage 1 to stage 2 of the Cherwell procedure, which can give a path to escalation to a formal complaint where applicable</p> |
| 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 | <p>Due to the small number of properties that the Council manages, the Council is able to respond directly to feedback such as this received with residents where identified and appropriate.</p> |

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| 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 | Cherwell District Council Service Complaints Procedure, P3-4, defines what is and isn't a complaint and alternative methods for dealing with other matters that may be attempted to be raised as complaints. |
| 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 been filed at court. • Matters that have previously been considered under the complaints policy. | Yes | As above, Cherwell District Council Service Complaints Procedure, P3-4 |
| 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 | Yes | Cherwell District Council Service Complaints Procedure, P3-4. The Council does not have scope to refuse complaints on the grounds stated within 2.3 of the code, so they would be included and dealt with as complaints and not excluded. |

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| | this time limit where there are good reasons to do so. | | |
| 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 | Cherwell District Council Service Complaints Procedure, P3-4. Complaints are routinely recorded as complaints rather than not accepting them and front-line staff handling and managing complaints are trained and are independent from the housing team and thus ensure fairness and transparency. Complaints are routinely acknowledged and updates regarding their processing and progress are provided as part of standard processes. |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | As above Cherwell District Council Service Complaints Procedure, P3-4. |

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| 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 | <p>Cherwell District Council Service Complaints Procedure, P4.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Council has an EDI Framework to ensure services are inclusive and respond to our responsibilities within legislation.</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 the landlord. | Yes | <p>Cherwell District Council Service Complaints Procedure, P4</p> <p>Staff training and awareness of housing management team, who deal and manage the customer contacts with our tenants and shared awareness is provided.</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 | <p>Wider complaints performance of the Council is reported through the Accounts, Audit and Risk Committee.</p> <p>Customer Focus and performance is also regularly part of the Overview and Scrutiny Processes.</p> <p>Complaints and how to complain is found within one click on the Council website from the homepage.</p> <p>The Council is recording a low number of complaints into its housing service. Some factors are worthy of note.</p> <ul style="list-style-type: none"> • The Council has a small stock holding of less than 200 properties. • The Council has a high proportion of supported accommodation with support workers available 24/7. |

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| | | | <p>Many customers are therefore vulnerable and have support staff managing most of their affairs.</p> <ul style="list-style-type: none"> • Much of the other general needs stock has transferred to temporary accommodation, where occupancy is short term and properties are regularly visited by staff. |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the 2 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 | Cherwell District Council Service Complaints Procedure and details of how to make complaints and how they will be dealt with is available for download on the Council website and is also available on the Council's webpages |
| 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 | Cherwell District Council Service Complaints Procedure, P7, Policy is being reviewed in 2025 to incorporate these changes and consider wider changes to comply with changing statutory guidance. |
| 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 | Cherwell District Council Service Complaints Procedure, P1, has a section regarding third parties. Many of those living in our housing stock have representatives working on their behalf due to their level of vulnerability. The Council therefore is used to managing issues and tenancy/property matters through engagement with third parties. |
| 3.7 | Landlords must provide residents with information on their right to access the | Yes | Cherwell District Council Service Complaints Procedure, P7, |

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| | Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | | Policy is being reviewed in 2025 to incorporate these changes and consider wider changes to comply with changing statutory guidance. Ombudsman information also included within complaint responses. |

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| 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 | Specific officers within the Customer Service Team ensure standard response to complaints across the Council. They ensure that complaints are dealt with at the correct stage and ensure that an appropriate officer investigates them |
| 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 | <p>The Council takes complaints seriously and processes and a complaints handling system is in place to ensure that complaints are managed, escalated and responded to correctly and in accordance with procedure.</p> <p>The complaints officers liaise with the executive support staff across departments to ensure that complaints are managed correctly and responded to within timescales.</p> |
| 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 | <p>Staff within the Customer Services Team are appropriately trained and ensure that appropriate and robust complaint handling takes place across the organisation.</p> <p>Performance of the Council as a whole is reported and scrutinised routinely through the Overview and Scrutiny Committee processes.</p> <p>The Council routinely reports in its responses which complaints are upheld and not upheld and seeks to learn, particularly when complaints are upheld or upheld in part.</p> |

