

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	Part 2.5	The first part of Part 2.5 explains the circumstances under which a complaint can be made.
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	Part 3 (a)	If a member expresses dissatisfaction, then an informal approach would be the first step. A formal complaint can then be made if the member is still dissatisfied with the outcome after informal discussion.
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	The Repair and Maintenance policy Part 1 outlines the co-operative’s responsibilities. Part 4 outlines how requests are made.	The Repair and Maintenance Policy would be an example of a service request, or not receiving notification of a meeting for instance.

	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	Formal procedure stage 1 of the SSHH Complaints Policy	
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.	No	Although the co-operative is aware of the Tenant Satisfaction Measures (TSM) survey, at present there is no requirement to submit one as the co-operative has less than 1000 properties.	

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	Yes	Formal procedure stage 1 of the SSHH Complaints Policy and stage 2.	There is no part in the procedure where a complaint would not be considered.

	evidence their reasoning. Each complaint must be considered on its own merits			
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. • Matters that have previously been considered under the complaints policy. 	No	<p>The SSHH complaints policy does not state anywhere where a complaint would not be considered in this regard. This could imply that a complaint could be made about something that occurred over twelve months ago.</p>	<p>If a complaint is made about something that occurred over twelve months ago it can be still be considered but the officer who deals with complaints could raise this with the Management Committee and invite discussion of whether or not it is something to pursue. An example could be a historical decision made long ago that may no longer be relevant today and so would require reviewing.</p>
2.3	<p>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.</p>	No	<p>The SSHH complaints policy does not state anywhere where a complaint would not be considered outside of a twelve-month period. This could imply that a complaint could be made about something that occurred over twelve months ago.</p>	<p>This depends on the nature of the complaint and whether there are historical reasons and records outlining what decisions were made at the time. These could be revisited depending on the changing requirements of members</p>

				over time, and it is possible to overturn a historical decision if relevant to today's situation.
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	The second part of 2.5. Part 4 External referral.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Each complaint would be considered individually.	

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	Yes	The Equality and Diversity Policy outlines where adaptations can be made.	The sections on Disability, and Complaints.

	who may need to access the complaints process.			
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	Usually, a complaint would be addressed to either the Chairperson, Secretary, Welfare Officer or any other relevant officer and passed on to them.	If the complaint is in an envelope marked 'Private and Confidential' it would be passed on to the person addressed on it. If not marked, then it would be opened then passed on to the relevant officer. If it is received by email then it would be forwarded to the relevant person, ideally with a covering forwarding email explaining that a complaint has been received, not just to forward the email on without this.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Members are aware that complaints can be raised either at a monthly committee meeting, in writing, or under 'Any Other Business' at a meeting. At this point any applicants who are not members would need to leave the meeting.	If an applicant makes a complaint, the Management Committee would discuss the complaint or it could be referred to the Allocation Group who would then report back at the following meeting. A high volume of complaints would most likely be addressed at a Special General Meeting if they are about the same situation.

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	The policy is available to view on the co-operative's 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	The complaints policy and that a complaint can be referred to the Ombudsman is available on the co-operative's website.	The Code will be published on the co-operative's website.
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	Although the SSHH Complaints Policy does not expressly state a resident has the right to have a representative deal with their complaint, or be accompanied, it does not mean that this cannot be done.	A resident can bring someone to accompany them or represent them. This would need to be made clear in the policy.
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	Part 4 External Referral.	The Housing Ombudsman address stated on the SSHH Complaints Policy needs to be updated (it shows the old London address, so now requires the Preston address) and to include the Housing Ombudsman 'Contact Us' information.

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	At present there is no individual member or team specifically assigned to deal with complaints. A minimum of 3 members can be elected or a maximum of 6 members but 1 member deals with the complaint.	Depending on the nature of the complaint the co-operative does have officers for Welfare; Allocations; Maintenance; Membership Support. A 'Complaints Officer' and Team have been elected.
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	The Complaints Officer has access to other members who are officers and 2 elected members on their team.	3 members have been elected.
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	Training has been discussed and can be considered for the Complaints Officer and those members on the Complaints Team.	The Confederation of Co-operative Housing has training courses available.

