



Housing Ombudsman complaint handling code

Self-assessment October 2022

Selwood Housing is a member of the Housing Ombudsman scheme, and we are committed to its Complaint Handling Code which forms part of our obligations to be a member of the scheme. The code sets out the requirements to support us to resolve complaints effectively and fairly and is a guide for customers, setting out what they can expect when they make a complaint.

Each year we will complete a self-assessment against our complaints process to ensure it follows the code, providing evidence to support the statements made. Below is our current assessment.

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	Selwood Housing adopts the Housing Ombudsman's definition of a complaint. This is covered in: <ul style="list-style-type: none">• Section 4 of our complaints & compliments policy• Our complaints process refers to this definition on our website All literature relating to our complaints policy and procedure has adopted this meaning, including all training material to our staff.



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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	Our complaints and compliments policy (section 10) confirms that we will permit complaints to be raised and dealt with by a representative of the Customer.
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	Our staff have been trained to offer the Customer an informed choice on how they would like their dissatisfaction to be handled, with the preference to access our formal complaints process.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Our complaints and compliments policy (section 5) outlines the topics where the matter will not be considered. In addition, we may not accept a complaint if it is deemed to be vexatious or a serial complainant which is covered in section 15 of our policy.
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	These are clearly stated in our complaints and compliments policy (as above).



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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 adopted and covered in our complaints & compliments policy (section 6). All written correspondence promotes the Housing Ombudsman complaints code and contact details.
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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	Our complaints and compliments policy (section 5) covers this, in addition section 12 explains the different stages of the complaints process including service requests (which we refer to as an EOD).
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	Poor customer feedback (scores of 1 or 2) is captured within Rant & Rave platform and acted upon; we contact the customers to discuss their concerns.



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Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.1	<p>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.</p> <p>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.</p>	Yes	<p>This is covered in section 10 of our complaints & compliments policy.</p> <p>Customers can make a complaint:</p> <ul style="list-style-type: none">• In person• By Email• On our website• By calling us• During our day-to-day services (i.e. home visits)• On our social media platforms• By writing to us
2.3	<p>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.</p>	Yes	<p>This is covered in our complaints & compliments policy (section 12).</p> <p>The policy is published and available on our website. Written copies are supplied, as requested.</p>



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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	<p>There is a dedicated page called complaints and compliments on our website</p> <p>The policy is published and available on our website.</p> <p>The complaints process is easily found under the 'contact us' section of our website and can also be reached by the search facility.</p>
2.5	<p>Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.</p> <p>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.</p>	Yes	<p>This is covered in section 11 of the complaints & compliments policy.</p> <p>We will comply with the Equalities Act 2010 and make reasonable adjustments to accommodate individuals.</p> <p>Included in Equality & Diversity induction and other manager courses will also be added as part of a wider EDI training plan.</p>



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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	This is published on our website. All written correspondence that we send to the customer promotes the Housing Ombudsman complaints code and provides their contact details.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	All written correspondence that we send to the customer promotes the Housing Ombudsman complaints code and provides their contact details.
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	All written correspondence that we send to the customer promotes the Housing Ombudsman complaints code and provides their contact details.



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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.2	<p>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.</p> <p>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.</p>	Yes	Our communication and marketing team respond to any complaints received via social media. Details are passed to our customer services team who log the complaint and notify the customer complaints specialist.



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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	Selwood Housing have a dedicated customer complaints specialist who oversees complaints adherence. An annual report on complaints and compliments is provided to our customers and the Selwood Housing group board.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Upon receipt of a complaint, it is sent to the customer complaints specialist for review and to allocate to the appropriate case manager with the correct level of skill and experience. We have a procedure in place for all staff to declare any conflicts of interest and mitigating measures are put in place.