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| 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 | Cherwell District Council Service Complaints Procedure |
| 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 | Cherwell District Council Service Complaints Procedure advises of an informal stage 1. However, relating to housing complaints and compliance with the code, these are counted and dealt formally through stage 2 within our process. |
| 5.3 | A process with more than 2 stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman. | Yes | Cherwell District Council Service Complaints Procedure, as above. 2 stage process. |
| 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 2 stage complaints process set out in this Code. Residents must not be expected to go through 2 complaints processes. | Yes | These are carried out in accordance with the 2 stage process. If they were to occur. |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | Yes | The Council would seek to ensure that any appointed third party complied with the Council's policy and process, as they are acting on our behalf. |
| 5.6 | When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set | Yes | Cherwell District Council Service Complaints Procedure P4-5. The procedure advises for information and clarifications where relevant. |

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| | 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. | | Responses as standard outline what we believe the complaint to be and outcomes sought as appropriate. |
| 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 | Cherwell District Council Service Complaints Procedure P4-5. As above, standard responses include this. |
| 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 | Staff responding to housing complaints, even at first stage, are senior staff within the organisation and thus, as complaints handlers, have the ability to be independent, fair and be balanced. They are also able to provide appropriate resolutions where identified. |
| 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 | Cherwell District Council Service Complaints Procedure P4-6 references how timescales and extensions are managed. |

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| 5.10 | Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review. | Yes | <p>Cherwell District Council Service Complaints Procedure P1</p> <p>The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. The Council has comprehensive records of residents known to be vulnerable and within supported accommodation.</p> <p>If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.</p> |
| 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 | Cherwell District Council Service Complaints Procedure P4-6. Independence of complaints officers would ensure appropriate handling. |
| 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 | Bespoke administration system for recording all stages of complaints, complainant/council liaison, letters and e-mails. It also monitors response timeframes. All the above is embedded within the 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 | Yes | Complaints are investigated and responded to by staff at appropriate level to ensure that complaints can be remedied without unnecessary escalation. |

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| | provided at any stage of the complaints process without the need for escalation. | | |
| 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 | Council has process for managing customers that can pose issues and places restrictions on contacts. These lists are reviewed annually to see if the restrictions should still apply. This is reviewed by an independent department from those who are routinely managing the customer involved. |
| 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 | As outlined in 5.14. This is independently managed to ensure proportionality. |

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| 6.1 | Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident. | Yes | Cherwell District Council Service Complaints Procedure |
| 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 | Cherwell District Council Service Complaints Procedure, processes and performance outlined in the published report |
| 6.3 | Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged. | Yes | Cherwell District Council Service Complaints Procedure, processes and performance outlined in the published report |
| 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 | Cherwell District Council Service Complaints Procedure |

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| 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 | The Council has not had to extend any complaint timescales and has been able to respond comfortably in accordance with the Complaints Handling Code. If a response is delayed, the details will be provided within the written communication that is sent. |
| 6.6 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | This has not occurred in any housing complaints, as the answers have been known. If they are not known, a clear timescale would be provided within the complaint response, with the responsible person and how it will be responded to or updated on. This would then be recorded on the Council's complaints monitoring system. |
| 6.7 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | Yes | This is within the complaint templates used for the stage complaints. |
| 6.8 | Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint. | Yes | <p>New complaints or new matters raised that do not relate to the matters being investigated would generate a new complaint and would be handled through the Cherwell District Council Service Complaints Procedure.</p> <p>If they were related or a customer wanted to add related information following an acknowledgement being received, they would be incorporated into this response. If this necessitated a change or an extension in timescales for a response, this would be communicated to the customer.</p> |

