# 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.

This self assessment covers the period April 2024 to March 2025 and has been reviewed and approved for publication by the Board of Westmorland Supported Housing Ltd.

#  Section 1: Definition of a complaint

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| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 1.2 | A complaint must be defined as:*‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’*  | Yes | Is in our Complaints Policy reviewed on 24.5.24 | Complaints Policy published on the website |
| 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 policy states it is when a customer is unhappy with a service – they do not need to use the word “complaint”.Our policy states it can be received via a 3rd party | Complaints Policy published on the website |
| 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. | Partially  | Service requests are detailed in our Policy.We are currently developing a central recording mechanism for service requests – to be delivered as part of merger December 25 | We are a small provider with limited systems – central recording likely to be via Excel document or equivalent database |
| 1.5 | A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.  | Yes | Complaints Policy reviewed 24.5.24 and is published on the website | If a customer raises a complaint at any point this will be treated as a complaint |
| 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 | Definition of complaint is in our Policy reviewed 24.5.24  | How to make a complaint is widely published.The only wider survey carried out is the TSM survey and does not give an opportunity to provide specific feedback  |

# Section 2: Exclusions

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| 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 reviewed 24.5.24 and published on the website | Only exceptions detailed in the Policy are that the issues raised are over 12 months old or falls within the definition of a vexatious complaint |
| 2.2 | A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:* The issue giving rise to the complaint occurred over twelve months ago.
* Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
* Matters that have previously been considered under the complaints policy.
 | Yes | Complaints Policy reviewed 24.5.24 and published on the website | Only exceptions detailed in the Policy are that the issues raised is over 12 months old or falls within the definition of a vexatious complaint  |
| 2.3 | Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.  | Yes | Complaints Policy reviewed 24.5.24 | The 12 month timescale is detailed within our policy. A senior manager’s discretion can be used to extend that in exceptional circumstances |
| 2.4 | If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.  | Yes | We have not had the situation arise yet – would set out in writing reasons why should it occur |  |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | Complaints Policy reviewed 24.5.24 | We do not have a blanket approach as per policy |

# Section 3: Accessibility and Awareness

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| 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 Policy reviewed 24.5.24 | Customers can raise a complaint in person to their Housing Officer, via phone, letter, email or via our website |
| 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 Policy reviewed 24.5.24.  | All staff are aware of the policy and have individually confirmed that they have read and understood 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 sign that residents are unable to complain. | Yes  | TSM results summary published on our website | As a small provider of specialist supported housing, we spend more time with our customers in their homes and are likely to resolve things quickly when raised, rather than needing to raise a formal complaint. Our complaints ratio per 1000 units in the TSMs (based on 569 customers) is 4.4. This is significantly lower than the national average (21.8), but we operate a very different model in SSH accommodation. We compare results with other SSH providers to ensure consistency |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord’s website. | Yes | Complaints Policy reviewed 24.5.24 and published on website | The policy details the 2 stage process and associated timescales. It is available on our website and can be read or posted t our customers as well as shared with our care providers and partners as required |
| 3.5 | The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code. | Yes | Complaints Policy reviewed 24.5.24. | The policy confirms details of the Ombudsman and the Code |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.  | Yes | Complaints Policy reviewed 24.5.24. | The policy confirms that with permission a representative can complain on their behalf.  |
| 3.7 | Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | Yes | Complaints Policy reviewed 24.5.24. | The policy confirms the Ombudsman details and is also confirmed in Stage 1 and 2 response letters |

# Section 4: Complaint Handling Staff

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| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 4.1 | Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the ‘complaints officer’. This role may be in addition to other duties.  | Yes | Complaints Policy reviewed 24.5.24. | Responsible individuals are detailed in the policy – it is within the duties of the Head of Housing and the Executive Team |
| 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 Policy reviewed 24.5.24. | The Head of Housing and Executive team are senior within the organisation and have authority and autonomy to resolve |
| 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 | Internal HR system records when staff have read and understood policies/procedures | All staff who would investigate and respond to complaints are appropriately trained. As a small housing organisation we do not have a specific role. |