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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	<p>All complaints case managers have appropriate training, and training material to manage a complaint.</p> <p>Upon receipt of a complaint, it is sent to the customer complaints specialist for review and to allocate to the appropriate case manager with the correct level of skill and experience.</p> <p>This includes the appropriate authority and autonomy to resolve the complaint.</p>



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Section 4 – compliant 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.</p> <p>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	<p>All actions and timescales are monitored by the customer complaints specialist to ensure minimal delays, as set out in our policy.</p> <p>Complaints are logged on day 1 and acknowledgement sent within five working days by the customer complaints specialist advising who will be managing the complaint.</p>



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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	This information is captured as part of the logging of the complaint, this is then followed up with the customer by the case manager for clarity and is outlined in our stage one responses.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Upon receipt of a complaint, it is sent to the customer complaints specialist for review and allocated to the appropriate case manager with the correct level of skill and experience. The appropriateness of the case manager is also considered.
4.7	The complaint handler must: <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	Yes	Selwood Housing's overall approach to complaint management is with an emphasis on a no blame culture, trying to get a satisfactory resolution and ensuring everyone is treated fairly and honestly throughout. This is covered in section 2 'underpinning principles' of our complaints and compliments policy.



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	<ul style="list-style-type: none">• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.		
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Investigating case managers and the customer complaints specialist agree with the customer their preferred way to communicate, and if outside of complaint handling code timescales the frequency of contact.
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	During the investigation the case manager will contact the customer and any staff contacted to the case prior to sending the stage 1 response letter.



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4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Timescales are covered in section 12 of our complaints & compliments policy. Details enabling escalation are also sent to the customer as part of the response, at each stage. Section 13 of our complaints and compliments policy states when a complaint will be closed and completed.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints 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.	Yes	Section 12 of our complaints and compliments policy outlines the process, including the exceptions when a complaint will not be escalated.
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	Complaints are managed in a specialised module within our main housing management system, with full reporting capabilities.



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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	Tenancy agreement clauses exist around behaviour. Vexatious behaviour is set out in section 15 of our complaints and compliments policy.
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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	The customer complaints specialist is a central resource to support staff where needed, in addition support scripts are provided to customer support staff to help manage complaint expectations.
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	Part of the initial complaint assessment and classification process is consideration of the outcome resolution, and any immediate actions required.



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4.5	Landlords should 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 where this is reasonable.	Yes	Section 11 of our complaints and compliments policy refers to representatives.
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	This is included in the complaint response to the customer.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Unless already known to the customer, generally these details are not divulged.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	<p>Set out in section 2 of our complaints and compliments policy as an underpinning principle and outlined in the complaints section on our website.</p> <p>This is the role of the investigating complaint manager and the customer complaints specialist who oversees the overall complaints process.</p>



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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.	Yes	A survey is sent to the customer upon completion of the complaint to gather feedback direct. This is provided to the investigating complaints officer and assessed by the customer complaints specialist who analyses trends and areas of concern.
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	Investigating complaints managers are mandated to record a learning outcome for all complaints. These are monitored by the customer complaints specialist and discussed at regular meetings with service managers. Feedback is provided and themes discussed.
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	A request to treat a customer as vexatious must contain a full equalities impact assessment.



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Section 5 - Complaint stages

Mandatory 'must' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.1	<p>Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged.</p> <p>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.</p>	Yes	<p>All timescales confirmed in complaints and compliments policy.</p> <p>Management system has in built timescales and reminders to prompt staff.</p> <p>Customer complaints specialist monitors response timescales.</p>
5.5	<p>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.</p>	Yes	<p>Response letters are generated via our management system to ensure continuity. Completion dates are monitored via regular reporting</p>
5.6	<p>Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing</p>	Yes	<p>All complaints case managers have appropriate training, and training material to manage a complaint.</p>



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	the relevant policy, law and good practice where appropriate.		Upon receipt of a complaint, it is sent to the customer complaints specialist for review and to allocate to the appropriate case manager with the correct level of skill and experience. This includes the appropriate authority and autonomy to resolve the complaint.
5.8	Landlords must confirm the following in writing to the resident at <ul style="list-style-type: none">• the completion of stage one in clear, plain language:• 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	Standard response letters are generated from our housing management system which cover these points.



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Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.9	<p>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.</p> <p>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 Ombudsman about its decision.</p>	Yes	This is covered in section 6 of our complaints and compliments policy.
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	The customer complaints specialist is a central resource to support staff where needed, in addition support scripts are provided to customer support staff to help manage complaint expectations.