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	All complaints are handled confidentially. It would be also be expedient for any member making a complaint to exercise confidentiality.	
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	An informal discussion can still take place as long as it is not part of a formal process or a stage. As long as this is made clear there should be no confusion. A Formal stage is when a complaint is raised in writing if no informal discussion has worked.	An example may be a resident requesting something which is then carried out. The resident would not need to complain about it.
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	The SSHH policy does make it clear where the 2 stages are: Part 3b Stage 1 and Stage 2.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Although this is not stated in the SSHH Complaints Procedure, a third-party handling would be considered and monitored via the Management Committee and individual officer assigned to oversee any third-party involvement.	The Allocations Policy, pages 6 and 7 state how an applicant can make a complaint.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	It is likely that an external organisation will have their own procedure and there should be areas where their procedure should match the Code.	The Code would be the main reference point.
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	Clarification would be sought so as to avoid any misinterpretation.	It would be important to ensure the complaint is within reason and to ask for further clarification to ascertain facts and information.
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	This would be general law (unless on private land in which case the landlord would have responsibility).	An example could be with car parking and the landlord’s responsibility towards private parking compared with local parking restrictions and permits required for parking on the public highway.
5.8	At each stage of the complaints process, complaint handlers must: <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 	Yes	A meeting can be arranged with the resident and the relevant officer or team.	

	d. consider all relevant information and evidence carefully.			
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	The resident would be contacted regularly or they could call round to the officer to discuss how the complaint is progressing if this convenient.	Any discussion would need to be confidential, not talked about in the street for example.
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	This would be disclosed to the Management Committee or Welfare Officer if the member chooses to keep any disabilities confidential.	The meeting room does have easy access for anyone who has physical disability, and the room has been refurbished to a standard which makes it pleasant and inviting for everyone.
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 must comply with the provisions set out in section 2 of this Code.	Yes	Residents can escalate a complaint and there would be no reason not to.	The only time an escalation would not take place is if the complaint is of a historical nature. But as circumstances change, any historical decisions can be investigated via the co-operative's archives and overturned via a Special General Meeting if deemed necessary.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original	Yes	The Welfare and Equal Opportunities Officer, and Membership Support Officer	With regards surveys, the co-operative is not required

	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		would have detailed correspondence while a complaint is being handled; and the Secretary would record a general summary (without disclosing individual names) for minuting purposes.	at present to submit a Tenant Satisfaction Measure (TSM) survey.
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	There would no need to wait until the next stage, but to be able to resolve a complaint at any point.	This can be recorded in the minutes of the monthly committee meeting that a complaint has been resolved. If at a later date, following the initial resolution, it becomes unresolved the member can raise a new complaint.
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	The Co-Operative has an Anti-Social Behaviour Policy and a Conduct at Meetings procedure.	The Tenancy Agreement outlines the responsibilities of the tenant.
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	There have been historical instances where an injunction has had to be placed on people who have had unacceptable behaviour.	

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	A complex complaint would require investigation and time.	If the resident is at risk or vulnerable then the local safeguarding teams may need to be involved.
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	This would be within 5 days at Stage 1.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	This would be within 5 days at Stage 1.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than	Yes	If outside organisations are involved then up to 28 days.	This would depend on how long an outside organisation needs for their own investigation to take place if they were to be involved in a complaint.

	10 working days without good reason, and the reason(s) must be clearly explained to the resident.			The 10 working days requirement will need to be raised with the committee.
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	The Ombudsman contact details that SSHH has have been updated.	The current address and contact details for the Housing Ombudsman are now in Preston.
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	This would be to ensure a timely response and not to keep the resident waiting.	For e.g. if the complaint was regarding a maintenance issue, then the resident would be contacted by the Maintenance Officer as to when the contractor can complete any work. The contractor would also contact the resident.
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	This would be handled by the relevant officer.	This would be handled by the relevant officer but also communicated to the Management Committee, either for advice on policy, law, and good practice if there was doubt or uncertainty as to what to do next.
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	If the further complaint is related to the first one then it can be incorporated into the earlier complaint.	This would relate to any ongoing issue which arises during an investigation which could then provide additional evidence to

	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.			support the earlier 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	This would be detailed to the resident.	The resident can also raise any issues relating to their complaint at the Management Meeting under 'Any Other Business' if they wish as long as confidentiality is maintained. This would not be the actual handling of the complaint. A form for Stage 1 can be designed and completed by the Complaints Team as a checklist ensuring each stage is completed.

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	This is outlined at Stage 2.	This is the final stage of the internal procedure.

