

Appendix A: Self-assessment form - 2026

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <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-October-2024.pdf Complaints policy - section 4 “definitions” explains the definition of a complaint. Complaints-procedure-2026.pdf Complaints procedure – Page 3 “What is a complaint” explains the definition of a complaint	Our policy outlines what constitutes 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 uses a tailored scripting tool for handling telephone enquiries. The tool prompts staff to ask customers if they would like to raise a complaint and enables customers to choose how they wish to proceed. Complaints-procedure-2026.pdf Page 3 of the procedure highlights “A customer does not have to use the word ‘complaint’ for it to be treated as such. Whenever a customer expresses dissatisfaction, we must give	We accept complaints through any method convenient to customers, including via third parties or representatives, supporting trust and confidence and demonstrating our commitment to customer service and satisfaction.

			them the choice to make 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	Complaints-procedure-2026.pdf Complaints procedure – “service requests” page 10 states that they are not complaints. Appendix A also details examples for reference. This section also specifies that a customer can raise a complaint if the customer wishes to do so, it is their choice. Complaints procedure – “what is a complaint” page 3 sets out what qualifies as a complaint.	Distinguishing between service requests and complaints is fundamental to regulatory compliance with the Complaints Code. Clear classification ensures matters are managed through the appropriate process, supports effective resource allocation, safeguards tenant satisfaction, and enables organisational learning. By applying this distinction consistently, we can respond proportionately, prioritise risk and impact, and demonstrate accountability through timely and effective resolution of customer 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-2026.pdf Complaints procedure – “service requests” page 10 ensures “A complaint must be raised when the resident expresses dissatisfaction with the response to their service request”	A complaint is recorded when a resident expresses dissatisfaction with the response to a service request, even where the service remains ongoing. The complaint is managed in line with the Complaints Code while operational teams continue to progress the underlying service

				request. This ensures residents' concerns are formally reviewed without delaying actions to resolve the original issue.
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	<u>Customer satisfaction with our services - Selwood Housing</u>	We recognise the importance of ensuring customers understand how to raise a complaint where they are dissatisfied. Providing clear information about the complaints process empowers customers to raise concerns and seek resolution, while reinforcing confidence that issues will be addressed fairly and effectively. Promoting awareness of the complaint's procedure supports transparency, strengthens communication, and contributes to continuous service improvement and positive landlord–customer relationships.

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-October-2024.pdf Section 5 – Exclusions Complaints-procedure-2026.pdf “When we will not accept a complaint” page 3 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 policy that clearly states when complaints will not be accepted helps ensure that all complaints are handled fairly and impartially. It also supports a consistent and transparent approach across the organisation.
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	Yes	Complaints-Policy-October-2024.pdf Section 5 – Exclusions Complaints-procedure-2026.pdf “When we will not accept a complaint” page 3 explains the steps we will take if we do not accept a complaint, which include supplying the details of the Housing Ombudsman service.	The complaints policy clearly outlines circumstances in which a matter will not be treated as a complaint or escalated, ensuring these exclusions are fair and reasonable for customers.

	Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			
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-October-2024.pdf Section 10 of our Complaints Policy, Making and Resolving a Complaint, outlines the timeframes within which we will accept a complaint. It also confirms that we have the discretion to consider complaints submitted outside of these timescales	Establishing a timeframe for accepting complaints, while allowing discretion for valid cases submitted outside of this period, is key to promoting fairness, accountability, customer satisfaction, and effective problem-solving within landlord-customer relationships.
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	Complaints-Policy-October-2024.pdf Section 5 – Exclusions Complaints-procedure-2026.pdf “When we will not accept a complaint” page 3 explains the steps we will take if we do not accept a complaint, which include supplying the details of the Housing Ombudsman service.	Clearly explaining the reasons for declining a complaint and directing the individual to the relevant Ombudsman is essential. This ensures they understand why their complaint was not accepted and are aware of the options available to pursue the matter further.