# Section 5: The Complaint Handling Process

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| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 5.1 | Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.  | Yes  | Complaints Policy reviewed 24.5.24. | The complaints policy is published on our website – all complaints are handled in line with the policy |
| 5.2 | The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.  | Yes | Complaints Policy reviewed 24.5.24. | Our Policy has 2 stages – the Policy is clear in the differentiation between a service request and a complaint |
| 5.3 | A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman. | Yes | Complaints Policy reviewed 24.5.24. | The complaints policy has 2 stages |
| 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  | Complaints Policy reviewed 24.5.24. | Our Policy explains how we expect our contactors to be involved in our complaints process. Customers would not go through 2 complaints processes |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.   | Yes | Complaints Policy reviewed 24.5.24. | The section in the complaints policy relating to contractor’s details that they will comply with the policy – which is therefore in line with the code |
| 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 | Records of previous complaints  | We have a low volume of complaints due to our size and the nature of our services. We approach our complaint responses in this way |
| 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 | Records of previous complaints | This is evidenced through the handling of complaints |
| 5.8 | At each stage of the complaints process, complaint handlers must:  1. deal with complaints on their merits, act independently, and have an open mind;
2. give the resident a fair chance to set out their position;
3. take measures to address any actual or perceived conflict of interest; and
4. consider all relevant information and evidence carefully.
 | Yes | Records of previous complaints | This is evidenced through the handling of complaints |
| 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 reviewed 24.5.24 | Time extensions can be agreed as per our 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 Policy reviewed 24.5.24. | Our Policy explains how we meet this and the different channels and support available for customers |
| 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 reviewed 24.5.24. |  |
| 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 | In our electronic filing system, there is a folder for each complaint a complaints log sheet | Each complaint has a folder with all correspondence and notes |
| 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 Policy reviewed 24.5.24. | Remedies can be put in place in response to a service request or at any stage of the complaints process |
| 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 | ASB Policy reviewed 30.10.23Complaints Policy reviewed 24.5.24  | Complaint Policy details our approach to vexatious complainants |
| 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 | Have not yet had to take this action | Should this happen we will ensure all actions are proportionate and take regard of the Equality Act 2010 |

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 | Complaints Policy reviewed 24.5.24 | We provide accommodation for those with significant care needs so all of our customers are vulnerable. Our policy allows for issues to be dealt with quickly if appropriate |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.  | Yes | Complaints Policy reviewed 24.5.24Complaints folders | As WSHL is growing there is likely to be a proportionate increase in complaints. A procedure is to be developed with more detail for staff |
| 6.3 | Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.   | Yes | Complaints Policy reviewed 24.5.24Complaints folders | As WSHL is growing there is likely to be a proportionate increase in complaints. A procedure is to be developed with more detail for staff |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.   | Yes | Complaints Policy reviewed 24.5.24Complaints folders | As WSHL is growing there is likely to be a proportionate increase in complaints. A procedure is to be developed with more detail for staff |
| 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 | As part of complaint responses | Each complaint has case notes and correspondence |
| 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 | Complaint Folders | Each complaint has case notes and correspondence |
| 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 | Complaint Folders | Each complaint has case notes and correspondence |
| 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 | Complaint Folders | Each complaint has case notes and correspondence |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.
 | Yes | Complaint Folders | Each complaint has case notes and correspondence |

Stage 2

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| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 6.10 | If all or part of the complaint is not resolved to the resident’s satisfaction at stage 1, it must be progressed to stage 2 of the landlord’s procedure. Stage 2 is the landlord’s final response. | Yes | Complaints Policy reviewed 24.5.24 | WSHL has a 2 stage process as detailed in 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 | Complaint Folders | No Stage 2 complaints were received in this period |
| 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 Folders | No Stage 2 complaints were received in this period |
| 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 reviewed 24.5.24 | The policy details that Heads of Service will normally respond at Stage 1 and a member of the Executive at stage 2 |
| 6.14 | Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.   | Yes | Complaints Policy reviewed 24.5.24 | The timescales are detailed in 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 Policy reviewed 24.5.24 | WSHL Policy says that we aim to extend by no more than 10 days |
| 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 | No Stage 2 complaints in this period | As WSHL is growing there is likely to be a proportionate increase in complaints. |
| 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 | Complaint Folders | Each complaint has case notes and correspondence |
| 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 | Complaint Folders | Each complaint has case notes and correspondence  |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.
 | Yes | Complaint Folders | No Stage 2 complaints were received in this period |
| 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 Policy reviewed 24.5.24 | Stage 2 complaints are investigated by a member of the Executive Team that has not been involved in the complaint |

