HERRING HOUSE TRUST

# Self Assessment Form 2025-2026

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# Self Assessment Form

**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 | This is the definition we use in our policy and all related documentation. | This is the only definition referred to throughout our Policies and Procedures. |
| **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 | An explanation of a service request or support service request is included in information documentation provided to residents to explain the procedure around raising issues and then complaints.<br><br>All complaints received from a third party are handled in accordance with HHT Complaints Procedure. | A resident can raise a service request or a support service request as a way to indicate when something has gone wrong and is a way for a client to ask Herring House Trust to put this right.<br><br>All residents are supported to discuss issues on a weekly basis in support planning and contact meetings. |
| **1.4** | Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. | YES | Service requests are included within or procedures and explained to residents through information sheets. | No further action required. |
| **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 | This the procedure identified within our Complaints Policy and Procedure. | No further action required. |
| **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 | As part of the Herring House Trusts Lived Experience and Co-production Strategy we are actively pursing service reviews from residents. Part of this work includes information on service dissatisfaction and ways to complain. | This work is ongoing – with services currently being reviewed by residents as part of a service evaluation. |

## 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 | We would not refuse a complaint from a resident. There may be reasons whereby complaints fall outside of the Complaints Policy & Procedure but we would write to the person and explain our position. | No further action required. |
| **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:<br>• The issue giving rise to the complaint occurred over twelve months ago.<br>• 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.<br>• Matters that have previously been considered under the complaints policy. | YES | Our current Complaints Policy states we will consider a complaint if it occurred 12 months previously.<br><br>Our Policy does outline reasons other than time scale which are acceptable exclusions as per the code. | No further action required. |
| **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 | Our current Complaints Policy states we will consider a complaint if it occurred 12 months previously. | No further action required. |
| **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 | An explanation letter would be written to the resident setting out the reasons for not accepting the complaint and how to contact the Ombudsman. | No further action required. |
| **2.5** | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | YES | We do not exclude complaints. | We consider each circumstance of a complaint. |

## 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 | We accept complaints through all our communication channels which is communicated to residents in our information sheets. | No further action required. |
| **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 | All staff induction contains training on the Complaints Procedure and all staff receive regular refresher training. | No further action required. |
| **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 | All complaints are seen as an opportunity to learn and adapt ways of working. | We hold regular communities of practice within the Team to work through learning from complaints 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 | We have a Policy and Procedure available and a summary of the procedure is given to clients at the first stage of accommodation. | No further action required. |
| **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 | This is within the Complaints Procedure. | No further action required. |
| **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 | We accept complaints from third party advocates acting on behalf of residents. | No further action required. |
| **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 | Details of the Ombudsman are made available in acknowledgement letters. | No further action required. |

## Section 4: Complaint Handling Staff

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **4.1** | Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties. | YES | We have two senior managers responsible for complaint handling who are the best people to investigate a complaint. One of the senior managers has overall responsibility for complaint handling including liaison with the Ombudsman. | No further action required. |
| **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 | The complaints managers have access to all staff and authority to resolve disputes. | No further action required. |
| **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 | All staff are trained in the importance of complaint handling and the system is sufficiently sustainable within the current staffing structure. | No further action required. |

## Section 5: The Complaint Handling Process

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **5.1** | Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain. | YES | We have a single policy – there is no evidence of anyone being treated differently if they complain. | This will continue to be monitored and reported upon. |
| **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 | We have two formal stages within our Policy. | No action required. |
| **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 | We have a two stage process. | No action required. |
| **5.4** | Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes. | YES | We handle all complaints through our own two-stage complaints procedure and do not use a third party complaint handler. | No action required. |
| **5.5** | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | YES | We do not have any third parties who respond to formal complaints. | No action required. |
| **5.6** | When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification. | YES | The complaint handler will confirm their understanding of the complaint and the resolution requested at each stage of the process. | No action required. |
| **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 | There are clear procedures for dealing with responsibilities within complaints received and this is regularly monitored to ensure compliance. | Ongoing monitoring. |
| **5.8** | At each stage of the complaints process, complaint handlers must:<br>a. deal with complaints on their merits, act independently, and have an open mind;<br>b. give the resident a fair chance to set out their position;<br>c. take measures to address any actual or perceived conflict of interest; and<br>d. consider all relevant information and evidence carefully. | YES | There are clear procedures for dealing with all parts of the process. This is regularly monitored for compliance. | Ongoing monitoring. |

**Section 5: The Complaint Handling Process** - cont.

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **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 | This is clear with the Policy and Procedure | No further action required. |
| **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 | Protected characteristics, vulnerability and disability are known and recorded and reasonable adjustments to make a complaint are made. | Ongoing monitoring required. |
| **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 | We will escalate a complaint to stage 2 if the resident is unhappy with the stage 1 outcome within 10 days of receiving the outcome of stage 1. | No further action required. |
| **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 | A full record of each complaint is retained within the resident's personal support records. This includes the original complaint and date received, correspondence with residents, supporting documents and the response and outcome at each stage. | No further action required. |
| **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 | Our policy aims to resolve all complaints at the earliest stage, without the need for escalation. | No further action required. |
| **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 | We have clear policies and procedures in place for managing unacceptable behaviour. | No further action required. |

