



# Complaint handling code self-assessment form

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints policy - section 4 "definitions" explains the definition of a complaint.  Complaints procedure – "what is a complaint" page 2 explains the definition of a complaint.	Our policy explains the definition of a complaint. "A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual customer or group of customers".
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	Our customer support team employs a customised scripting tool to handle customer queries. This tool prompts customers to indicate whether they wish to raise a complaint. The choice is presented to the customer, allowing them to decide how they would like to proceed.  Complaints procedure – "what is a complaint" page 2 explains the concept of a complaint, clarifying that it's not	We welcome complaints from a third party or representative, it can help to build trust and confidence in the complaint handling process and demonstrate a commitment to customer service and satisfaction.



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			necessary to explicitly label an issue as a "complaint."	
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	<p>Complaints procedure – “service requests” page 9 states that they are not complaints. Appendix A also details examples for reference.</p> <p>This section also specifies that a customer can raise a complaint if the customer wishes to do so, it is their choice.</p> <p>Complaints procedure – “what is a complaint” page 2 sets out what qualifies as a complaint.</p>	Differentiating between service requests and complaints is essential for us to ensure compliance with the Complaint code, allocate resources effectively, maintain tenant satisfaction, and continuously improve. By understanding the distinction, we can respond appropriately, prioritise actions, and foster positive landlord-customer relationships through timely and efficient resolution of issues.
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 procedure – “service requests” page 9 sets out the commitment to raise a complaint if the customer expresses dissatisfaction with the service request outcome.	Overall, raising a complaint when a customer expresses dissatisfaction with the response to their service request ensures ongoing communication, trust-building, compliance with the complaint code, and ultimately contributes to tenant satisfaction.



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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>We are dedicated to gathering feedback from our customers across all the services we offer, utilising the Rant &amp; Rave platform. Our feedback procedure, particularly the "Managing Low Scores" section 7, underscores our commitment to addressing dissatisfaction promptly.</p> <p>Additionally, we offer customers the chance to report complaints or raise issues through our tenant satisfaction surveys. These concerns are prioritised by our customer support team, ensuring proactive response and direct contact with the customer, provided they consent to communication.</p>	<p>We recognise that it is important for customers to be aware of how they can pursue a complaint if they are dissatisfied, it empowers them to voice their concerns and seek resolution. It fosters trust by demonstrating a commitment to addressing issues effectively. Providing details on complaint procedures promotes a culture of continuous improvement in service delivery. It enhances communication, builds confidence in the complaints process, and ultimately contributes to better landlord-customer relationships and service quality.</p>
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## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints policy - section 5 outlines the exclusions.  Complaints procedure – “When we will not accept a complaint” page 2 explains the steps we will take if we do not accept a complaint, which include supplying the details of the Housing Ombudsman service.	It is good to have a policy that clearly states that complaints will be accepted unless there is a valid reason not to do so because it helps to ensure that all complaints are handled fairly and impartially.
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: <ul style="list-style-type: none"><li>• The issue giving rise to the complaint occurred over twelve months ago.</li><li>• Legal proceedings have started. This is defined as details of the claim, such</li></ul>	Yes	Complaints policy - section 5 outlines the exclusions.  Complaints procedure – “When we will not accept a complaint” page 2 explains the steps we will take if we do not accept a complaint, which include supplying the details of the Housing Ombudsman service.	Having a clearly defined policy that explicitly states when a complaint will not be considered is beneficial. It helps customers understand the boundaries and sets expectations from the outset.  By outlining exceptions, the process becomes fair and efficient, ensuring that valid concerns receive



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	<p>as the Claim Form and Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			appropriate attention while avoiding unnecessary escalations.
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 policy - section 10 “making and resolving a complaint” outlines the timescales that we will accept a complaint, it also states that there is discretion to deal with complaints outside of these timescales.</p>	<p>Setting a timeframe for accepting complaints, while also allowing for discretionary consideration of complaints made outside this limit under valid circumstances, is essential for ensuring fairness, accountability, customer satisfaction, and effective problem solving in landlord-customer relationships.</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 policy - section 5 outlines exclusions.</p> <p>Complaints procedure – “When we will not accept a complaint” page 2 explains the steps we will take if we do not accept a complaint, which include supplying the details of the Housing Ombudsman service.</p>	<p>It is important to explain the reasons for declining a complaint to the individual and signpost them to the relevant Ombudsman because it helps to ensure that the individual understands why their complaint was not considered and what steps they can take next.</p>