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.		Complaints-procedure-2026.pdf Complaints procedure – “Assessing the complaint” page 3 sets out our approach to assessing each complaint individually, based on its own merits	By considering the specific circumstances of each complaint, we provide fair, thorough, and appropriate resolutions. This personalised approach acknowledges the unique aspects of every case, helping to build trust, enhance customer satisfaction, and strengthen landlord–customer relationships.
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Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints-Policy-October-2024.pdf Complaints policy– section 10 “making and resolving a complaint” sets out the various channels that a complaint can be made. Complaints-procedure-2026.pdf	Providing multiple channels for submitting complaints is essential to ensure that everyone can access the process, regardless of their individual needs. By considering the diverse requirements of individuals, we can design a complaints process that is both accessible and inclusive.

			Complaints procedure– “case manager considerations” Page 2 sets out the regard to the Equalities Act 2010. Example acknowledgement letter.docx Complaint letters sent to customers include inquiries about any vulnerabilities or disabilities they may have, along with requests for details regarding reasonable adjustments needed.	
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	Section 10 of the Complaints Policy outlines the different channels available for submitting a complaint. Complaints procedure – “Handling a complaint” page 3 outlines what we will do when we receive a complaint to ensure it is dealt with appropriately. Complaints and compliments - Selwood Housing - Affordable Homes Our website provides details of how our customers can make a complaint	Providing a range of channels for customers to make a complaint is essential to ensure the process is accessible to everyone, regardless of individual needs. By recognising and accommodating the diverse requirements of those using the complaints process, we can maintain an inclusive and accessible service. In addition, all staff receive complaints training and complete refresher training at least annually

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-October-2024.pdf section 21 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 view a high volume of complaints as a negative; rather, it can reflect a well-publicised and accessible complaints process. Alternatively, a low volume of complaints may indicate that individuals are facing barriers to raising their concerns
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-October-2024.pdf The Policy is accessible on our website as per the above link. Section 10 of the Policy provides details relating to the stages of the complaint process.	It is important that our complaints policy is clear and accessible, supported by a proactive, fair, and transparent process for handling complaints. This approach helps to build trust and confidence both in us as an organisation and in the complaints process itself.
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-October-2024.pdf Complaints Policy – section 6 outlines where we will publicise the policy and provides our commitment to the Housing Ombudsman code.	Providing clear information about these elements helps to build trust and confidence in both our organisation and our complaints process. It also ensures that customers can easily find and understand the complaints

			In addition, we provide the contact details of the Ombudsman in our Policy. How to contact the Housing Ombudsman can be found on our website Our complaints process - Selwood Housing - Affordable Homes	policy, as well as access the Housing Ombudsman, reducing the likelihood of confusion or misunderstanding.
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-October-2024.pdf Complaints Policy – section 10 and 11 outlines our commitment to allow complaints to be submitted and managed by a designated representative. Complaints procedure – “Support with making a complaint” page 2 states our commitment to working with representatives.	Allowing individuals to appoint a suitable representative to handle their complaint ensures that those who may struggle to represent themselves still have access to the process. It also supports objective and impartial handling of the complaint, while helping to reduce the stress and anxiety often 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	The Housing Ombudsman information sheet is attached to all formal complaint correspondence e.g. stage 1 & 2 acknowledgement letters, stage 1 & 2 responses, time extension letters and complaint closure letters. Housing Ombudsman information	Promoting the Housing Ombudsman at all stages of the complaints process ensures that residents are aware that their complaint can be reviewed by the regulator following a stage 2 response.

			How to contact the Housing Ombudsman can also be found on our website Our complaints process - Selwood Housing - Affordable Homes	
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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	Our complaint handling team is made up of a Senior Customer Complaints Specialist and a Customer Complaints Specialist. Every 6 months, complaints performance is reported to our Customer and Homes Committee and annually to our Board and Customers.	By having assigned specialists to handle and assign complaints, it reduces confusion and ensures compliance with our own policies as well as the Complaint Handling Code, enabling a prompt response to customers. Reporting performance enhances complaint monitoring, accountability and service improvements following complaints.
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 are investigated by staff at senior and supervisory level for that department. Our Head of Service works closely with our Senior Customer Complaints Specialist for quick-decision-making.	Complaint officers having the correct authority ensures disputes are resolved quickly and the outcome is fair and realistic for both us and the customer. By managing complaints that arise from their departments, complaint officers can identify improvements necessary to reduce repeat complaints or escalations.