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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 covered in section 12 of our complaints and compliments 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 "This will be dealt with by a different person not involved in the Stage one process"
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	Standard timescales set out in published policy and published on customer-facing website: Complaints and compliments - Selwood Housing Captured in customer support scripting Policy sets out how to manage time extensions and communication methods with customer
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:	Yes	Details of how to escalate the complaint, the Housing Ombudsman complaint code and contact



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	<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• if the landlord has a third stage, details of how to escalate the matter to stage three <p>if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</p>		details are provided as part of the response template.
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.17	<p>Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long.</p> <p>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.</p>	Yes	Selwood Housing does have three stages to its formal complaints process. The reason we have a third stage enables the customer to have the matter dealt with by senior management – stage three complaints will have an executive director and board members as part of the panel.
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	Yes	Details of how to escalate the complaint and Housing Ombudsman Code are part of the Stage 3 response letter.



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	<ul style="list-style-type: none">details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied		
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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.	Yes	This is covered in section 12 of our complaints and compliments policy.
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	Should there be a disagreement or concerns regarding delays in response times the customer will be reminded of the option to approach the Housing Ombudsman and will be provided with their contact details, as per the standard template response letter.



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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	All cases are recorded with the complaints module of our housing management system to ensure previous cases can be reviewed
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	The investigating complaints manager and customer complaints specialist will consider any new information during an investigation to see if this can be incorporated into the response at the current stage of the investigation, or if a new complaint should be logged consulting with and updating the customer.

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.	Yes	This is covered in section 12 of our complaints and compliments policy.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can	Yes	Should there be a disagreement or concerns regarding delays in response times the customer will be reminded of the option to approach the Housing Ombudsman and will be provided with



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	challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response		their contact details, as per the standard template response letter.
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
	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	This is covered in section 12 of our complaints and compliments policy.
	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	Should there be a disagreement or concerns regarding delays in response times the customer will be reminded of the option to approach the Housing Ombudsman and will be provided with their contact details, as per the standard template response letter.



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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	This is embedded and forms the core part of the investigation process both in training and is covered in response the letter templates and overseen by the customer complaints specialist.
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	This is embedded and forms the core part of the investigation process both in training and is covered in response the letter templates and overseen by the customer complaints specialist.
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	This is included in the response template. The customer complaint specialist and investigating complaints manager monitor agreed actions to completion.



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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	Selwood Housing's claims and goodwill policy covers all these aspects in considering and awarding compensation payments.
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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	Learning outcomes are acted upon and themes monitored to enable appropriate action to be taken. This may include policy changes.
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.	Yes	All complaints case managers have appropriate training, and training material to manage a complaint. Upon receipt of a complaint, it is sent to the customer complaints specialist for review and to allocate to the appropriate case manager with the correct level of skill and experience. This



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			includes the appropriate authority and autonomy to resolve the complaint.
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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	Performance, trends, learning, and improvement changes are included in the annual report that is presented to Selwood Housing group board; this is also incorporated in the annual communication to our customers, staff and scrutiny panel.



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Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	<p>A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture.</p> <p>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.</p>	Yes	<p>There are clear lines of responsibility (a delegated authority) detailing reporting lines, accountability and responsibly to monitor complaints performance.</p>
7.4	<p>As a minimum, governing bodies should receive:</p> <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	Yes	<p>Selwood Housing's Board receives an annual report in our complaint handling performance which includes all of this information.</p> <p>In addition, monthly statistical information is provided to them on complaints received.</p> <p>Our customer complaints specialist meets with service managers to discuss complaints, trends and ensures that learning outcomes are applied and actioned.</p>



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	<ul style="list-style-type: none">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.		
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	Required that managers review learning outcomes and take appropriate action. Monitored by complaints specialist and details discussions during managers quarterly catch up
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		Whilst we do not have a specific objective in relation to complaints handling, our staff have individual personal objectives that are linked to our corporate objectives and values. The organisation has values and behaviours, our guide outlines the expectations of being one team, honest, dynamic and customer focussed.



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	<ul style="list-style-type: none">• 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.		
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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	An Annual self-assessment is conducted against the code and is used as an opportunity to provide continuing assurance against the code requirements and implement any changes.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This is covered in our policy to ensure adherence.



Housing Ombudsman complaint handling code

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8.3	<p>Following each self-assessment, a landlord must:</p> <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	We have complied with these points
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