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2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints procedure – “Assessing the complaint” page 3 outlines our approach to dealing with a complaint on its own merits.	Considering the individual circumstances of each complaint, we can ensure fairness, thoroughness, and appropriate resolution, thereby maintaining trust and satisfaction among customers. It allows for a tailored response that acknowledges the unique factors surrounding each complaint, ultimately contributing to better landlord-customer relationship.
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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	<p>Complaints policy– section 10 “making and resolving a complaint” sets out the various channels that a complaint can be made.</p> <p>Complaints procedure– “case manager considerations” Page 3 sets out the regard to the Equalities Act 2010.</p> <p>Complaint letters sent to customers include inquiries about any vulnerabilities or disabilities they may have, along with requests for details regarding reasonable adjustments needed.</p>	<p>Providing different channels through which individuals can make a complaint is important because it ensures that all individuals, regardless of their needs, can access the complaints process</p> <p>By considering the needs of individuals who may need to access the complaints process, we can ensure that our complaints process is accessible and inclusive.</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>Complaints policy – section 10 sets out the various channels that a complaint can be made.</p> <p>Complaints policy – section 20 sets out our commitment to train our staff.</p>	<p>Providing different channels through which customers can make a complaint is important because it ensures that all individuals, regardless of their needs, can access the complaints process</p>



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			Complaints procedure – “Handling a complaint” page 3 outlines what we will do when we receive a complaint to ensure it is dealt with appropriately.	By considering the needs of individuals who may need to access the complaints process, we can ensure that our complaints process is accessible and inclusive.  All our staff receive complaints training and undertake refresher training at least one a year.
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	Complaints policy – section 20 shows that we produce an annual performance report on complaints to Selwood Housing Board and our customers.  Regularly, we analyse complaints to identify patterns and common themes. These insights are then discussed with service managers and cross-referenced with customer satisfaction data	Selwood Housing does not see high volumes of complaints as a negative, it can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that individuals are unable to complain.





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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	<p>Complaints policy – section 10 outlines the ways that a customer can make a complaint and the number of stages.</p> <p>The Policy is accessible on our website at this address: <a href="https://www.selwoodhousing.com/wp-content/uploads/2022/02/Compliments-Complaints-Policy-2022.pdf">https://www.selwoodhousing.com/wp-content/uploads/2022/02/Compliments-Complaints-Policy-2022.pdf</a></p>	It is important to ensure that our complaints policy is clear and accessible, and that we have a proactive, fair, and transparent process for dealing with any complaints. This can help to build trust and confidence in us and our complaint process.
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	<p>Complaints Policy – section 6 outlines where we will publicise the policy and provides our commitment to the Housing Ombudsman code.</p> <p>In addition, we provide the contact details of the Ombudsman in our Policy.</p> <p>We send a customer newsletter every quarter, at least one a year we will publicise our commitment to the code and how customers can view it.</p>	Being clear about these elements helps to build trust and confidence in us and our complaints process, it provides a way to access the complaints policy and the relevant Ombudsman schemes easily, which can help to reduce the likelihood of confusion or misunderstandings.



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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	<p>Complaints Policy – section 10 and 11 outlines our commitment to allow complaints to be submitted and managed by a designated representative.</p> <p>Complaints procedure – “Support with making a complaint” page 2 states our commitment to working with representatives.</p>	Allowing individuals the opportunity to have a suitable representative deal with their complaint on their behalf ensures that those who may not be able to represent themselves effectively have access to the complaint process, helps to ensure that the complaint is handled objectively and impartially, and reduces the stress and anxiety that can be associated with making a complaint.
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	<p>Complaints policy - section 6.</p> <p>The following letters explain our commitment to the Housing Ombudsman complaint code and provides details of the scheme and contact details.</p> <ul style="list-style-type: none"> <li>• Acknowledgement letter</li> <li>• Stage one response</li> <li>• Stage two response</li> </ul> <p>In addition, we provide the contact details of the Ombudsman in our Policy.</p>	Providing information on the right to access the relevant Ombudsman service is beneficial for both the individual and us. It ensures that individuals are aware of their rights and the options available to them, provides a way for individuals to escalate their complaint if they are not satisfied with the response from us, and can help to build trust and confidence in us and our complaint process.



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## 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	<p>We have the following specialist roles to assign complaints and oversee the handling process:</p> <ul style="list-style-type: none"><li>• Senior customer complaints specialist</li><li>• Customer complaint specialist</li></ul> <p>The complaints performance is reported to our Group asset and development committee every six months, every year to our Board and customers.</p>	<p>Having dedicated specialists to assign and take responsibility is important, it helps to reduce the likelihood of confusion or misunderstandings.</p> <p>Secondly, it provides a way to ensure that complaints are handled promptly and objectively, as the person or team responsible can oversee the complaint process and ensure that it is followed correctly.</p> <p>Reporting to our governing body enables it to monitor the complaint process and ensure that complaints are handled promptly and objectively and ensure accountability.</p>