4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	All staff at management/supervisory level must attend mandatory complaints handling training. Managers and case managers are regularly updated with any changes and relevant recommendations that are communicated throughout the business. Complaints training is included as part of the company's induction process, followed by annual refresher training for all staff, including front line operatives and call handlers. Detailed training is provided to case managers.	It is crucial for our staff to understand all aspects of complaint handling and the Housing Ombudsman Code. Staff must also know where to find and implement our complaints related policies and procedures to apply these when resolving complaints correctly and fairly. Complaint officers will investigate complaints promptly and thoroughly and base their decisions on an individual basis.
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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	Yes	Our complaints policy is available to all staff and	

	not be treated differently if they complain.		accessible via our website for our customers. Complaints-Policy-October-2024.pdf On page 3 of the complaint's procedure under "case manager considerations", it outlines the responsibility to treat customers fairly and not differently if they make a complaint. Complaints Procedure - June 2024	
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	Our complaints policy outlines how many stages are included in our complaints process, including service failures. Complaints-Policy-October-2024.pdf Our complaints procedure also outlines our complaint stages on pages 4 and 9. Complaints Procedure - June 2024	
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	Our complaints policy outlines how many stages are included in our complaints process, including service failures. Complaints-Policy-October-2024.pdf	

			Our complaints procedure also outlines our complaint stages on pages 4 and 9. Complaints Procedure - June 2024	
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	Complaint handling is discussed with third-party contractors as part of contract arrangements and performance management meetings. Our complaints policy and procedure form an addendum to new contracts procured through a tender process managed by the Procurement Department.	Where complaints are managed by third-party contractors, their processes must align with ours to ensure fairness, transparency, and effective handling.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	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,	Yes	Complaints procedure – "assessing the complaint" outlines our approach to clarifying the complaint by our customer complaints team. Response letters at Stage one and Stage two are structured in a prescribed manner to ensure	Clearly defining a complaint when it is logged at Stage 1 or escalated to Stage 2 is essential for effective handling. By fully understanding the customer's concerns and desired outcomes, we can

	the resident must be asked for clarification.		clarity in defining the complaint and specifying the resolution the customer is seeking.	tailor our responses appropriately. This approach ensures complaints are addressed comprehensively, promotes transparency, and helps prevent misunderstandings. If any aspect is unclear, seeking clarification from the customer supports accurate interpretation and more efficient resolution.
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	Page 4 of our complaints procedure, "complaint stages" outlines the elements covered in our stage one and two responses. Page 3, "assessing the complaint", outlines how the dedicated complaints team will contact the customer for further clarification if this is required before assigning the complaint. Complaints Procedure - June 2024	Defining our responsibilities in each aspect of a complaint ensures transparency and addresses any areas of potential ambiguity. We understand that it is important for our customers concerns to be fully addressed so we will contact out customers when there is uncertainty around their complaint.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	The 'Case Manager Considerations' section on page	We recognise that complaints must be

	a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. - e.		3 of the Complaints Procedure outlines the key principles that case managers are expected to follow. These are also reinforced through the complaints training delivered to all staff. Complaints Procedure - June 2024	evaluated independently and case managers must consider all aspects surrounding a complaint when undertaking an investigation.
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	Section 12 of the complaints policy covers any complaint extensions. Complaints-Policy-October-2024.pdf Page 5 of our complaint's procedure, "Extending the timescale for a complaint", sets out when and how we will extend the investigation period of a complaint.	We understand the importance of responding to our customers promptly. Where a complaint investigation falls outside of the initial investigation period, we recognised the importance of communicating this to our customers and providing a further response date. This builds trust with our customer that we are investigating their complaint thoroughly and providing a comprehensive response. The use of a prescribed template letter provides the customer with why we are extending their complaint and the new response date,

				as well as the Housing Ombudsman contact information if they are dissatisfied with the requested extension.
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 meeting its obligations under the Equality Act 2010. Staff receive regular training, including refresher sessions, to ensure a strong understanding of the Act and its practical application. Complaint correspondence also invites customers to disclose any vulnerabilities or disabilities and to highlight any reasonable adjustments they may require. Example acknowledgement letter	Making reasonable adjustments under the Equality Act 2010 is essential to ensure that individuals with disabilities are not disadvantaged. These adjustments help remove barriers and support a more inclusive environment. It is equally important to maintain a record of agreed adjustments and review them regularly. This ensures they remain effective and appropriate over time, while demonstrating a continued commitment to equality and diversity, helping 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	Yes	Section 13 of the Complaints Policy outlines our approach to	Escalation of complaints should not be refused without a valid and clearly

