

Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord’s governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory ‘must’ requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.’</i>	Yes	This definition is in our Complaints Policy online at: https://www.wech.org.uk/how-to-complain/
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	We have a clear policy online about how to complain but will also accept complaints received within the team, regardless of if they use the word complaint.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Staff are informed to escalate ongoing issues to be dealt with in line with our Complaints Policy.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Our complaints policy states if: <i>‘WECH is unable to deal with the complaint we will....give advice as to where they should address it.’</i> Examples of why a complaint may not be valid are also included

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	<p>Our complaints policy states:</p> <p><i>At this stage, the manager may inform the complainant that WECH is unable to deal with the complaint and try to give advice as to where they should address it. Examples of why complaint may not be considered include:</i></p> <ul style="list-style-type: none"> - <i>The issue giving rise to the complaint occurred over six months ago.</i> - <i>Legal proceedings have been started.</i> - <i>Matters that have already been considered under the complaints policy.</i>
1.9	If a landlord decides not to accept a complaint, a detailed 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.	Yes	This is part of our current process.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	<p>Staff are aware of the differences of a service request and a complaint. This is also outlined in our complaints policy:</p> <p><i>A formal complaint is 'Confirmation, usually in writing or electronically (be email), or dissatisfaction with a service or services provided by a landlord.' This is different to a service request.</i></p>

			<i>For example, a request to carry out maintenance in a property will not be handled through this policy as it is a service request, but a complaint that a repair was not carried out properly would be seen as a complaint and handled in line with this policy.</i>
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Where comments are left with any report of dissatisfaction, we will always follow this up to explore the issue and advise on steps to log a complaint.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	The complaints policy for WECH outlines that a complaint can be made by email, telephone and in person. Email addresses, contact telephone numbers and the office address are also clearly outlined.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	The complaints policy for WECH is on our website. All stages are outlined with details of what each stage consists of, and timescales clearly listed.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	The complaints policy for WECH is on our website. This is easy to locate and clearly states how to make a complaint.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Alternative formats can be provided upon request.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	The complaints policy for WECH outlines the Housing Ombudsman contact details (website, telephone contact and address) and states that contact can be made with the Ombudsman following Stage Two of the policy. There is also a link to the website for the Ombudsman which has the Complaint

			Handling code for individuals to view.
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2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	The complaints policy for WECH outlines the Housing Ombudsman contact details (website, telephone contact and address) and states that contact can be made with the Ombudsman following Stage Two of the policy. There is also a link to the website for the Ombudsman which has the Complaint Handling code for individuals to view.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	The complaints policy for WECH outlines the Housing Ombudsman contact details (website, telephone contact and address) and states that contact can be made with the Ombudsman following Stage Two of the policy. There is also a link to the website for the Ombudsman which has the Complaint Handling code for individuals to view.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	No	Although WECH has social media, we receive limited communications from residents and are not very active. Our social media is monitored, and should a complaint be sent, we will contact the complainant and guide them to our complaints policy.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply : Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Our Resident Services Assistant is responsible for logging complaints and assigning them to the relevant department. These are reviewed regularly.
3.2	...the complaint handler appointed must have the appropriate complaint handling skills and no conflicts of interest.	Yes	Internal training provided for those managing complaints. Where there is a conflict of interest, this is passed to another department.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Internal training provided for those managing complaints.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	The complaints policy for WECH states that an acknowledgement will be given within 5 working days. There are 2 stages of a complaint and records to show how complaints have been handled, what stage they are on, and all communications held/sent in relation to it.

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Our Policy states that on receiving a complaint, the manager will contact the complainant to: (a) find out the detailed nature of the complaint and (b) ask the complainant what they would like to achieve. Where there are any adverse findings, the complainant will be updated and able to contact us to discuss these further.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	All employees are required to declare any conflict of interest. Where there is an actual/possible conflict, the complaint is passed to another department.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	All employees are required to declare any conflict of interest. Where there is an actual/possible conflict, the complaint is passed to another department.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Preferred method of communication is stored on our Housing Management system and is utilised.
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	Our Policy states that on receiving a complaint, the manager will contact the complainant to: (a) find out the detailed nature of the complaint and (b) ask the complainant what they would like to achieve. Where there are any adverse findings, the complainant will be updated and able

			to contact us to discuss these further.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Our Policy states that the complainant has ten working days to escalate the complaint and request it is taken to Stage Two / Appeal to Board.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Our Policy states that the complainant will not be considered or escalated if: <ul style="list-style-type: none"> • <i>The issue giving rise to the complaint occurred over six months ago.</i> • <i>Legal proceedings have been started.</i> • <i>Matters have already been considered under the complaints policy.</i>