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4.2	<p>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.</p>	Yes	<p>Complaints are managed and dealt with by senior service managers.</p> <p>The senior complaints specialist reports to the Heads of housing for quick decision-making processes.</p>	<p>Enabling complaints officers to have the appropriate authority and autonomy is important to resolve disputes quickly and fairly for both us and the complainant. It ensures that complaints are handled promptly and objectively, allows decisions based on the specific circumstances of the complaint, and can help to reduce the likelihood of complaints escalating.</p>
4.3	<p>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.</p> <p>It is important that complaints are seen as a core service and must be resourced to handle complaints effectively.</p>	Yes	<p>We have a dedicated customer complaints team to oversee the process, analyse complaint trends, review learning outcomes, and implement changes with service managers.</p> <p>New staff are compelled to complete complaint handling training as part of their induction and annual refresher training is mandatory for all other staff, including our repairs and maintenance operatives.</p>	<p>Having a dedicated complaints team is important for several reasons. Firstly, it ensures that all complaints can be directed to the appropriate service area within the organisation and investigated thoroughly. This can help to speed up the complaints process and ensure that complaints are handled promptly and objectively. Secondly, it provides a way for the us to identify areas of improvement in our services resulting in higher customer satisfaction.</p>



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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	<p>The Policy is accessible on our website at this address: <a href="https://www.selwoodhousing.com/wp-content/uploads/2022/02/Compliments-Complaints-Policy-2022.pdf">https://www.selwoodhousing.com/wp-content/uploads/2022/02/Compliments-Complaints-Policy-2022.pdf</a></p> <p>Policy procedure – “case manager considerations” sets out the responsibility to treat customers who complain with respect and not to treat differently if they complain.</p>	<p>Having a single policy for complaints is important, it ensures that all complaints are handled consistently and fairly, regardless of the nature of the complaint or the person making it.</p> <p>This helps to build trust and confidence in the organisation and its complaint process.</p>
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	<p>Complaints policy - section 12 confirms the number of stages to our complaints process.</p> <p>Complaints procedure – “Complaint stages” page 4 outlines the number of stages to our complaints process.</p>	<p>Being clear about the number of stages in our complaints process ensures that individuals are aware of the steps involved in the complaints process, provides a way for us to ensure that complaints are handled promptly and objectively, and can help to build trust and confidence in the us and our complaint process.</p>



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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	<p>Complaints policy - section 12 confirms the number of stages to our complaints process.</p> <p>Complaints procedure – “complaint stages” page 4 outlines the number of stages to our complaints process.</p>	<p>The significance of limiting a complaint process to two stages lies in ensuring efficiency and timely resolution. When a process extends beyond this threshold, it risks becoming protracted, causing unnecessary delays for complainants seeking recourse.</p> <p>By adhering to a streamlined approach, we can promptly address grievances, maintain accountability, and quicken access to the Ombudsman (if required).</p>
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	<p>Complaint handling is discussed with third party contractors as part of the contract arrangements and performance management meetings.</p> <p>Our complaints policy and procedure will form an addendum to new contracts from February 2024.</p>	When a complaint is handled by a third-party contractor, ensuring alignment with our established process is crucial to enhance fairness, transparency, and effectiveness in complaint handling.



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5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.		Complaints are carefully reviewed and discussed during performance management meetings. The purpose is to verify that they are handled consistently and in accordance with our established procedure.	Our oversight ensures that third-party complaint handling remains transparent, fair, and aligned with our own established guidelines.
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	<p>Complaints procedure – “assessing the complaint” outlines our approach to clarifying the complaint by our customer complaints team.</p> <p>Response letters at Stage one and Stage two are structured in a prescribed manner to ensure clarity in defining the complaint and specifying the resolution the customer is seeking.</p>	<p>Defining the complaint when it is logged at Stage 1 or escalated to Stage 2 is crucial for effective complaint handling. By clearly understanding the customers concerns and desired outcomes, we can tailor our responses appropriately.</p> <p>This ensures that complaints are addressed comprehensively, promotes transparency, and helps prevent misunderstandings. If any aspect remains unclear, seeking clarification from the customer ensures accurate interpretation and a more efficient complaint resolutions.</p>



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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	<p>Complaints procedure – “complaint stages” page 4 outlines the elements we will cover in our Stage one and Stage two responses.</p> <p>Complaints procedure – “Assessing the complaint” page 3.</p> <p>Our customer complaints team ring the customer if any elements are unclear when the complaint is received.</p>	We acknowledge that clarity is crucial when acknowledging complaints. We explicitly define our responsibilities regarding the aspects of the complaint. This ensures transparency and helps address any areas where ambiguity exists.
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> </ul>	Yes	<p>Complaints procedure – “Case manager considerations” page 3 outlines the considerations that case managers should observe.</p> <p>This is also covered in the complaints training that our staff receive.</p>	<p>We recognise that throughout the complaints process, complaint handlers play a crucial role. They must evaluate complaints impartially, ensuring that decisions are based on merit. Independence is key, allowing for objective assessments.</p> <p>Additionally, providing customers with a fair opportunity to express their perspective ensures transparency and prevents bias. Addressing any actual or perceived conflicts of interest maintains integrity.</p>





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	d. consider all relevant information and evidence carefully.			Lastly, carefully considering all relevant information and evidence leads to robust outcomes and customer satisfaction
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Complaints policy - section 12 covers this element.  Complaints procedure – “Extending the timescale for a complaint” page 5 sets out the steps we will take when extending a complaint.	It is important to agree with the individual suitable intervals for keeping them informed about their complaint. This ensures that the individual is aware of the status of their complaint and that they are kept informed throughout the process. It also helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously and that they are being kept informed.
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	Selwood is committed to fulfilling our obligations under the Equalities Act 2010.  Our dedicated staff undergo regular training, including refresher sessions, to ensure a thorough understanding of the Act’s provisions and their practical application.	It is important to make reasonable adjustments for individuals where appropriate under the Equality Act 2010 because it ensures that people with disabilities are not disadvantaged. By making these adjustments, we can help to remove barriers and create a more inclusive environment for everyone.