	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.		refusing the escalation of a complaint. Complaints-Policy-October-2024.pdf Page 6 of our complaint's procedure provides further detail on the escalation process. Complaints Procedure - June 2024	justified reason, as doing so may undermine trust and confidence in both the organisation and its complaints process.
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	Our housing management holds a specific complaint system, where information relevant to individual complaints can be stored in a central location within the customer's account. Complaints are dated and categorised accurately for data analysis purposes.	Having accurate complaint details stored in a centralised location allows complaints to be accessible for review or to obtain information. We can identify trends in complaints which can highlight areas for service improvement.
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	Providing complaints officers with appropriate authority and autonomy is key to ensuring disputes are resolved efficiently and fairly for all parties. Complaints officers hold delegated authority to approve goodwill payments and settle claims in accordance with our financial regulations.	Complaints are overseen and resolved by senior service managers. The Senior Complaints Specialist reports to the Head of Operations to enable prompt and informed decision-making.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents	Yes	Section 16 of our complaints policy outlines our approach to unacceptable behaviour.	Having a policy that manages unacceptable behaviour is important in

	and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.		Complaints-Policy-October-2024.pdf Our “managing unacceptable behaviour” policy has been implemented since May 2024. Unacceptable Behaviour Policy - May 2024	maintaining an environment that is respectful and safe for staff and customers. Implementing this policy ensures the organisation is taking a proactive and consistent approach to unacceptable behaviour to reduce and risk of harm and promoting a positive organisational culture.
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	Section 16 of our complaints policy clarifies our position when dealing with unacceptable behaviour. Complaints-Policy-October-2024.pdf Page 8 of our Complaints Procedure outlines our process in dealing with unacceptable behaviour, under “Unacceptable behaviour”. Complaints Procedure - June 2024 Our “Unacceptable Behaviour Policy” was introduced in May	Application of our Unacceptable Behaviour Policy is always a last resort and never taken lightly. Implementation of the Unacceptable Behaviour Policy does not restrict access to essential services such as repairs and complaints. If a restriction is requested, it is reviewed in line with our responsibilities under the Equality Act 2010, helping to build trust and confidence in our complaints process and organisation.

			2024 following input and consultation with our customers. Unacceptable Behaviour Policy - May 2024	
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Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	All complaints are handled by the Customer Complaints Team, who acknowledge them in writing, assess the issues and any vulnerabilities, and assign them to the appropriate service manager for prompt resolution. The Customer Complaints Team may also contact customers to get further information or clarification on their complaint to ensure their complaints is investigated correctly.	Having prompt responses and resolutions is vital for our customers as well as Selwood Housing. Quick and proper resolutions reduce the risk of a worsening situation, complaints escalating and further tenant dissatisfaction. Resolving complaints quickly through prompt understanding of the complaint complexity, customer vulnerabilities and any mitigating factors enhances trust in the organisation and its complaints process as well

				as building a positive landlord-tenant relationship.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five</u> <u>working days of the complaint being received.</u>	Yes	Complaints received into Selwood are immediately forwarded onto our Customer Complaints Team who will acknowledge the complaint in writing within 5 working days. Page 3 of our complaint's procedure, "Handling a complaint", defines how complaints are logged and acknowledged. Complaints Procedure - June 2024	Adherence to the timescales set out in the Housing Ombudsman Complaint Handling Code is essential. It supports the development of trust and confidence in both the organisation and its complaints process and reassures individuals that their complaint is being treated with appropriate seriousness.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Section 12 of the complaints policy outlines our stage 1 response timescales. Complaints-Policy-October-2024.pdf Page 4 of our complaint's procedure under "complaint stages" outlines our complaint timescales. Complaints Procedure - June 2024	Adhering to the Housing Ombudsman Complaint Handling Code timescales helps build trust and confidence and reassures individuals that their complaints are 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. 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	Section 12 of our complaints policy covers complaint handling times and extensions. Complaints-Policy-October-2024.pdf “Extending the timescale for a complaint” on page 5 sets out the process for extending timescales.	It is essential that customers are kept informed where additional time is required to address their complaint, with reasonable limits applied to any extensions. This ensures transparency and keeps customers appropriately updated on progress and any potential delays. Equally, adherence to the timescales set out in the Housing Ombudsman Complaint Handling Code is vital, as it supports trust and confidence in both the organisation and its complaints process, and reassures customers that their concerns are being treated seriously.
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	Section 12 of our complaints policy covers complaint handling times and extensions. Complaints-Policy-October-2024.pdf “Extending the timescale for a complaint” on page 5 sets out the process for extending timescales.	We provide details of the relevant Ombudsman so individuals can access an independent and impartial body if they remain dissatisfied, helping to build trust and confidence in our complaints process.

