

Appendix A: Self-assessment form

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

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

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

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

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	Complaint policy Section 4 Definitions	Subsection 4.3 This subsection clearly defines a complaint.
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	Complaint policy Section 4 Definitions	Subsection 4.3 This subsection clearly states the word complaint does not need to be used.
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	Yes	Complaints policy Section 4 Definitions	Subsections' 4.2 & 4.3 define difference between service request and complaint.

	recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints policy Section 4 Definitions	Subsection 4.4 gives definition on this point. 4.6 suggest ways suggestions of improvement can be made.
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	Complaints Policy Section 4 Definitions Section 5 Reporting and Monitoring	Subsection 4.7 outlines the improvement by suggestions. Subsection 5.34 -Customer satisfaction surveys are conducted periodically and where concerns are raised residents would be met with and advised how to make a complaint if they wish to. All residents have access to General Manager email address to make contact if required.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints Policy Section 6 Exclusions	This section of the policy detail types of complaint that could not be accepted.
2.2	<p>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:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	Complaints Policy Section 4 Definitions Section 6 Exclusions	<p>Section 4 subsection 4.4 clearly states the 12-month time frame for a complaint</p> <p>Section 6 sets out non accepted complaints and those previously considered under complaints policy.</p>

	<ul style="list-style-type: none"> 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 Section 4 Definitions	Subsection 4.4 sets out clear timeframe; General manager would apply discretion where good reason was given outside of the time frame.
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	Complaint Policy Section 6	Subsection 6.2 clearly outline the requirements of this section of Ombudsman's form
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy Section 12	Section 12 outlines the approach to handling all complaints

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 Section 7	Section 7 defines ways a complaint can be made
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	yes	Complaints policy Section 7	Section 7 outlines ways to make a complaint. Staff emails are accessible to residents. Info email is included within the form for external complaints. All Housing staff are trained in relation to complaints and how to respond.
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	Yes	Self-assessment spreadsheet	A complaints report is compiled bi monthly to the board, this would include action taken and any reoccurring complaints along with resolutions put in place.

	sign that residents are unable to complain.			
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 Section's 3 & 12 YMCA Reading Website	Our complaints policy is displayed in resident areas, and a copy can be requested at any time by residents or external persons Our Complaints policy is also publicised on our website
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 Section 5 Reporting and Monitoring Section 7 Making a complaint Section 12 complaint Handling	Self-assessment form is displayed in resident areas and updated annually Subsection 7.2 clearly outlines how the policy is publicised Subsection 12.9 give ombudsman details
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 Section 3 Equality impact assessment Section 12 Complaint Handling Procedure	Section 3 outlines representative support Subsection 12.1 (point 3) addresses representation
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	Complaint Policy Section 12	Subsection 12.9 clearly outlines the right to access ombudsman and the contact details

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	Complaints policy Section 13 Reporting Responsibilities	Section 13 outlines YMCA Reading's team around complaints. MRC being a Board Member, General Manager being responsible for complaints within YMCA Reading
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Complaints policy Section 13 Reporting Responsibilities	Subsection 13.3 outlines General Manager lead in complaint. General Manager is located on site so has access to all staff.
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	Complaints Policy Section 13 Reporting Responsibilities Section 7 Making a complaint	Subsection 13.2 outlines how complaints and outcomes are reviewed by the Board to ensure good practice. Subsection 7.1 states a complaint can be raised with any member of staff,

				therefore all staff are trained in complaint handling.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints Policy Dated November 2025	Section 13 outlines the report given to the board bimonthly, the report gives clear lines of enquiry and outcomes to ensure fairness.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints Policy Dated Nov 2025	Section 12 complaint Handling Procedure outline the two stages of complaint handling
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsections 12.1 to 12.9 clearly outline the procedure in two stages and give access to Ombudsman details
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	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsections 12.1 to 12.9 clearly outline the procedure in two stages and give access to Ombudsman details

	expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsections 12.1 to 12.9 clearly outline the procedure in two stages and give access to Ombudsman details
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.1 complaints received letter would outline the nature of the complaint, this would then be confirmed in all meeting with the complainant
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	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.1 complaints received letter would outline the nature of the complaint, this would then be confirmed in all meeting with the complainant outlining anything the landlord is not responsible for and offer advice on the issues arising.
5.8	At each stage of the complaints process, complaint handlers must:	yes	Complaints Policy Section 12	The General Manager does not work closely on a day to