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			Complaint letters sent to customers include inquiries about any vulnerabilities or disabilities they may have, along with requests for details regarding reasonable adjustments needed.	Keeping a record of agreed reasonable adjustments and reviewing them regularly is also important. This helps to ensure that the adjustments remain effective and relevant over time. It also demonstrates a commitment to equality and diversity, which can help to build trust and confidence.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints policy - section 13 sets out our approach to refusing to escalate a complaint.  Complaints procedure – “Escalating a complaint” page 5 covers escalating the complaint.	It is important not to refuse to escalate a complaint unless there is a valid reason as it erodes trust and confidence in us and our complaints process.



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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	We operate a housing management system with a specific complaints module. This enables all correspondence and case notes to be kept in one central location with full reporting functionality.	It is important that accurate records are kept, it ensures that the complaint process is transparent and objective, as all details of the complaint are recorded and can be reviewed if necessary. It also enables us to identify trends and patterns in complaints, which can help to identify areas for improvement in our services'
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	Enabling complaints officers to have the appropriate authority and autonomy is important to resolve disputes quickly and fairly for both us and the complainant.  Complaints officers have appropriate delegated authority for goodwill payments and settlement of claims, in line with our financial regulations.	Complaints are managed and dealt with by senior service managers.  The senior complaints specialist reports to the Heads of housing for quick decision-making processes.



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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	<p>Complaints policy – section 16 This outlines our approach to managing unacceptable behaviour.</p> <p>We also have provisions in our tenancy agreements to deal with unacceptable behaviour.</p>	<p>Having a policy to manage unacceptable behaviour is important to ensure that we provide a safe and respectful environment for our staff and customers. It can help reduce the likelihood of harm or injury to individuals and promote a positive culture.</p>
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	<p>Complaints policy – section 16 outlines our position when dealing with unacceptable behaviour.</p> <p>Complaints procedure – “Unacceptable behaviour” page 6 outlines the process in dealing with unacceptable behaviour.</p>	<p>Restrictions on individuals are taken as a last resort and are not taken lightly. It is important that individuals have access to our complaints process to enable issues to be put right in an honest, transparent way.</p> <p>On the very rare occasion a restriction is applied it will be reviewed in line with our responsibilities to the Equalities Act 2010, this builds trust and confidence in us and our complaint process.</p>

## Section 6: Complaints Stages

### Stage 1



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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	All complaints are forwarded to our customer complaints team, who promptly acknowledge the complaint in writing. Subsequently, they thoroughly review the complaint to understand the issue, assess any customer vulnerabilities, and allocate it to the most suitable service manager for a swift resolution.	<p>Early complaint resolution is crucial for. Having processes in place to address complaints promptly benefits both customers and Selwood. By responding early, we can prevent issues from escalating, leading to quicker resolution and minimising customer dissatisfaction.</p> <p>Considering factors such as complaint complexity and customer vulnerability ensures efficient conflict resolution.</p> <p>Early complaint resolution promotes efficiency, risk mitigation, and positive customer-landlord relationships.</p>



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6.2	Complaints must be acknowledged, defined, and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	<p>Once a complaint is received, it is forwarded immediately to our customer complaints team who acknowledge the complaint in writing within 24 hours and forward to the appropriate Service manager to deal with.</p> <p>Complaints procedure – “Handling a complaint” page 3 outlines how complaints will be logged and acknowledged.</p>	It is important that timescales that we have committed to within the Housing Ombudsman complaint code are adhered to, this helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	<p>Complaints policy – section 12 sets out our response timescales.</p> <p>Complaints procedure – “Complaint stages” page 3 outlines our complaint timescales.</p>	It is important that timescales that we have committed to within the Housing Ombudsman complaint code are adhered to, this helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously.
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.	Yes	Complaints policy – section 12 covers complaint handling times and extensions.	Informing customers about the need for additional time to address their complaint and setting reasonable limits on extensions are essential. It demonstrates transparency and



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	Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		Complaints procedure – “Extending the timescale for a complaint” page 5 sets out the process for extending timescales.	<p>ensures that customers are aware of the process and any potential delays.</p> <p>It is important that timescales that we have committed to within the Housing Ombudsman complaint code are adhered to, this helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously.</p>
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	<p>Complaints policy – section 12 covers complaint handling times and extensions.</p> <p>Complaints procedure – “Extending the timescale for a complaint” page 5 sets out the process for extending timescales.</p>	<p>It is important that the relevant Ombudsman details are provided to ensure that individuals have access to an independent and impartial body that can help them resolve their complaint if they are not satisfied. This can help to build trust and confidence in our complaint handling process.</p>