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	The Customer Complaints Team is responsible for ensuring that all outstanding actions following complaint closure are appropriately monitored and resolved to the customer's satisfaction. On page 6 of our complaint's procedure under "responding to the complaint" defines the role of the customer complaints team. Complaints Procedure - June 2024	Setting clear expectations for resolution and adhering to them is essential, as it demonstrates a commitment to addressing concerns promptly and effectively. This helps to prevent misunderstandings, build trust in the complaints process, and strengthen both customer relationships and the organisation's 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	Complaint response letters are issued using a standardised template, enabling case managers to clearly set out the issues being addressed in the complaint. The letters provide a detailed explanation of the determination, with appropriate reference to the relevant policies and best practice.	It is essential that all points raised in a complaint are addressed to ensure transparency, fairness, and effective communication with customers. Clear explanations of decisions, supported by relevant policies, legislation, and best practice, demonstrate professionalism and accountability. This approach builds trust, supports efficient resolution of issues, and helps maintain positive customer-landlord relationships, while promoting clarity and

				compliance in complaint handling.
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	On page 6 of our complaint's procedure under "responding to the complaint" defines our approach to responding to complaints. It outlines how we handle any new information that forms as part of a separate complaint or additional complaints. Complaints Procedure - June 2024	Incorporating additional complaints identified during an investigation into the Stage 1 response ensures a comprehensive resolution by addressing all related issues collectively. This approach avoids piecemeal handling, ensures all relevant matters are fully considered, and prevents unnecessary delays associated with issuing separate responses for each issue.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Our complaints procedure outlines the elements we will cover in our response letters at various stages, on pages 3 and 4 under "Complaint stages". Complaints Procedure - June 2024	Clear communication of complaint elements is essential for transparency and accountability. Customers should understand their position in the process and what to expect next. Explaining outcomes builds trust by clarifying how decisions are reached, while outlining resolutions provides reassurance and supports positive landlord–customer relationships.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Section 12 of our complaints policy, "stages of the complaint process" outlines the number of stages in our complaints process. Complaints-Policy-October-2024.pdf Section 13 of our complaints policy, "escalating a complaint" details the process for complaint escalation.	This ensures unresolved complaints receive further consideration with the aim of achieving a satisfactory customer resolution. Progression to Stage 2 enables 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 complaint's procedure within five working days of the escalation request being received.	Yes	Section 12 of the complaints policy outlines our stage 2 acknowledgement timescales following an escalation request. Complaints-Policy-October-2024.pdf Page 4 of our complaint's procedure defines the action we will take when escalating a complaint. Complaints Procedure - June 2024	Prompt acknowledgement and handling of escalated complaints demonstrates responsiveness and commitment to customer concerns, helps build trust and confidence, and ensures compliance with the Complaint Handling Code.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are	Yes	Section 13 of our complaints policy covers this element.	Individuals should not be required to justify their reasons for requesting a

	expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.		Complaints-Policy-October-2024.pdf “Escalating a complaint” on page 5 of our complaint’s procedure defines complaint escalations. Complaints Procedure - June 2024	Stage 2 review, other than confirming that they remain dissatisfied. Our complaints process should be accessible, fair, and transparent, and should ensure that no individual is discouraged from escalating their complaint where they remain dissatisfied.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Section 12 of our complaints policy states that a different complaints officer must investigate the stage 2 complaint from stage 1. Complaints-Policy-October-2024.pdf “Complaint stages” on page 4 of the complaint’s procedure states that the complaints officer will be different at stage 2. Complaints Procedure - June 2024	It is essential that the person reviewing a complaint at Stage 2 is not the same individual who handled it at Stage 1. This helps to ensure the process remains fair and impartial, enables objective consideration of the complaint without preconceptions, and supports trust and confidence in our complaints handling process.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Section 12 of the complaints policy outlines our stage 2 response timescales. Complaints-Policy-October-2024.pdf Page 4 of our complaint’s procedure under “complaint	Adhering to the Housing Ombudsman Complaint Handling Code timescales helps build trust and confidence and reassures individuals that their

