

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	Complaints, concerns and compliments policy	As per section 2.1 Definition of a complaint in the Complaints, Concerns and Compliments policy.
1.3	<p>A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.</p>	Yes	Complaints, concerns and compliments policy	<p>As per section 2.1 Definition of a Complaint of the policy: “Abbeyfield recognises that the word complaint does not have to be used in order for it to be treated as such. While this policy is aimed at residents or their representatives, the above definition is extended to cover an expression of dissatisfaction from stakeholder affected by the standard of service, actions or lack of action from The Abbeyfield Wessex Society or those working for us.”</p>

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	Complaints, concerns and compliments policy	As per section 2.1 Definition of a Complaint of the policy: "A service request may precede a formal complaint if appropriate action is not taken to resolve the issue for residents as early as possible. A complaint will be raised when the resident raises dissatisfaction with the response to their service request."
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, concerns and compliments policy	Our complaints policy follows the complaints definition and expression of dissatisfaction as a result will follow the complaints route.
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	Complaints, concerns and compliments policy	The annual Residents Satisfaction Survey is anonymous – however residents are given a copy of our complaints leaflet with the survey and this is also displayed on residents information noticeboards.

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, concerns and compliments policy	As per section 2.1 Definition of a Complaint of the policy “Aside from the Exclusions given under ‘Scope’, Abbeyfield Wessex will treat any ‘expression of dissatisfaction’ as a complaint under this policy to ensure the identified issue is investigated and responded to appropriately.”
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 	Yes	Complaints, concerns and compliments policy	As per section 1.7 Scope of the policy: “In rare circumstances, Abbeyfield Wessex reserves the right to deal with a complaint differently (outside the normal complaints handling process) if required. A full record of the reasons why the complaint should be addressed differently will be made and the complainant informed accordingly. The complainant will also be

	<p>Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> • Matters that have previously been considered under the complaints policy. 			<p>informed of their right to take that decision to the relevant Ombudsman, as applicable.”</p>
2.3	<p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p>	Yes	<p>Complaints, concerns and compliments policy</p>	<p>This is stated in section 2.7 of the policy.</p>
2.4	<p>If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.</p>	Yes	<p>Complaints, concerns and compliments policy</p>	<p>This is stated in section 1.1 of the policy.</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>Complaints, concerns and compliments policy</p>	<p>Our Complaints policy sets out our commitment to actively encourage complaints to learn about our strengths and</p>

				understand our areas for focus.
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Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints, concerns and compliments policy	<p>As per section 2.5 Reasonable adjustments of the policy: If the individual has difficulty in making a complaint using one of the options listed above, Abbeyfield Wessex will make all reasonable adjustments necessary to enable them to raise their complaint.</p> <p>All staff are required to undertake mandatory Equality, Diversity and Inclusion training.</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	Complaints, concerns and compliments policy	As per section 2.4 Making a Complaint of the policy.
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	Yes	"How to make a complaint" guide.	Our 'How to make a complaint' Guide is available in all locations for residents to be collected without having to ask. We actively encourage

	sign that residents are unable to complain.			complaints so we can continue to improve our services.
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, concerns and compliments policy	Our complaints policy is published on our website. Our 'How to make a complaint' guide includes these details and is readily available.
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, concerns and compliments policy	A copy of "How to make a complaint" guide is given to all prospective residents and is displayed on the resident's noticeboard in all houses. Our policy is available on our 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, concerns and compliments policy	Section 2 of the complaints policy
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	"How to make a complaint" guide.	A copy of "How to make a complaint" guide is given to all residents.

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, concerns and compliments policy	As per section 2.15 of the policy: "The Chief Executive has overall responsibility for all complaints received at the organisation."
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	Complaints, concerns and compliments policy	As per section 2.15 of the policy: "The Chief Executive has overall responsibility for all complaints received at the organisation."
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	Complaints, concerns and compliments policy	The policy ensures all complaints are dealt with, sensitively and fairly and the organisation learns throughout the process. All management staff will complete customer services

				and complaint management training by the end of 2024.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints, concerns and compliments policy	We operate a single complaints policy across all our services.
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, concerns and compliments policy	We operate a two stage complaints policy to encourage early and local resolution of issues.
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, concerns and compliments policy	We operate a two stage complaints policy.
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, concerns and compliments policy	We operate a two stage complaints policy.

	expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints, concerns and compliments policy	We operate a two stage complaints policy including managing complaints effectively with any third parties working on our behalf.
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	Complaints, concerns and compliments policy	As per our procedure in section 2.9 of the policy.
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, concerns and compliments policy	As per our procedure in section 2.9 of the policy.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; 	Yes	Complaints, concerns and compliments policy	As per our procedure in section 2.9 of the policy.

	<ul style="list-style-type: none"> 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. 			
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, concerns and compliments policy	As per section 2.10 Timescales of the policy.
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, concerns and compliments policy	<p>As per section 2.5 Reasonable adjustments of the policy:</p> <p>“If the individual has difficulty in making a complaint using one of the options listed above, Abbeyfield Wessex will make all reasonable adjustments necessary to enable them to raise their complaint.”</p> <p>All staff undertake equality and diversity training.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has	Yes	Complaints, concerns and compliments policy	As per our procedure in section 2.9 of the policy.