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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	<p>It is the role of our customer complaints team to ensure all outstanding actions post-complaint closure are monitored and resolved to customer satisfaction.</p> <p>Complaints procedure – “Responding to the complaint” page 6 sets out the role of the customer complaints team.</p>	It is crucial to set clear expectations for resolution and adhering to them, it demonstrates our commitment to addressing concerns promptly and effectively. This approach helps prevent misunderstandings and fosters trust in the complaint resolution process, ultimately contributing to improved customer relations and organisational reputation.
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	<p>Our complaint response letters utilise standardised templates, allowing case managers to comprehensively outline the issues they will address.</p> <p>These letters provide a thorough explanation of their determination, referencing relevant policies, laws, and good practices where appropriate.</p>	Addressing all points raised in a complaint is crucial for us. By doing so, we ensure transparency, fairness, and effective communication with customers. Providing clear reasons for decisions, backed by relevant policies, laws, and good practices, demonstrates professionalism and accountability. It helps build trust, resolves issues efficiently, and maintains positive customer-landlord relationships. In summary, this practice promotes clarity, compliance, and constructive resolution of complaints.





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<p>6.8</p>	<p>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.</p> <p>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.</p>	<p>Yes</p>	<p>Complaints procedure – “Responding to a complaint” page 6 outlines our approach to responding to complaints. Additionally, this section addresses how we handle any other complaints raised both before and after our stage 1 response.</p>	<p>Incorporating additional complaints raised during an investigation into the stage 1 response ensures a comprehensive resolution by addressing all related complaints together.</p> <p>This approach prevents piecemeal handling and ensures that all relevant issues are considered and avoiding unnecessary delays caused by separate responses for each issue.</p>
<p>6.9</p>	<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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> </ul>	<p>Yes</p>	<p>Complaints procedure – “Complaint stages” pages 3 and 4 outlines the elements we will cover in our response letters at the various stages.</p>	<p>Clear communication regarding the elements of a complaint is crucial for transparency and accountability.</p> <p>Customers need to know where they are in the process and what to expect next. Transparency about the outcome fosters trust. Understanding why a decision was made helps customers accept it. Knowing how things will be rectified provides reassurance and</p>



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	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.			maintains a positive landlord-customer relationship.
6.10	If all or part of the complaint is not resolved to the resident’s satisfaction at stage 1, it must be progressed to stage 2 of the landlord’s procedure. Stage 2 is the landlord’s final response.	Yes	Complaints policy – Section 12 “stages of the complaint process” outlines the number of stages in our complaints process.  Complaints policy – section 13 “escalating a complaint” details the process for escalating a complaint. It also acknowledges that in some instances, reasons for escalation may not be provided, but assures that requests will still be acted upon accordingly.	This is important because it ensures that unresolved complaints receive further attention and consideration, aiming to achieve a satisfactory resolution for the customer.  Progressing to Stage 2 of our procedure provides an opportunity for a comprehensive review and final response, demonstrating our commitment to addressing concerns effectively.
6.11	Requests for stage 2 must be acknowledged, defined, and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints policy – section 12 “stages of the complaint process” details the process for acknowledging stage two escalations.	This action is necessary to ensure the swift acknowledgment and handling of escalated complaints, showcasing our responsiveness and dedication to addressing customer concerns promptly. By doing so, we cultivate trust and confidence among



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			Complaints procedure – “complaint stages” page 4 details the actions we will take when escalating a complaint.	customers while aligning with the standards outlined in the complaint handling code.
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	Complaint policy – section 13 covers this element.  Complaints procedure – “Escalating a complaint” page 5 covers escalating a complaint.	It is important that individuals do not have to explain their reasons for wanting a stage 2 review, simply that they remain unhappy because our complaints process should be accessible, fair, and transparent – we would not want to discourage individuals from pursuing their complaint if they are not entirely satisfied.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints policy – section 12 states that it must be a different person not involved in the Stage one process.  Complaints procedure – “Complaint stages” page 3 states that it will be a different person to the Stage one.	It is important that the person considering the complaint at stage 2 is never the same person that considered the complaint at stage 1 because it helps to ensure that the complaint handling process is fair and impartial.  It ensures that the complaint is reviewed objectively and without any preconceived notions. This can help to



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				build trust and confidence in our complaint handling process.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Complaints policy – section 12 explains the complaint timescales.  Complaints procedure – “complaint stages” page 4 outlines the timescales.	It is important that timescales that we have committed to within the Housing Ombudsman complaint code are adhered to, this helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response.  Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints policy – section 12 “stages of the complaint process” details the extension timescales.  Complaints procedure – “complaint stages” page 4 outlines the extension timescales and the requirement to clearly explain to the customer.	It is important that timescales that we have committed to within the Housing Ombudsman complaint code are adhered to, this helps to build trust and confidence in us and our complaint process, as individuals are aware that their complaint is being taken seriously.



