

APPENDIX B

Code requirement	Comply: Yes/No	Evidence, commentary and any explanations	Summary of actions required/taken
Must Do Requirements			
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	Our definition of a complaint meets the Housing Ombudsman's requirements. Our definition is below: <i>"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by St Leger Homes, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."</i> A complaint can only relate to a service that SLHD presently provides and occurred less than 6 months after completion of the service. It does not relate to requests for new services currently not in operation or programmed to be delivered.	No Action Required
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	The definition we include in our policy states that a complaint is defined as "an expression of dissatisfaction". We accept and log complaints that don't use the word 'complaint' and accept complaints from third parties or representatives acting on behalf of tenants. Examples include complaints received via Councillors and MPs. Staff have been advised via our Executive Management Team key messages what constitutes a complaint. Our policy states that the word complaint does not have to be used and that we accept complaints from third party or representatives in line with our policy.	No Action Required
... 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 policy states that we will make further enquiries to resolve a matter where a customer has expressed dissatisfaction or if the resident requests it, the issue must be logged as a complaint.	No Action Required
A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Yes, other than those explained in the definition above. The following are also excluded and clearly outlined in our Policy. Examples where individuals may express dissatisfaction that would not be regarded as complaints are: <ul style="list-style-type: none"> • The general law, unless wrongly applied; • Requests for new services; • Persons or bodies over which SLHD has no control; • Where legal proceedings have started. This is defined as details of the claim, such as the Claim Form and the Particulars of Claim, have been filed at court • The subject of the complaint occurred more than 6 months ago and/or is already subject to an on-going or resolved complaint; • Matters that have already been considered under the complaints policy 	No Action Required
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		No Action Required

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	We do this however, these happen on a very rare basis. We would only not accept a complaint if it fell in line with any of the exclusions listed in the complaints policy. At this point it would be fully explained to the complainant and we explain the Ombudsman's process at this time. Our policy states: Where a decision has been made 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.	No Action Required
Should Do Requirements			
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	The definition of what is regarded as a complaint is set out in our Policy. "An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by St Leger Homes, its own staff, or those acting on its behalf, affecting an individual resident or group of residents." A request for service is not regarded as a complaint. Our process includes a checking mechanism by the Customer Relations team who co-ordinate and respond to complaints and who review any logged complaint as part of the acknowledgment process which includes what the complaint is about and the outcome the complainant is looking for.	No Action Required
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	We advise tenants following the TSM surveys that they can pursue their dissatisfaction as a complaint if they wish.	No Action required
Must Do Requirements			
Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	We have multiple accessibility routes available to make a complaint; Online via our website or social media platforms, face to face, over the telephone, email, and in writing.	No Action Required
Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Yes and can be found here: https://www.stlegerhomes.co.uk/my-home/complaints-and-compliments/ and we publicise how a customer can complain in HouseProud. We last publicised our procedures in the January 2023 edition of HouseProud.	No Action Required
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	Yes and can be found here: https://www.stlegerhomes.co.uk/my-home/complaints-and-compliments/	No Action Required

Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	<p>Our policy includes provision for reasonable adjustments. We also have an equality, diversity and inclusion strategy, a customer access strategy and a fairness statement. We provide mandatory training on equality and diversity for all employees, including complaint handlers. All of these ensure that customers can contact us or find out information in an accessible way, via a method of their choice.</p> <p>The complaints policy includes the following:</p> <p>All St Leger Homes staff are trained in equality and diversity to embed understanding about where they may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. This is mandatory training, the compliance of which is monitored by our Organisational Development team.</p> <p>Our Equality and Diversity Statement sets out that "We are committed to understanding more about the needs of our customers. Collecting, storing and using customer information appropriately enables us to tailor our services to meet their needs".</p> <p>In line with our Equality and Diversity Statement and commitments, we will support the needs of our diverse customers by adapting this and other policies and associated procedures to accommodate an individual's needs. This includes taking into account the customer's need and where appropriate changing work practices, for example providing correspondence on coloured paper where requested.</p> <p>A full copy of Equality and Diversity Statement can be found at New Fairness and Equality Statement Launched (stlegerhomes.co.uk)</p>	No Action Required
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	We advise residents about our complaints process (via stories in HouseProud or quarterly reports available on the website. We have leaflets and posters at our reception points.	
Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	We inform tenants in all our complaint responses of the full contact details for the Housing Ombudsman. We also advertise the details of the ombudsman on our web pages.	No Action Required
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	We inform tenants of the right to access the Housing Ombudsman service within our complaint response letters at all stages and provide full contact details. We also advertise the details of the ombudsman on our web pages.	No Action Required
Should Do Requirements			
Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	We have procedures in place to ensure that any complaints that are received online via social media are then acknowledged via social media, discussed via private message and logged on our corporate complaints system so this can be properly investigated. A Customer Relations Officer will contact the complainant to explain they have been allocated their complaint.	No Action Required
Must Do Requirements			
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	Yes we have a small team of Customer Relations Officers, a Customer Relations Manager, a Customer Experience Service Manager and a Head of Customer Service - all reporting through to the Director of Housing and Customer Services. This team takes responsibility for complaint handling. A 1/4ly report is submitted to Performance and Improvement Committee detailing the number of complaints received, how quickly we have responded, key themes and learning. In addition to this a report is considered by the City of Doncaster's Overview and Scrutiny Committee on the number of complaints received, headline reasons and response times. Members of the Committee can ask questions about and scrutinise our performance.	No Action Required