	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.			
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	Complaints, concerns and compliments policy	As per our procedure in section 2.9 of the policy.
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	Complaints, concerns and compliments policy	Our two stage complaints process allows at each stage the opportunity for remedies to be agreed.
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, concerns and compliments policy & Anti Social Behaviour Policy	Our Anti Social Behavior Policy applies to residents and their representatives. The complaints policy in section 2.13 refers to inappropriate behaviour with regards to raising a complaint.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be	Yes	Complaints, concerns and compliments policy	As per section 2.14 of the policy. Managing

	proportionate and demonstrate regard for the provisions of the Equality Act 2010.			complainants' expectations and behaviour: "Any restrictions due to unacceptable behaviour will be agreed with the Chief Executive Officer, be proportionate and in line with the Equality Act 2010."
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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	Complaints, concerns and compliments policy	As per our procedure in section 2.9 of the policy. Where complaints can be appropriately addressed under stage 1 this will happen promptly.
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	Complaints, concerns and compliments policy	As per section 2.10 Timescale of the policy: "Written acknowledgement within two working days of receipt of the complaint"
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints, concerns and compliments policy	As per section 2.10 Timescale of the policy: "Stage 1 decision - a full written response will be provided within 10 working days of the acknowledgement"

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, concerns and compliments policy	As per section 2.10 Timescale of the policy: "Stage 1 decision - a full written response will be provided within 10 working days of the acknowledgement, or, if this is not possible, we will inform the complainant of the new response time, which will only exceed a further 10 working days with their agreement."
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, concerns and compliments policy	As per section 2.10 Timescale of the policy.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy, once an investigation has been concluded the findings will be communicated to the complainant alongside any further actions to take and proposals to resolve the complaint. These will be tracked and logged in the complaints log.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any	Yes	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy. The response to the

	decisions, referencing the relevant policy, law and good practice where appropriate.			complaint will address all points raised and cross reference to any relevant Abbeyfield Wessex policies.
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	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy: “Where additional complaints are raised during the investigation, these will be incorporated if the Stage 1 response has not been issued. Where the Stage 1 response has been issued, or it would unreasonably delay the response, the complaint will be logged as a new complaint.”
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Yes	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy. All complaints are monitored by the Complaints Officer to ensure compliance.

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
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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, concerns and compliments policy	As per our procedure set out in Section 2.9 of the 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	Complaints, concerns and compliments policy	As per Timescales set out in Section 2.10 of the 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	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the 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	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy: "Someone else be appointed to undertake the review if the Chair was involved at an earlier stage."

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints, concerns and compliments policy	As per Timescale in Section 2.10 of the 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, concerns and compliments policy	As per Timescale in Section 2.10 of the 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, concerns and compliments policy	As per Timescale in Section 2.10 of the policy which offers an extension of 10 extra days by agreement.
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	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy, once an investigation has been concluded the findings will be communicated to the complainant alongside any further actions to take and proposals to resolve the complaint. These will be tracked and logged in the complaints log.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Yes	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy. The response to the complaint will address all

	referencing the relevant policy, law and good practice where appropriate.			points raised and cross reference to any relevant Abbeyfield Wessex policies.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Complaints, concerns and compliments policy	As per our procedure set out in Section 2.9 of the policy. All complaints are monitored by the Complaints Officer to ensure compliance.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints, concerns and compliments policy	This is monitored by the Complaints officer.

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	Yes	Complaints, concerns and compliments policy	As per section 2.12 of the policy and the procedure set

	<p>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. 			<p>out in section 2.9 of the policy.</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>Complaints, concerns and compliments policy</p>	<p>As per section 2.12 Putting things right: “Where fault is identified, Abbeyfield Wessex will apologise and take corrective action, including, where appropriate, making a compensation payment.”</p>
7.3	<p>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.</p>	Yes	<p>Complaints, concerns and compliments policy</p>	<p>All complaints are monitored by the Complaints officer which reports to the Board of Trustee’s to ensure all complaints are dealt with</p>

				effectively, in a timely manor and remedies applied.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints, concerns and compliments policy	<p>As per section 2.12 Putting things right: “Where a complaint identifies that Abbeyfield Wessex has failed to deliver a service to the expected standard, we will seek to resolve the complaint and to ‘put things right’.</p> <p>The redress offered will reflect the extent of any failure in the service provided and the subsequent impact on the complainant as a result. Where fault is identified, Abbeyfield Wessex will apologise and take corrective action, including, where appropriate, making a compensation payment.”</p>

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>Our report can be found here: wessex.abbeyfield.com/complaints-policy/</p>	<p>The Annual Complaints Performance and Service Improvement Report is available to view on our website.</p>

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		
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/a		
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/a		
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.	N/a		

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 have implemented a “lessons learned from complaints” form so services can be reviewed and improved.
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		The Complaints officer and Head of Operations review the complaints log quarterly and report any significant issues to the Board of Trustee in the CEO report.
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	Our report can be found here: wessex.abbeyfield.com/complaints-policy/	This is published in our annual report.
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 CEO is the Complaints Officer and will produce the annual reports and review any relevant policies as a result of identifying any themes or serious risk items.

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 Company Secretary is 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 Company Secretary has access to HR information can have direct contact with all staff.
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 	Yes		This is provided to the board in the CEO's quarterly board reports as well as the annual complaints report.

	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, concerns and compliments policy	Addressed in “Objectives” of the policy. This policy applies to and is to be implemented by all Abbeyfield Wessex Society staff members.