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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	<p>Complaints policy – section 12 covers timescales and extensions.</p> <p>Complaints procedure – “Complaint stages” page 4 outlines the timescales, including extensions to a complaint.</p> <p>Both detail that we will provide the details of the Ombudsman if the customer does not agree to the proposed timescale.</p>	It is important that the relevant Ombudsman details are provided to ensure that individuals have access to an independent and impartial body that can help them resolve their complaint if they are not satisfied. This can help to build trust and confidence in our complaint handling process.
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	<p>It is the role of our customer complaints team to ensure all outstanding actions post-complaint closure are monitored and resolved to customer satisfaction.</p> <p>Complaints procedure – “Responding to a complaint” page 6 covers this element.</p>	It is crucial to set clear expectations for resolution and adhering to them, it demonstrates our commitment to addressing concerns promptly and effectively. This approach helps prevent misunderstandings and fosters trust in the complaint resolution process, ultimately contributing to improved customer relations and organisational reputation.



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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	<p>Our complaint response letters utilise standardised templates, allowing case managers to comprehensively outline the issues they will address.</p> <p>These letters provide a thorough explanation of their determination, referencing relevant policies, laws, and good practices where appropriate.</p>	Addressing all points raised in a complaint is crucial for us. By doing so, we ensure transparency, fairness, and effective communication with customers. Providing clear reasons for decisions, backed by relevant policies, laws, and good practices, demonstrates professionalism and accountability. It helps build trust, resolves issues efficiently, and maintains positive customer-landlord relationships. In summary, this practice promotes clarity, compliance, and constructive resolution of complaints.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> </ul>	Yes	Complaints procedure – “Complaint stages” pages 3 and 4 outlines the elements we will cover in our response letters at the various stages.	<p>Clear communication regarding the elements of a complaint is crucial for transparency and accountability.</p> <p>Customers need to know where they are in the process and what to expect next. Transparency about the outcome fosters trust. Understanding why a decision was made helps customers accept it. Knowing how things will be rectified provides reassurance and</p>



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	<p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			<p>maintains a positive landlord-customer relationship.</p>
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Complaints procedure – “complaint stages” page 4 highlights the necessity of engaging all crucial staff members.</p>	<p>This is important because Stage two represents the final opportunity for us to address the complaint comprehensively and effectively. Involving all necessary staff members ensures that the response is well-informed, considers all relevant perspectives, and maximises the likelihood of achieving a satisfactory resolution for the customer.</p>



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## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures, or practices.</li> </ul>	Yes	Complaints procedure – “putting things right” page 6 outlines the actions we will take to address and resolve the issue, presenting this list as potential outcomes.	<p>This is important because it demonstrates accountability, transparency, and a commitment to rectifying mistakes or addressing shortcomings.</p> <p>By acknowledging when something has gone wrong and outlining the actions to be taken to remedy the situation, we uphold trust and credibility with our customers.</p> <p>It also reflects a culture of continuous improvement, where policies, procedures, or practices may be adjusted to prevent similar issues from occurring in the future.</p>





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7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints procedure – “financial compensation” page 7 details the factors that should be considered, aligning with the recommendations provided by the ombudsman.	<p>It is important to ensure that any remedy offered considers the impact experienced by the customer due to identified faults. This principle emphasises fairness and accountability in resolving issues</p> <p>This approach helps maintain trust and satisfaction among customers and promotes positive relationships.</p>
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	<p>It is the role of our customer complaints team to ensure all outstanding actions post-complaint closure are monitored and resolved to customer satisfaction.</p> <p>Complaints procedure – “responding to the complaint” page 6 sets out the role of the customer complaints team.</p> <p>Complaints procedure – “complaint stages” page 4 sets out the information we provide in our response letters.</p>	<p>It is crucial to set clear expectations for resolution and adhering to them, it demonstrates our commitment to addressing concerns promptly and effectively. This approach helps prevent misunderstandings and fosters trust in the complaint resolution process, ultimately contributing to improved customer relations and organisational reputation.</p>
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.		Complaints procedure – “financial compensation” page 7 sets considerations for remedy.	Considering the guidance issued by the Ombudsman when deciding on appropriate remedies is crucial for us to ensure legal compliance, promote



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			Complaints procedure – “guidance on suggested ranges of compensation” Appendix B gives guidance of payments used by the Housing Ombudsman.	fairness, achieve consistency, facilitate effective outcomes, and maintain a positive reputation.
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## Section 8: Putting things right

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> <ol style="list-style-type: none"> <li>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> </ol>	Yes	<p>An annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises:</p> <ul style="list-style-type: none"> <li>Types of complaints</li> <li>Breaches of the Housing ombudsman code</li> <li>Learning outcomes &amp; service improvements</li> <li>Reports from the Ombudsman relevant to Selwood</li> <li>The annual self-assessment, including when there are changes – our new assessment went to the Board in March 2024.</li> </ul>	<p>Producing an annual complaints performance and service improvement report is not just a regulatory requirement but also a strategic opportunity for us to demonstrate transparency, accountability, and commitment to continuous improvement in complaint handling. By embracing this process, we can enhance tenant satisfaction, maintain regulatory compliance, and foster a culture of excellence in customer service.</p>