	<ul style="list-style-type: none"> 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. 		Complaints Handling Procedure	day basis with residents, therefore this allow the process of complaint investigation with an open minded, unbiased & for all evidence and information to be assessed carefully, fairly & in line with policy and procedure
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsections 12.1 (point 5) & 12.8 outline procedures should there be any delay in meet time frames
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	Complaint Policy Section 3 Equality Impact Assessment	All reasonable adjustment requests would be met where possible and detailed in written responses to complainant with correspondence being retained on file.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they	Yes	Complaint Policy Section 12	Stage two -appeal against decision covers this point

	must comply with the provisions set out in section 2 of this Code.			
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	Complaints Policy Section 13 Reporting Responsibilities	Bimonthly reports to the board will be retained. All information on the complaint, investigation and outcome letters will be retained on the resident's file. Where an external complaint is received this will be retained within the confidential GM files and shared with MRC & Board.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	All complaints will be met with to discuss their approach to an outcome, where possible remedies will be implemented. Where remedies can not be implemented this will be explained and possible escalation will occur.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	YMCA Licence Agreements House Rules Behaviour Contracts Anti-social behaviour Diaries	

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	Complaints Policy	Where a person behaviour was deemed unacceptable or a risk to staff or the service, meetings could be conducted over Teams to reduce the risk.
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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	Complaints Policy Section 12 Complaints Handling Procedure	Clear timelines & processes are included in this section
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Clear timelines & processes are included in this section
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	yes	Complaints Policy Section 12 Complaints Handling Procedure	Clear timelines & processes are included in this section
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	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Clear timelines & processes are included in this section

	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.			
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	Complaints Policy Section 12 Complaints Handling Procedure	A complaints policy is displayed in resident areas, a policy is also included in all replies to complaints along the process. Policy clearly has ombudsman details included.
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	Complaints Policy Section 12 Complaints Handling Procedure	Clear timelines & processes are included in this section
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	Complaints Policy Section 12 Complaints Handling Procedure	Clear guidelines are included in the policy
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	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Clear guidelines are included in the policy

	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.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> 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	Complaints Policy Section 12 Complaints Handling Procedure	Clear guidelines are included in the policy

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	Complaints Policy Section 12 Complaints Handling Procedure	Clear guidelines are included in the policy

6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints policy Section 12	Stage two subsection 12.5 clearly defines this point
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Stage two subsection 12.5 clearly defines this point
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.6 clearly outlines who would conduct stage two
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.7 clearly outlines this time frame
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.8 clearly outlines this point
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	Complaints Policy	YMCA Reading issues complaint Policy with all written complaint correspondence , section

				12.9 contains Ombudsman details
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	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.8 clearly outlines this point
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	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.8 clearly outlines this point
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> 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	Complaints Policy Section 12 Complaints Handling Procedure	Clear guidelines are included in the policy

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy Section 12 Complaints Handling Procedure	Subsection 12.7 clearly outlines this point
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • 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	This would be included in any correspondence of the outcome	Findings of complaints where changes to policy or /and procedure have been implemented would be included within the report to the board
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This would be included in any correspondence of the outcome	Findings of complaints where changes to policy and /or procedure have

				been implemented would be included within the report to the board
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	This would be included in any correspondence of the outcome	Findings of complaints where changes to policy and /or procedure have been implemented would be included within the report to the board
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This would be reflected in the minutes of bi monthly meeting	All finding would be reported to the board

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	Annual MRC report to Board on complaints for financial period	This would be drafted from the complaints spreadsheet and bimonthly reports to the board

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Annual MRC report to Board on complaints for financial period	This would be drafted from the complaints spreadsheet and bimonthly reports to the board
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Annual MRC report to Board on complaints for financial period	This would be drafted from the complaints spreadsheet and bimonthly reports to the board
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Annual MRC report to Board on complaints for financial period	This would be drafted from the complaints spreadsheet and bimonthly reports to the board
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	Annual MRC report to Board on complaints for financial period	This would be drafted from the complaints spreadsheet and bimonthly reports to the board

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	Bimonthly MRC and Gm meetings	These meetings would determine nature of complaint and reoccurring issues and resolves/ changes that could be implemented to improve the service outside of any implemented following a complaint.
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	Bimonthly MRC and Gm meetings	These meetings feed into the Board to demonstrate positive change to procedures.
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	Bimonthly MRC and Gm meetings	These meetings would feed back to the board along with Resident Forum matters
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	Yes	Complaints policy section 13	General Manager takes up this role

	identify potential systemic issues, serious risks, or policies and procedures that require revision.			
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	Complaints Policy section 13	MRC is a lead member of the Board
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	MRC has access to all staff	MRC over saw complaint training with staff
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and 	Yes	MRC & GM meet bimonthly to provide an overview of complaints received and resolved.	Reports are drafted for the board outlining complaint and stage they were resolved.

	<p>progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>MRC & GM meet bimonthly to provide an overview of complaints received and resolved.</p>	<p>Reports are drafted for the board outlining complaint and stage they were resolved.</p>