			stages” outlines our complaint timescales. Complaints Procedure - June 2024	complaints are 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	Section 12 of the complaints policy defines how long a complaint can be extended by at stage 2. Complaints-Policy-October-2024.pdf Page 5 of our complaint’s procedure refers to complaint extensions at stage 2 and how these are applied. Complaints Procedure - June 2024	It is essential that customers are kept informed where additional time is required to address their complaint, with reasonable limits applied to any extensions. This ensures transparency and keeps customers appropriately updated on progress and any potential delays. Equally, adherence to the timescales set out in the Housing Ombudsman Complaint Handling Code is vital, as it supports trust and confidence in both the organisation and its complaints process, and reassures customers that their concerns are being treated seriously.
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	Section 12 of our complaints policy covers complaint handling times and extensions. Complaints-Policy-October-2024.pdf	We provide details of the relevant Ombudsman so individuals can access an independent and impartial body if they remain dissatisfied, helping to build

			“Extending the timescale for a complaint” on page 5 sets out the process for extending timescales.	trust and confidence in our complaints 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	The Customer Complaints Team is responsible for ensuring that all outstanding actions following complaint closure are appropriately monitored and resolved to the customer’s satisfaction. On page 6 of our complaint’s procedure under “responding to the complaint” defines the role of the customer complaints team. Complaints Procedure - June 2024	Setting clear expectations for resolution and adhering to them is essential, as it demonstrates a commitment to addressing concerns promptly and effectively. This helps to prevent misunderstandings, build trust in the complaints process, and strengthen both customer relationships and the organisation’s reputation.
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 response letters are issued using a standardised template, enabling case managers to clearly set out the issues being addressed in the complaint. The letters provide a detailed explanation of the determination, with appropriate reference to the relevant policies and best practice.	It is essential that all points raised in a complaint are addressed to ensure transparency, fairness, and effective communication with customers. Clear explanations of decisions, supported by relevant policies, legislation, and best practice, demonstrate professionalism and accountability. This approach builds trust, supports efficient resolution of issues, and helps

				maintain positive customer–landlord relationships, while promoting clarity and compliance in complaint handling.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Our complaints procedure outlines the elements we will cover in our response letters at various stages, on pages 3 and 4 under “Complaint stages”. Complaints Procedure - June 2024	Clear communication of complaint elements is essential for transparency and accountability. Customers should understand their position in the process and what to expect next. Explaining outcomes builds trust by clarifying how decisions are reached, while outlining resolutions provides reassurance and supports positive landlord–customer relationships.
6.20	Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.		Page 4 of our complaint’s procedure highlights the necessity of engaging all crucial staff members. Complaints Procedure - June 2024	Stage 2 is the final opportunity to address a complaint comprehensively. Involving all relevant staff ensures a well-informed response that considers all perspectives and maximises the likelihood of a satisfactory customer resolution.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • 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	“Putting things right” on page 6 of the complaint’s procedure outlines the actions we will take to address and resolve a complaint, with this being a list of potential outcomes. Complaints Procedure - June 2024	This demonstrates accountability, transparency, and a commitment to addressing shortcomings. By acknowledging issues and outlining remedial actions, we maintain trust and credibility with customers. It also supports continuous improvement by enabling policies, procedures, and practices to be refined to prevent recurrence.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Page 7 and 8 of the Complaints Procedure, “Financial Compensation”, outlines the factors that should be considered, in alignment with the Ombudsman’s recommendations. As per Annex B	Any remedy offered should reflect the impact experienced by the customer due to identified faults, ensuring fairness and accountability. This helps maintain trust, satisfaction, and positive customer relationships.