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	<p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made because of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>		<ul style="list-style-type: none"><li>• Response rates and rant &amp; rave feedback</li><li>• Role of our customer complaints forum</li><li>• Disrepairs and comparable data</li></ul> <p>This report is published on our website for customer.</p> <p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p> <p>Performance is shared with our customer complaints forum at their quarterly meetings.</p> <p>Selwood Housing Annual customer report – page 11 outlines complaints performance. This is also available on our website.</p> <p>Environmental, social and governance (ESG) report – page 12 covers complaint performance – this is available on our website.</p>	
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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 section of its website relating to complaints. The governing body’s response to the report must be published alongside this.</p>	Yes	<p>An annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises:</p> <ul style="list-style-type: none"> <li>• Types of complaints</li> <li>• Breaches of the Housing ombudsman code</li> <li>• Learning outcomes &amp; service improvements</li> <li>• Reports from the Ombudsman relevant to Selwood</li> <li>• The annual self-assessment, including when there are changes – our new assessment went to the Board in March 2024.</li> <li>• Response rates and rant &amp; rave feedback</li> <li>• Role of our customer complaints forum</li> <li>• Disrepairs and comparable data</li> </ul> <p>This report is published on our website for customer.</p>	<p>This is important for transparency and accountability. Publishing the annual complaints performance and service improvement report on our website ensures stakeholders can access information about our handling of complaints.</p> <p>Additionally, making the governing body's response to the report publicly available enhances transparency and demonstrates our commitment to addressing feedback and improving services.</p>
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			<p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p> <p>Performance is shared with our customer complaints forum at their quarterly meetings.</p> <p>Selwood Housing Annual customer report – page 11 outlines complaints performance. This is also available on our website.</p> <p>Environmental, social and governance (ESG) report – page 12 covers complaint performance – this is available on our website.</p>	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaints policy – section 6 “Housing ombudsman” details the circumstances when we will carry out a self-assessment. These are listed.	Conducting a self-assessment following such changes allows us to evaluate the effectiveness and efficiency of our complaint handling procedures considering the new circumstances.



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				It provides an opportunity to identify any potential gaps, challenges, or areas for improvement resulting from the changes, and to make necessary adjustments to ensure continued compliance with the complaint handling code.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Complaints policy – section 6 “Housing ombudsman” details our commitment to cooperate with the Housing ombudsman service.	<p>This is important because it ensures that we are continually assessing and improving our processes and practices based on feedback and recommendations from Ombudsman investigations.</p> <p>Reviewing and updating the self-assessment following such investigations allows us to identify areas for improvement, address any deficiencies or shortcomings highlighted by the Ombudsman, and enhance our complaint handling procedures.</p>



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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	Complaints policy – section 6 “Housing ombudsman” details our commitment to cooperate with the Housing ombudsman service.	<p>In cases where we cannot comply with the Code due to exceptional circumstances like a cyber incident, informing the Ombudsman and affected customers allows for transparency and ensures they are kept informed.</p> <p>Publishing this information on our website demonstrates our commitment to openness and accountability.</p> <p>Additionally, providing a timescale for returning to compliance shows proactive efforts to address the situation and regain adherence to the Code, thereby maintaining trust and confidence among customers and stakeholders.</p>
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## 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	<p>Complaints policy – section 15 “learning and service improvements” states that we will log learning outcomes for all complaints.</p> <p>Complaints procedure – “learning outcomes” page7 outlines the requirement to log learning outcomes.</p> <p>In addition to reviewing feedback from Rant &amp; Rave and Tenant Satisfaction Measure (TSM) surveys, the complaints team holds quarterly meetings with service managers to analyse complaints and identify recurring themes. These insights are documented and used to implement improvements.</p>	<p>This is important because it promotes a culture of continuous improvement within the organisation. It enables systemic issues to be addressed and prevent similar complaints from arising in the future.</p> <p>This approach demonstrates a commitment to enhancing overall service quality and customer satisfaction.</p>
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	Yes	An annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises	This is important because a positive complaint handling culture is essential for us to effectively resolve disputes.





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	intelligence to identify issues and introduce positive changes in service delivery.		<p>Learning outcomes &amp; service improvements.</p> <p>This is published on our website.</p> <p>Performance is shared with our customer complaints forum at their quarterly meetings.</p> <p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p> <p>Selwood Housing Annual customer report – page 11 &amp; 12 outlines some of the service improvements we have made on the back of complaints. This is also available on our website.</p>	<p>By viewing complaints as valuable sources of intelligence, we can identify underlying issues and implement positive changes in service delivery.</p> <p>This proactive approach not only addresses immediate concerns but also helps prevent future disputes and enhances overall customer satisfaction.</p>
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	<p>Annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises Learning outcomes &amp; service improvements.</p> <p>This is published on our website.</p>	Reporting back on broader insights and improvements derived from complaints to stakeholders such as customer panels, staff, and relevant committees, we can demonstrate a commitment to openness and responsiveness.