# Section 7: Putting things right

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| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 7.1 | Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: * Apologising;
* Acknowledging where things have gone wrong;
* Providing an explanation, assistance or reasons;
* Taking action if there has been delay;
* Reconsidering or changing a decision;
* Amending a record or adding a correction or addendum;
* Providing a financial remedy;
* Changing policies, procedures or practices.
 | Yes | Complaints folder with notes and correspondence for each complaint | Each complaint is different and not all have been upheld. As appropriate in each case an apology, explanation, action and a financial remedy has been offered. |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified.  | Yes | The compensation policy details standard financial remedies | The complaint manager has the discretion to offer an amount in excess of those detailed in the compensation policy, if in their opinion the standard financial remedies are insufficient to reflect the impact on the customer |
| 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 | Complaints folder with notes and correspondence for each complaint | Where a remedy is the correct course of action (eg financial or taking action) this is done |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.  | Yes | The Ombudsman have not issued guidance to WSHL directly | WSHL will refer to any general guidance issued by the Ombudsman as appropriate |

# Section 8: Putting things right

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| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 8.1 | Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 1. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
2. 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;
3. any findings of non-compliance with this Code by the Ombudsman;
4. the service improvements made as a result of the learning from complaints;
5. any annual report about the landlord’s performance from the Ombudsman; and
6. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.
 | Yes | Annual Complaint report April 24 to March 25 published on WSHL website | WSHL is a small provider (circa 900 units in April 25) so complaint volumes are low. A specific summary by complaint type was not provided as there are only 5 complaints in the period |
| 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 | Annual Complaints Performance and Governing Body’s response are both published on the website |  |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | N/A | No significant restructure, merger or change of procedure taken place | Will do so should one of those events happen |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | N/A | WSHL has not had an Ombudsman investigation | Will do so should this happen |
| 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 | Such an incident has not occurred.  | Would be part of our disaster recovery actions should it be necessary |

# Section 9: Scrutiny & oversight: continuous learning and improvement

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| 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 | Annual Complaints Performance and Service Improvement Report | Any learning and improvements are taken on board at the point of the complaint being resolved. A summary of any learning is part of the Annual Complaints Performance and Service Improvement Report |
| 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 | Annual Complaints Performance and Service Improvement Report | WSHL are a small provider and had 5 complaints in the year – changes are made in response as and when appropriate |
| 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 | WSHL’s first customer committee is being formed in summer 2025 | Complaints learning and service improvements will form part of the work of the customer committee.If there are individual or company wide learnings including changes to policies and procedures these are shared/delivered as appropriate  |
| 9.4 | Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.  | Yes | Complaints policy reviewed 24.5.24 | Heads of Service and the Executive team are responsible for complaint investigations, responses analysis and required changes |
| 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 | A non-executive director has been nominated to be the member responsible for complaints | A non-executive director has been nominated to be the member responsible for complaints |
| 9.6 | The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord’s complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings. | Yes | The Board meet monthly with the full Executive team where complaints is a standard performance metric. The MRC has direct access to any member of the Executive as required outside of the scheduled Board meetings | Complaint performance summary is presented to Board as part of a monthly performance scorecard. A summary of complaints and any associated learning is presented to Board at the end of each financial year |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive: 1. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;
2. regular reviews of issues and trends arising from complaint handling;
3. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and
4. annual complaints performance and service improvement report.
 | Yes | Monthly performance scorecardAnnual performance review for Board | Complaint performance is presented to Board as part of a monthly performance scorecard. A summary of complaints and any associated learning is presented to Board at the end of each financial year. We have very low volumes due to our size and the nature of our services  |
| 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: 1. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
2. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
3. act within the professional standards for engaging with complaints as set by any relevant professional body.
 | Yes | Complaint policy reviewed 24.5.24 and case files | Our approach to complaints will be demonstrated through the individual complaint responses. WSHL’s approach is in line with the requirements in 9.8  |