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	This is within 2 days.	The complaint at this stage would be passed on to the relevant officer handling the complaint.
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	This may require further investigation as to why there is dissatisfaction with an outcome, so would require further contact with the resident to ascertain that a stage 2 is required.	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The co-operative now has different elected members who would handle the different stages.	The Complaints Officer would need to delegate this, either overseeing both stages without direct involvement themselves, or by handling stage 1 themselves then delegating stage 2 to someone else within the Complaints Team.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	At present the policy states 28 days.	This will be notified to the Management Committee that the 20-day requirement needs to be met. 20 working days is considered as 5 working days in 1 week so 4 weeks would be 20 working days.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	20 working days is considered as 5 working days in 1 week so 4	

	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.		weeks would be 20 working days.	
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	The updated contact details are published on the SSHH website.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	The resident can also raise any issues relating to their complaint at the Management Meeting under 'Any Other Business' if they wish as long as confidentiality is maintained.	This would not be the actual handling of the complaint if it is ongoing but the Complaints Group would continue to work with the resident with updates.
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	Decisions would initially be made by the Complaints Group but can be raised at a Management or Special General Meeting for further advice and minuting any discussion and decision made.	Complaints would be handled confidentially by the Complaints Group but a brief summary would be provided at the next Management Meeting of progress so far.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint;	Yes	The SSHH website has been updated with current the Ombudsman contact details.	A form for Stage 2 can be designed and completed by the Complaints Team as a checklist ensuring each stage is completed.

	<p>d. the reasons for any decisions made;</p> <p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>It may be that the complaint is of a confidential nature, so the management committee would need to discuss a final response confidentially before issuing a response but within the bounds of GDPR and Equality legislation.</p>	<p>Either the Chairperson would write the final response of the relevant officer but based on the decision made the committee as to what the response should be.</p>

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; 	Yes	<p>The Allocations Policy underwent extensive rewriting based on poor advertising of a vacancy that had arisen (2013).</p>	<p>Types of tenancy were reviewed where no clear decision had been made to change the nature of a particular tenancy. It was admitted that the procedure had not been followed other than a word of trust, and this was exposed by a</p>

	<ul style="list-style-type: none"> • 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. 			member. This was remedied and was in 2013.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	An example has been when a resident has complained that some maintenance work (cavity tray replacement) was not carried out properly and the problems had not been remedied.	The residents raised this at a committee meeting and a new contractor was found who exposed the faulty work and remedied this.
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	If the remedy is financial then the Standing Orders would need to be followed.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This would apply if the Ombudsman services were required.	The SSHH website has up to date contact details of the Ombudsman.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: <ol 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	<p>The report for 2025 has been distributed to committee members.</p> <p>The Secretary would assist with the completion of annual reports and returns.</p>	<p>3 members have elected and the Secretary can oversee the production and submission of reports and returns including:</p> <p>Updating the Self-Assessment</p> <p>Annual submission</p> <p>Any changes published by the Ombudsman</p> <p>The co-operative also has a New Regulations Group which should address some of these aspects.</p>
8.2	The annual complaints performance and service improvement report must	Yes	This has been uploaded.	

	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.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Once the code has been understood and adhered to.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	No Ombudsman investigation has had to take place in 2025.	Should any investigation by the Ombudsman take place then the Self-Assessment would be updated. It would also be updated throughout the year as part of preparation for the following year's submission.
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	There have been no cyber incidents so far.	A regular full virus scan is recommended each week as well the deletion of internet browsing history to minimise this likelihood.

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	From 2013 to 2019 there was extensive review and development of the Allocations Policy and Procedures.	
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	A complaint can often highlight a problem to be solved, not simply a complaint.	
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	The co-operative does not have a resident's panel such as all members are invited to attend monthly meetings – effectively being the 'panel'. The external stakeholders would be The Homes and Communities Agency, Financial Conduct Authority, Housing Ombudsman, Confederation of Co-Operative Housing, and Sumer Audit.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues,	Yes	A team has been elected whose main task is complaints handling, themes and trends etc.	Although the Allocations Policy has undergone extensive revision over the years, as well as some of the financial procedures,

	serious risks, or policies and procedures that require revision.			other policies and procedures will need revisiting.
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	An Officer and 2 supporting members have been elected.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	An Officer and 2 supporting members have been elected.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with	Yes	An Officer and 2 supporting members have been elected.	

	orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	An Officer and 2 supporting members have been elected.	All members can maintain regular contact with each other easily outside of meetings as well as at meetings. This would help with better collaboration.