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			<p>Learning outcomes are shared with our customer complaints forum at their quarterly meetings.</p> <p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p> <p>Selwood Housing Annual customer report – page 11 &amp; 12 outlines some of the service improvements we have made on the back of complaints. This is also available on our website.</p>	<p>This communication not only enhances transparency but also engages stakeholders in the process of continuous improvement.</p> <p>By sharing lessons learned and demonstrating proactive efforts to address feedback, we build trust, strengthen relationships, and ultimately contribute to a more positive and constructive complaint handling environment.</p>
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	<p>The senior lead person responsible for overseeing complaints is Verena Buchanan, Group head of operations.</p> <p>In addition to reviewing feedback from Rant &amp; Rave and Tenant Satisfaction Measure (TSM) surveys, the complaints team holds quarterly meetings with service managers to analyse complaints and identify recurring themes. These insights are documented and used to implement improvements.</p>	<p>This is important because it ensures accountability and proactive management of complaints within the organisation.</p> <p>By appointing a senior lead person responsible for complaint handling, we demonstrate a commitment to effective oversight and resolution of complaints.</p>



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				Additionally, having a senior lead person accountable for complaint handling reinforces the organisation's commitment to transparency, accountability, and excellence in customer service.
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 member responsible for complaints ("the MRC") is Hannah Jones, who is on our board of directors and Group asset and development committee.	<p>This is important because designating a member of the governing body or equivalent to oversee complaints demonstrates a commitment to fostering a positive complaint handling culture within the organisation.</p> <p>Having a designated Member Responsible for Complaints (MRC) ensures clear accountability and leadership in addressing complaints effectively and transparently.</p>
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	Yes	<p>An annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises:</p> <ul style="list-style-type: none"> <li>• Types of complaints</li> </ul>	Ensuring that the governing body receives regular information on complaints is essential for promoting accountability, monitoring performance, managing risks, driving continuous improvement, and



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	<p>information and staff to perform this role and report on their findings.</p>		<ul style="list-style-type: none"> <li>• Breaches of the Housing ombudsman code</li> <li>• Learning outcomes &amp; service improvements</li> <li>• Reports from the Ombudsman relevant to Selwood</li> <li>• The annual self-assessment, including when there are changes – our new assessment went to the Board in March 2024.</li> <li>• Response rates and rant &amp; rave feedback</li> <li>• Role of our customer complaints forum</li> <li>• Disrepairs and comparable data</li> </ul> <p>This report is published on our website for customer.</p> <p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p>	<p>supporting informed decision-making within the organisation.</p>
<p>9.7</p>	<p>As a minimum, the MRC, and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories, and outcomes of</p>	<p>Yes</p>	<p>An annual complaints (and compliments) report is provided to the Selwood Housing board, this summarises:</p> <ul style="list-style-type: none"> <li>• Types of complaints</li> </ul>	<p>Regular updates to the MRC and governing body ensure transparency, accountability, and improvement in complaint handling.</p>



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	<p>complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>		<ul style="list-style-type: none"> <li>• Breaches of the Housing ombudsman code</li> <li>• Learning outcomes &amp; service improvements</li> <li>• Reports from the Ombudsman relevant to Selwood</li> <li>• The annual self-assessment, including when there are changes – our new assessment went to the Board in March 2024.</li> <li>• Response rates and rant &amp; rave feedback</li> <li>• Role of our customer complaints forum</li> <li>• Disrepairs and comparable data</li> </ul> <p>This report is published on our website for customer.</p> <p>Six monthly reports of a similar nature go to Selwood Housings Group asset and development committee.</p>	<p>This includes informing about complaint volume, outcomes, and performance, identifying trends for issue resolution, updating on Ombudsman investigations, and providing an annual performance report, fostering trust and compliance.</p>
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p>	Yes	<p>All Selwood housing employees work to one complaints policy, procedure and standard. Where a complaint cuts across multiple teams (internal and external) it is the role of the customer complaints team</p>	<p>Establishing a standard objective for complaint handling that emphasises collaboration, collective responsibility, and adherence to professional standards helps us create a positive</p>



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	<ul style="list-style-type: none"><li>a. have a collaborative and cooperative approach towards resolving complaints, working with colleagues across teams and departments;</li><li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li><li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li></ul>		<p>to seek responses from the most appropriate person(s) from each team and ensure that a combined response is provided to the customer.</p> <p>External contractors are provided with copies of our policy as part of the initial contract deployment, complaints and dissatisfaction is discussed at the regular contract meetings as a standard item to ensure we continue to comply with the code.</p>	<p>organisational culture, enhance customer satisfaction, and maintain credibility in the eyes of customers and regulatory bodies.</p>
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