...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The Customer Relations Team are an independent team - any complaints received against the Customer Relation's Team staff are investigated by their manager, Service Manager or Head of Service as per any other staffing complaint. Where a conflict of interest is identified a different Customer Relations Officer would be allocated the complaint. Full training is given for this role.	No Action Required
Should Do Requirements			
Complaint handlers should: <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	Complaints are investigated by the relevant service areas and coordinated by the Customer Relations team to ensure they are completed within timescales and a full response is given to a complainant. All investigating officers and the Customer relations officers have had training and are empowered to escalate and resolve when and if possible.	No Action Required
Must Do Requirements			
Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Yes	All customer interaction is logged on our Customer Relations Management system. This captures when a customer contacted us, what about and what action we took as a result. We do not operate a 'Stage 0' process, and where we can resolve a complaint at the first point of contact we will do so as this benefits the customer. However where a customer advises that they wish to have the matter logged as a complain, even where we can resolve the matter at the first point of contact, we will do this. Our policy sets out our standards for acknowledging complaints. This is within 3 days of the complaint being received.	No Action Required
Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Our IT system provides a section to record the outcomes being sought by the complainant. If a complaint is received via email and this is not made clear the customer relations officer takes ownership for a complaint and will contact the tenant to clarify this when they acknowledge receipt.	No Action Required
A complaint investigation must be conducted in an impartial manner.	Yes	All Service Investigation Officers receive training on how to investigate complaint to ensure they have the skills and mindset to investigate complaints fairly and objectively. This training helps to embed a positive complaints culture throughout the organisation. The main bulk of the investigation is completed internally by the relevant service area. Challenge is provided by the Customer Relations Team who ask questions to ensure all relevant information is considered before determining the outcome of a complaint. Currently appeals are dealt with by a Tenant Appeal Panel. This is currently under review to include the relevant Head of Service to investigate the appeal. This will ensure impartiality as well as ownership of complaints and identification of learning. The proposal is for the Tenant and Resident Involvement Panel to be used in the future to provide independent challenge on impartiality.	No Action Required
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 • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	As above. In addition, this is included in our complaint handling procedures. The Customer Relations Team act independently and are trained to deal with all cases on a merit basis, considering all evidence and available information. All employees have to undertake mandatory GDPR training which covers the importance of confidentiality of personal information. The Tenant Appeal Panel have all received training on how to investigate complaints and the need to be impartial. This training was recently delivered in July and August of this year	No Action Required
Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Each complainant has a dedicated Customer Relations Officer. Reasonable adjustments are agreed by conversation with the dedicated officer We record any reasonable adjustments regarding method of communications in our Customer Relationship Management system. This includes information on preferred method of contact or specific requirements, which could be by phone, text, email or in writing. For example we have a number of customers who due to dyslexia request their correspondence on specific coloured paper.	No Action Required