			Complaints Procedure - June 2024	
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	It is the responsibility of the customer complaints team to ensure all outstanding actions following a complaint closure are monitored and resolved to the customers satisfaction. Page 4 of the Complaints Procedure defines the information included in our response letters. Complaints Procedure - June 2024	Setting and adhering to clear resolution expectations demonstrates a commitment to addressing concerns promptly and effectively. This helps prevent misunderstandings, fosters trust in the complaints process, and improves customer relationships and organisational reputation.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Page 15 of the Complaints Procedure under “Appendix B” sets out the suggested range of compensation as per guidance from the Housing Ombudsman. Complaints Procedure - June 2024	It is crucial to consider the guidance issued by the Ombudsman when determining appropriate remedies. This ensures compliance, promotes fairness and consistency, supports effective outcomes, and helps to maintain a positive organisational reputation.

Section 8: Self-assessment, reporting and compliance

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: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. - 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; - any findings of non-compliance with this Code by the Ombudsman; - the service improvements made as a result of the learning from complaints; - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	An annual complaints (and compliments) report is submitted to the Selwood Housing Board. The report summarises: • Types of complaints received • Breaches of the Housing Ombudsman Complaint Handling Code • Learning outcomes and service improvements • Relevant Ombudsman reports relating to Selwood • Response rates and 'Rant & Rave' feedback • The role of the Customer Complaints Forum • Disrepair and comparable data The report is published on the organisation's website for customers. Six-monthly reports of a similar nature are submitted to the Selwood Housing Group Customer and Homes Committee.	This is important in supporting transparency and accountability. Publication of the annual complaint's performance and service improvement report on our website ensures stakeholders have access to information on how complaints are handled. Making the governing body's response to the report publicly available further enhances transparency and demonstrates a commitment to acting on feedback and improving services.

			Performance information is also shared with the Customer Complaints Forum at its quarterly meetings. Selwood Housing Annual customer report outlines complaints performance. This is available on our website. Environmental, social and governance (ESG) report covers complaint performance, which is available on our website.	
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	An annual complaints (and compliments) report is submitted to the Selwood Housing Board. The report summarises: • Types of complaints received • Breaches of the Housing Ombudsman Complaint Handling Code • Learning outcomes and service improvements • Relevant Ombudsman reports relating to Selwood • Response rates and 'Rant & Rave' feedback • The role of the Customer Complaints Forum • Disrepair and comparable data	This is important in supporting transparency and accountability. Publication of the annual complaint's performance and service improvement report on our website ensures stakeholders have access to information on how complaints are handled. Making the governing body's response to the report publicly available further enhances transparency and demonstrates a commitment

			The report is published on the organisation's website for customers. Six-monthly reports of a similar nature are submitted to the Selwood Housing Group Customer and Homes Committee. Performance information is also shared with the Customer Complaints Forum at its quarterly meetings. Selwood Housing Annual customer report outlines complaints performance. This is available on our website. Environmental, social and governance (ESG) report covers complaint performance, which is available on our website.	to acting on feedback and improving services.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Section 6 of the Complaints Policy, "Housing Ombudsman" provides information on when we will carry out self-assessments.	Self-assessments following such changes enables us to evaluate the effectiveness of our complaints handling procedures, identify gaps or areas for improvement, and

			Complaints-Policy-October-2024.pdf	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	Section 6 of the Complaints Policy (“Housing Ombudsman”) details our commitment to cooperate with the Housing Ombudsman Service. Complaints-Policy-October-2024.pdf	This ensures we continually improve our processes in line with feedback and recommendations from Ombudsman investigations. Updating the self-assessment enables us to identify and address deficiencies and enhance our complaints handling procedures.
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	Section 6 of the Complaints Policy, “Housing Ombudsman”, details our commitment to cooperate with the Housing Ombudsman Service.	Where we cannot comply with the Code due to exceptional circumstances, such as a cyber incident, informing the Ombudsman and affected customers ensures transparency. Publishing this information on our website demonstrates openness and accountability. Providing a timescale for returning to compliance shows proactive action and helps maintain trust and confidence.