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| 6.9 | <p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | Yes | This is covered within the standard response templates provided those raising a complaint. |

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| 6.10 | If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response. | Yes | Cherwell District Council Service Complaints Procedure |
| 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 | Cherwell District Council Service Complaints Procedure |
| 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 | Cherwell District Council Service Complaints Procedure. |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Yes | Cherwell District Council Service Complaints Procedure |
| 6.14 | Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged. | Yes | Cherwell District Council Service Complaints Procedure |
| 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 | Yes | Cherwell District Council Service Complaints Procedure |

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| | extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident. | | |
| 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 | The Council has not had to extend any complaint timescales and has been able to respond comfortably in accordance with the Complaints Handling Code. If a response is delayed, the details will be provided within the written communication that is sent. |
| 6.17 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | This has not occurred in any housing complaints, as the answers have been known. If they are not known, a clear timescale would be provided within the complaint response, with the responsible person and how it will be responded to or updated on. This would then be recorded on the Council's complaints monitoring system. |
| 6.18 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | Yes | This is within the complaint templates used for the stage complaints. |
| 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; | Yes | This is covered within the standard response templates provided those raising a complaint. |

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| | 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. | | |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response. | Yes | Cherwell District Council Service Complaints Procedure |

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| 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 | Standard complaint response templates |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Yes | Standard complaint response templates and resolutions that are within scope of the investigating officer. |
| 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 | Standard complaint response templates. If a remedy is identified and necessary, what the customer would expect and when would be clarified and made clear, to avoid further escalation. |

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| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | Yes | The remedies offered would be SMART and would be within the scope of the investigating officer, who would be of appropriate seniority to ensure that they are delivered. |

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| 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. | Yes | <p>Analysis of the Council's 2024-25 performance was presented to the Accounts Audit and Risk Committee in July 2025.</p> <p>This included a copy of this self-assessment.</p> |
| 8.2 | <p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints.</p> | Yes | <p>Analysis of the Council's 2024-25 performance was presented to the Accounts Audit and Risk Committee in July 2025.</p> <p>Following approval, a version of the report will be available on the Council website.</p> |

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| | The governing body's response to the report must be published alongside this. | | |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes | The Council will fully comply with this requirement when the need arises. |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | The Council would fully comply with any request should the need arise. |
| 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 | The Council would fully comply with any request should the need arise. |

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| 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 | Our current complaint numbers and stock size make pattern analysis difficult. However, learning from complaints and the capturing of learning is part of our corporate process and how learning is implemented, which could include service change and improvements, is captured on our systems. |
| 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 | As above. Our annual analysis and ongoing complaint handling would identify this, particularly considering the small number of properties, and therefore potentially complaints, in scope. |
| 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 | As above. Our annual report and communication with tenants through newsletter/e-mail fulfils this. |
| 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 | Complaints are monitored centrally through the complaints team with the wider customer service team. The responsibility for complaints processes and overall policy is with Assistant Director – Customer Focus. |
| 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 | Yes | Executive portfolio holder with responsibility for Corporate Services, which includes complaints. |

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| | as the Member Responsible for Complaints ('the MRC'). | | |
| 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 | Executive portfolio holder with responsibility for Corporate Services, which includes complaints. Ensuring that analysis of complaints and compliance with relevant ombudsman requirements are met. |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. | Yes | Annual Performance report and Ombudsman decisions presented to Accounts, Audit and Risk Committee. |
| 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: | Yes | Staff within customer services and the housing management team are appropriately trained to have awareness and respond to complaints. |

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| | <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. | | <p>Structures are in place to ensure that these are responded to in timescales, ensuring wider teams or contractors where appropriate are engaged in putting things right.</p> <p>All teams involved in all Council complaints are responsible to the same complaints processes and thus have the same responsibilities to residents.</p> |