The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:	Yes	Our training for all Service Investigating officers includes the need to ensure that all complainants are contacted to ensure that we are clear on what the complaint is about and what outcome is expected. This is confirmed in writing and the tenant advised to contact us if this is not correct. This information is re-iterated in the complaint response. This is also covered in our complaint handling training. Part of the investigation about a member of staff will always include an officer speaking to the member of staff concerned. We include our understanding of the complaint in the acknowledgement and response letter and give the customer the opportunity to contact us if they feel we have not captured all their concerns. This requirement is also set out in our procedures.	No Action Required
A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	This is included in our policy and we inform tenants in our responses about the right to appeal and all response letters / emails include full contact details for the Housing Ombudsman,	No Action Required
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	This is included in our Complaints Policy	No Action Required
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	A full audit trail is captured on our Housing Management system of the complaint received. Correspondence and emails are all stored on our document management system.	No Action Required
Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	This is explained in our complaints policy and we have a set process, procedure and letter template that is followed for any of these cases. We have warning procedures in place for all employees to follow for managing unacceptable behaviours. Our procedures are also set out in Section 7 of the complaints policy. Expectations have also recently been reinforced in our tenant magazine, which is sent to all households and is on our website.	No Action Required
Should Do Requirements			
Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Our complaint acknowledgement and response letters clearly set out what the complaint is about and the outcome the complainant requires. The need to manage expectations is covered in our complaint handling training.	No Action Required
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	Our aim is to resolve complaints as soon as possible. This has been reiterated in EMT key messages. All staff are aware through discussions at Service Management Team meetings and as part of training for Service Investigation Officers that complaints are given a priority and that conclusions, where appropriate should be evidence based. We have a tracking system that reports on how quickly we respond to complaints which measures not only those responded to in target but the number of days taken to respond. This system is available for monitoring purposes to all those involved in investigation or monitoring complaint performance.	No Action Required
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	Tenants are able to complain via a representative (once we have the necessary authority). This may be a family member, Councillor, MP, Mayor or member of their local TARA. Tenants are given the opportunity to have a representative attend meetings with them or on their behalf.	No Action Required
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 set out in any response to the complaint.	No Action Required
Communication with the resident should not generally identify individual members of staff or contractors.	Yes	We use job titles instead of individual names within our responses but where we cannot avoid using an individual officer's name we will do so.	No Action Required
Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Tenants are kept informed and updated during the complaints process and where timescales have been extended outside service standards, we keep the tenant informed by telephone and this is also confirmed in writing. We capture this information in our Housing Management System.	No Action Required

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	Conducted as part of TSM feedback.	No Action Required
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	All our Service Investigating Officers undertake training on how to deal with complaints. We have a dedicated team of officers to ensure complaints are dealt with effectively. These Officers also provide advice and support to Service investigating officers. Service improvements are recorded when a complaint is closed and reported to senior managers on a quarterly basis. We have a processes in place for identifying learning and this information is included in reports to committee and in our Annual Review.	No Action Required
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	This is clearly outlined in our complaints policy and is taken on an individual basis looking at each case in its own merit - sometimes warranting a specific point of contact if required.	No Action Required
Must Do Requirements			
Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	In the majority of cases we respond in 10 working days however, sometimes this can exceed the 10 and 20 working days where cases are complex. In this situation a holding response would be agreed and confirmed in writing and the complainant advised of this at the beginning of the complaint process.	No Action Required
A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Our process is to respond to complaints following the completion of the investigation, not when any actions stemming from the investigation have been completed. We record these actions as "promises" made. This is already in our procedure. We record actions to be taken separately and these are monitored by the Customer Relations Team to ensure they are delivered.	No Action Required
Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	A full response is given to the tenant in all cases. There is a procedure in place to make sure all parts of the complaints are answered in one response backed with full details of the investigation and remedial actions if applicable.	No Action Required
Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	A full response is given to the tenant in all cases. There is a procedure in place to make sure all parts of the complaints are answered in one response backed with full details of the investigation and remedial actions if applicable. All details of next steps on advice and support and next stages are at the bottom of all responses.	No Action Required
If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Our policy and procedures include a Stage Two review process which is communicated in correspondence to complainants.	No Action Required
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	Our Stage 2 acknowledgment letters sets out our understanding of the issue and the remedy the customer is looking for. This is agreed with the customer. This also forms part of our Stage 2 procedures.	No Action Required
Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	This is outlined in our policy.	No Action Required
The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	A different Customer Relations Officer would be allocated the complaint at stage 2. We have an independent tenant appeals panel at stage 2 who are accompanied by a technical expert who hasn't been involved in the original complaint.	No Action Required