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	Section 15 of the Complaints Policy, "Learning and Service Improvements", states that learning outcomes will be logged for all complaints. Complaints-Policy-October-2024.pdf The Complaints Procedure ("Learning outcomes", page 7) requires learning outcomes to be logged. Complaints Procedure - June 2024 Alongside feedback from Rant & Rave and Tenant Satisfaction Measure (TSM) surveys, the Complaints Team meets quarterly with service managers to analyse complaints, identify themes, and implement improvements.	This fosters a culture of continuous improvement by enabling systemic issues to be identified and addressed, helping to prevent similar complaints in the future. This demonstrates our commitment to improving service quality and customer satisfaction.

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	An annual complaints (and compliments) report is submitted to the Selwood Housing Board. Six-monthly reports of a similar nature are submitted to the Selwood Housing Group Customer and Homes Committee. Performance information is also shared with the Customer Complaints Forum at its quarterly meetings. Selwood Housing Annual customer report outlines complaints performance. This is available on our website.	A positive complaints handling culture is essential for resolving disputes effectively. Viewing complaints as a source of insight enables us to identify issues, improve service delivery, and prevent future disputes, enhancing overall customer satisfaction.
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	An annual complaints (and compliments) report is provided to the Selwood Housing Board, summarising learning outcomes and service improvements and published on our website. Learning outcomes are shared with the Customer Complaints Forum at quarterly meetings. Six-monthly reports are provided to the Group Customer and Homes Committee, and the Annual Customer Report also	Reporting insights and improvements from complaints to stakeholders such as customer panels, staff, and committees demonstrates openness and responsiveness. It enhances transparency, supports continuous improvement, and helps build trust and strengthen relationships through shared learning and proactive action.

			sets out complaints performance and is available online.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	The senior lead person responsible for overseeing complaints is Darren Bird, Interim group operations director. Alongside feedback from Rant & Rave and Tenant Satisfaction Measure (TSM) surveys, the Complaints Team meets quarterly with service managers to analyse complaints, identify themes, and implement improvements.	This ensures accountability and proactive management of complaints within the organisation. Appointing a senior lead for complaint handling demonstrates effective oversight and resolution, and reinforces our commitment to transparency, accountability, and excellent 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 Customer and Homes committee.	This is important as designating a member of the governing body (or equivalent) to oversee complaints demonstrates a commitment to fostering a positive complaint handling culture. Having a designated Member Responsible for Complaints (MRC) ensures clear accountability and provides leadership in the effective and transparent handling of 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	An annual complaints (and compliments) report is submitted to the Selwood Housing Board. The report summarises: • Types of complaints received • Breaches of the Housing Ombudsman Complaint Handling Code • Learning outcomes and service improvements • Relevant Ombudsman reports relating to Selwood • Response rates and 'Rant & Rave' feedback • The role of the Customer Complaints Forum • Disrepair and comparable data The report is published on the organisation's website for customers. Six monthly reports of a similar nature go to Selwood Housings Group Customer and Homes committee.	Regular reporting of complaints to the governing body promotes accountability, supports performance monitoring and risk management, drives continuous improvement, and informs decision-making. The MRC meets regularly with the Complaints team to discuss performance.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;	Yes	An annual complaints (and compliments) report is submitted to the Selwood Housing Board. The report summarises: • Types of complaints received • Breaches of the Housing Ombudsman Complaint Handling	Regular updates to the Member Responsible for Complaints (MRC) and the governing body ensure transparency, accountability, and continuous improvement. This includes reporting on complaint

	b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.		Code • Learning outcomes and service improvements • Relevant Ombudsman reports relating to Selwood • Response rates and 'Rant & Rave' feedback • The role of the Customer Complaints Forum • Disrepair and comparable data The report is published on the organisation's website for customers. Six monthly reports of a similar nature go to Selwood Housings Group Customer and Homes committee.	volumes, outcomes and performance, trend analysis, Ombudsman updates, and annual reporting, helping to build trust and ensure compliance.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	All Selwood Housing employees operate under a single complaints policy and procedure. Where complaints span multiple teams, the Customer Complaints Team coordinates responses and provides a single combined reply to the customer. External contractors receive the policy at contract mobilisation, and complaints are a standing agenda item at regular contract meetings to ensure compliance with the Code.	Establishing a standard objective for complaint handling that emphasises collaboration, collective responsibility, and adherence to professional standards helps to foster a positive organisational culture, improve customer satisfaction, and maintain credibility with both customers and regulatory bodies.

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