**Section 5: The Complaint Handling Process** - cont.

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **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 | The Equality Act 2010 is considered to ensure proportionality as part of all complaints. Before placing any restrictions on contact, we consider the resident's individual circumstances and reasonable adjustments needed. Any restrictions must be proportionate, with reasons and equality considerations recorded. A written record for decisions to restrict contact, covering reasons, equality considerations, reasonable adjustments and review date will be maintained. | No further action required. |

## 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 | Our aim is to resolve issues at the first point of contact wherever possible – all factors relating to complexity and vulnerability are at the centre of our 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 | We acknowledge and log stage 1 complaints within five working days of receive. We confirm understanding of the complaint and the outcome the resident is seeking, asking for clarification where needed. | |
| **6.3** | Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged. | YES | We provide a full written response within ten working days of acknowledging the complaint. The manager handling the complaint monitors the response deadline. | |
| **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 | Where the complexity of the complaint means an extension is needed, we explain the reasons to the resident and confirm the revised response date. Extensions require a good reason which is recorded and explained. | |
| **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 | Contact details of the Ombudsman are included. | |
| **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 | Where the response has already been issued and any new issues are unrelated, or including them may delay the response, we record them as a new complaint and explain this to the resident. | |
| **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 included as part of our ongoing monitoring, evaluation and training. | |

**Section 6: Complaints Stages - Stage 1** - cont.

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **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 | Where the response has already been issued and any new issues are unrelated, or including them may delay the response, we record them as a new complaint and explain this to the resident. | |
| **6.9** | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions; and<br>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | YES | We have adopted the Housing Ombudsman stage 1 template letter which ensures we cover all of the necessary points. | |

## Section 6: Complaints Stages - 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 | Compliant within our Policy. | |
| **6.11** | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received. | YES | Compliant within our Policy. | |
| **6.12** | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | YES | Compliant within our policy. | |
| **6.13** | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | YES | Stage 1 and 2 are considered by two different managers. | |
| **6.14** | Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged. | YES | Compliant within our 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 | Compliant within our 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 | Compliant within our policy. | |
| **6.17** | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | YES | Compliant within our policy. | |
| **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 | Compliant within our policy. | |

**Section 6: Complaints Stages - Stage 2** - cont.

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **6.19** | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions; and<br>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | YES | Compliant within our policy. | |
| **6.20** | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response. | YES | Compliant within our policy. | |

## 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:<br>• Apologising;<br>• Acknowledging where things have gone wrong;<br>• Providing an explanation, assistance or reasons;<br>• Taking action if there has been delay;<br>• Reconsidering or changing a decision;<br>• Amending a record or adding a correction or addendum;<br>• Providing a financial remedy;<br>• Changing policies, procedures or practices. | YES | Complaints Managers report to all Trustee meetings and are able to identify any necessary changes to policy and procedures. They have authority to make those changes as necessary. | |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | YES | We can evidence this through Trustee meeting minutes and reports. | |
| 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 | Compliant within our Policy. | |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | YES | Resolution is in line with the Housing Ombudsman Remedies Guidance and similar decisions from the Housing Ombudsman. | |

## 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:<br>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.<br>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;<br>c. any findings of non-compliance with this Code by the Ombudsman;<br>d. the service improvements made as a result of the learning from complaints;<br>e. any annual report about the landlord's performance from the Ombudsman; and<br>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. | YES | a. annual self-assessment completed and presented to the Board. From 2024 to be published on the Trust website.<br>b. Self-assessment presented to the Board.<br>c. As part of the report to Board any matters referred to the Ombudsman are reported.<br>d. Service Improvements are reported to the Board on a bi-monthly basis. Residents are involved in the scrutiny of our learning from complaints.<br>e. Information is given to the Board and from 2024 will be recorded on the website. | |
| **8.2** | The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this. | YES | Compliant within our Policy. | |
| **8.3** | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | YES | We have not needed to do this but would be able to comply. | |
| **8.4** | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | YES | We have not needed to do this but would be able to comply. | |
| **8.5** | If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website. Landlords must provide a timescale for returning to compliance with the Code. | YES | We have not needed to do this but would be able to comply. | |

## 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 | We always seek to learn from any identified failures. | |
| 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 | Staff understand the value of complaints and subsequent learning. Complaints handling and learning is embedded at Board level. | Further work is necessary to promote complaints learning within our staff team. |
| 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 | Residents are involved in the scrutiny of our learning from complaints. | |
| 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 | The Business Manager is the senior lead for complaint handling, reviewing complaints and resident feedback for themes, risks and necessary changes to policies or practice, and reporting findings to Trustees. | |
| 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 | The Chair will lead as 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 | The complaints handlers are the two senior managers at the Trust and report to Board on a bi-monthly basis. | |

**Section 9: Scrutiny & oversight: continuous learning and improvement** - cont.

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| **9.7** | As a minimum, the MRC and the governing body (or equivalent) must receive:<br>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;<br>b. regular reviews of issues and trends arising from complaint handling;<br>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and<br>d. annual complaints performance and service improvement report. | YES | Trustees and the MRC receive bi-monthly reports on complaint volumes, categories, outcomes, handling performance and emerging themes, including any Ombudsman findings and required actions. They also receive the 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:<br>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;<br>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and<br>c. act within the professional standards for engaging with complaints as set by any relevant professional body. | YES | Relevant staff are expected to work together to resolve complaints, take shared responsibility for putting things right and apply the Trust's complaints policy and relevant professional standards. Training and updates are part of continuing development for all staff. | |