Landlords must respond to the stage two complaint within 20 working days 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	The majority of Stage 2 complaints are responded to within 20 days, where this case is complex and this is not achievable we advise the complainant.	No Action Required
Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions and if the landlord has a third stage, details of how to escalate the matter to stage three if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	All stage two acknowledgements and responses clearly set out, as appropriate, the stage of the complaint, the definition, the decision, the reasons, details of any remedies where appropriate and where appropriate any outstanding actions (promises) and as this our final stage in the complaints process how to escalate the matter to the Housing Ombudsman Service. This also forms part of our Stage 2 procedures.	No Action Required
STAGE 3			
Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstance.	Yes	We do not use a Stage 3 process. Stage 2 is the final stage of our complaints process and we would refer to the Housing Ombudsman as the next stage.	No Action Required
Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Yes	We do not use a Stage 3 process. Stage 2 is the final stage of our complaints process and we would refer to the Housing Ombudsman as the next stage.	No Action Required
Should Do Requirements-Stage 1			
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 in our complaints policy	No Action Required
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	This is in our complaints policy	No Action Required
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 history of complaints, contact and issues are taken into account for all complaints	No Action Required
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	All staff are trained and aware of this procedure.	No Action Required
Stage 2			

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 in our complaints policy	No Action Required
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	This is in our complaints policy	No Action Required
Stage 3 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 within 20 working days 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	We do not have a stage 3 complaints process. The next stage would be referral to Housing Ombudsman.	No Action Required
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	We do not have a stage 3 complaints process. However, the Housing Ombudsmans contact details are provided at all stages.	No Action Required
Must Do Requirements			
Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Where a complaint is upheld we provide a detailed explanation highlighting the improvements made and an apology.	No Action Required
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	All decisions and resolutions to complaint cases are dealt with on a case by case basis and reviewed in line with our compensation policy.	No Action Required
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 information is included in the response to the complainant. The Customer Relations Team track promises made to ensure these are actioned.	No Action Required
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	Any compensation is awarded in line with our Compensation Policy and guidance issued by the Ombudsman.	No Action Required
Should Do Requirements			
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	Yes, especially so for complaints that relate to our policies. Complaints are taken in to account when doing any 'policy' review	No Action Required
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	In these cases advice is always sought and clear explanations are given.	No Action Required
Must Do Requirements			
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	As part of our complaints response we advise the complainant of our failures (where applicable) and the actions we have taken to address. We report to EMT, P&I and Board on complaints performance and learning as well as to the City of Doncaster's Overview and Scrutiny Member Committee. We are currently reviewing how our Tenant and Resident Involvement Panel can provide additional challenge on how we handle and manage complaints. This year's Annual Review will include a section on complaints and the changes we have made as the result of learning from complaints.	No Action Required

Should Do Requirements			
A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Our Chief Executive is a member of the Board and will lead in managing complaints, ensuring the governing body is regularly informed for insights into our complaints handling performance. The City of Doncaster Council's Overview and Scrutiny Member Committee receives a yearly report on complaints to enable effective challenge.	No Action Required
As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	This is reported, as already commented to Performance & Improvement (P&I) committee on a quarterly basis and Board on an annual basis. In addition to this the City of Doncaster Council's Overview and Scrutiny Member Committee receives a yearly report on complaints to enable effective challenge. The self assessment against the Complaint Handling Code is considered by Board each year. Board receive a report on outcomes from Housing Ombudsman finding of maladministration.	No Action Required
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	Reports are available to all senior managers on a live database for all complaints and reporting is available through our performance management system and used to inform improvements to services.	No Action Required
Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments take collective responsibility for any shortfalls identified through complaints rather than blaming others act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing 	Yes	Reinforced through complaints training which is under-pinned through our values and behaviours which incorporate the specific professional standards set by the Chartered Institute of Housing.	No Action Required
Must Do Requirements			
Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This review is carried out on an annual basis, the previous review was done in October 2022.	No Action Required
Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	The complaints code is taken into account where there are significant changes within the organisation that may impact on whether we are compliant with the code. The self-assessment is undertaken within the Customer Relations Team, who review the code and any impact. Senior managers are aware of the need to advise the Customer Relations Team of any significant changes.	No Action Required
Following each self-assessment, a landlord must: <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	Yes	We have done this previously with the original review and will continue to do so with this review and all subsequent ones. A copy of the self assessment will be included in the Annual Review for 22/23	No Action Required