	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
4.15	A full record must be kept of the complaint, any review 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 reports or surveys prepared.	Yes	All complaints are logged on our Housing Management system on a specific module. All updates and any communication sent or received in relation to a complaint is also stored within the same module.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Our complaints policy has a specific section dedicated to 'Managing unacceptable behaviour': <i>Unreasonable behaviour from complainants may result in the complaint being withdrawn and such issues will be reported to the board.</i>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Within the complaint response, we will always discuss the desired outcome and if this is unrealistic or unreasonable, we will explain why.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	As soon as a complaint is received, an acknowledgement is sent and a case created on our system. We review these regularly and will begin to collect evidence and collate the response as soon as possible.
	Landlords should give residents the opportunity to have a representative deal with their complaint on their	Yes	Our policy states:

4.5	behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.		<i>Any complainant has the right to have their complaint made by a representative or to be accompanied by a representative wherever there is a meeting about complaint. WECH will verify that the complaint has genuinely appointed that representative before dealing with them.</i>
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	No	This point will be considered before the next self-assessment
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Our complaints are reviewed regularly and contact made where progress is made on a complaint.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	No	This is to be considered in the future
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	As part of our process, discussions are held with any staff members involved to go over lessons learned and re-visit training needs.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	If WECH place any such restrictions on a resident, notes will be kept on our systems as to why the decision has been made, taking into account proportionality, reasonableness and the Equality Act 2010

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Our policy states: <i>If the complaint is valid, within ten working days of the request to escalate, the manager will write to the complainant with either a response to the complaint or, in exceptional circumstances, to give a detailed account of why more time is needed before a response can be made. In these cases, it will take no more than an extra ten working days.</i>
5.5	A complaint response must be sent 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 expeditiously with regular updates provided to the resident.	Yes	Responses to any complaints are sent out as soon as a thorough investigation has been completed. This is logged on our systems. A complaint case will remain open until all actions are completed.

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Our responses address all points raised. In addition, as per our policy: <i>The manager will contact the complainant to:</i> <i>(a) find out the detailed nature of the complaint and</i> <i>(b) ask the complainant what they would like to achieve. This information should be stated on a complaints form that the complainant signs.</i>
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	This is included in all responses sent as standard

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the	Yes	Our Policy states that the complainant will not be considered or escalated if: <ul style="list-style-type: none"> • <i>The issue giving rise to the complaint occurred over six months ago.</i>

	Ombudsman about its decision.		<ul style="list-style-type: none"> • <i>Legal proceedings have been started.</i> • <i>Matters have already been considered under the complaints policy.</i> <p>The contact details for the ombudsman are outlined within our policy and in our complaint correspondence.</p>
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This is outlined in our complaints policy
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	This is outlined in our complaints policy

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Our policy states that following stage one it is then passed to a more senior member of staff to investigate it at stage two.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Our policy states: <i>At Stage Two we shall respond to the complainant within twenty working days or the request to escalate or, in exceptional circumstances, to give a detailed account of why more time is needed before a response can be made. In these cases, it will take no more than an extra ten working days.</i>
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	This is included in all responses sent as standard

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Our policy consists of two stages with a final option of an appeal to our Board.
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5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	N/A	<p>We do not have a stage three, although after stage two an appeal to our board can be made.</p> <p>This is included in all responses sent as standard</p>
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Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	No	Currently where more time is required, we will advise the complainant, but this is not agreed by both parties. This is something we will consider in the future.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	The Housing Ombudsman contact details are made available in our policy and on all correspondence regarding complaints.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	As part of the investigation process, all historical reports, case notes etc are gathered and taken into consideration.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	When a complaint is received, the complainant is contacted to go through full details and anything that has been missed out. Where further information is later provided, this is also considered.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	No	Currently where more time is required, we will advise the complainant, but this is not agreed by both parties. This is something we will consider in the future.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	The Housing Ombudsman contact details are made available in our policy and on all correspondence regarding complaints.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	Our policy states: <i>The panel hearing must be convened within 20 working days of the complainant requesting it.....Any additional time will only be justified if related to convening a panel. An explanation and a date when the response will be achieved should be provided to the resident.</i>
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	The Housing Ombudsman contact details are made available in our policy and on all correspondence regarding complaints.

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. 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.	Yes	Where applicable to the complaint this is included as standard.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Where applicable to the complaint this is included as standard.
6.5	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	Where applicable to the complaint this is included as standard.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Where applicable to the complaint this is included as standard.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	When responding to a complaint, we consider any lessons that can be learned any improvements required to our services. This can include but is not limited to; changes to policies/procedures / training.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	No	This point will be considered before our next self-assessment summary.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	This is now included in our annual report and discussed at staff meetings.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	No	This is a point which will be considered in future practice
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	This is already in place

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	This is already in place
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	No	This will be considered in future practice.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	The self-assessment summary has been scheduled to be completed yearly.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	The self-assessment will be reviewed following any significant restructure or change in procedures.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	The self-assessment compliance outcome can be found on our website and shall be published both in annual reports and sent to our governing body.

