

# The Great Hospital self-assessment against the Complaint Handling Code 2024

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints policy point 1.3	We have adopted this definition in our complaints policy
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	Complaints policy and point 1.4	Any enquiry or concern fitting the definition of complaint will be raised and treated as such. We accept third party or representative complaints as outlined in our policy.
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	Yes	Complaints policy point 1.5	Our online maintenance platform is used to log and monitor service requests so there is a clear record of these.

	request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			
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 point 1.7	We will continue to address the service request regardless of whether a complaint is raised about the response.
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 point 1.8	We make residents aware in the survey how to pursue any dissatisfaction and the purpose of feedback is clearly defined

## 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 point 2.1	We consider each case on its own merits and exclusions are clearly defined in our complaints policy. If we decide not to accept a complaint, we will provide a detailed explanation to the resident setting out the reasons why the matter is not suitable for the complaints process.
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"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> </ul>	Yes	Complaints policy point 2.2	We consider our exclusions to be fair and reasonable and they are in line with the Housing Ombudsman Complaints Code.

	<ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			
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 point 2.3	We exercise discretion when considering complaints that fall outside the 12-month timescale and do not apply a blanket approach to exclusions.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Complaints policy point 2.4	In the case of an exclusion, we write a clear and detailed response, setting out the reasons for the exclusion. This letter also includes details for the Housing Ombudsman in the event a resident wants to challenge the decision.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints policy point 2.3	We consider each complaint on its own merit.

### 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 points 3.1 and 3.2	Our Resident Engagement Team are able to assist with any adjustments to ensure we meet the differing needs of all our residents, the team leader is our nominated lead for Equality & Diversity matters
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 point 5.1	Residents have access to staff in person, by telephone and by email. Staff are made aware of the complaints process and who the complaints officer is in the organisation
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Complaints policy point 3.3	We monitor complaints and recognise that high volumes are not necessarily a negative indicator of poor service levels.
3.4	Landlords must make their complaint policy available in a clear and accessible	Yes		Our 2 stage complaints policy is available to residents as written

	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.		Complaints policy Website Residents Handbook	information and explained in person by our Resident Engagement Team who are onsite 7 days a week. It is also published 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 point 3.4	We will publicise our updated policy in the regular resident newsletter. Contact details for the Housing Ombudsman are included in the policy.
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 point 5.3	We will accept and progress complaints via authorised third parties or representatives.
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	Website Residents Handbook	This information will be contained in the updated Residents Handbook and there will also be a link to the housing ombudsman on our website.

## 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 9	The Office Manager has been assigned as the complaints officer to take responsibility for the complaints process and for ensuring compliance with the code.
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 is a member of the Senior Management Team and has the authority and autonomy to act to resolve disputes promptly and fairly	
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	We are always looking for ways to improve our core service and use complaints and their resolutions as a way to learn. Training is provided to any staff where necessary.	

## 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	We have a single policy in place
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	We encourage residents to raise issues informally with the complaints officer in the first instance as this can often lead to a quick resolution.
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	We operate a 2 stage complaints policy in line with the Housing Ombudsman Code.
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.	N/A	N/A	We handle all of our complaints internally and do not use third parties.



5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	N/A	We handle all of our complaints internally and do not use third parties.
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 point 5.4 Complaint acknowledgement letter template	The complaint will be acknowledged within 5 working days by letter. That letter will set out our understanding of the complaint and the outcomes that the resident is seeking.
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 point 5.4 Complaint acknowledgement letter template	The acknowledgement would include clarification if there were any elements of the complaint that the Charity is not responsible for.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> </ul>	Yes	Complaints policy point 5.7 Complaint handler training	Staff have carried out accredited training where necessary to ensure investigations are handled fairly and impartially.

	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	Complaints policy point 5.5	Timescales are provided in the acknowledgement and are agreed by both parties.
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	Complaints policy point 3.2 Resident files Engagement logs	Our resident files include records of any disabilities that a resident has disclosed and our engagement team can advise on any further adjustments that might be required.
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	Complaints policy point 2.1	We would not refuse to consider a complaint unless an exclusion applies.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original	Yes	Resident files Engagement logs Infraspeak system	We store records of complaints on individual resident files including any relevant documentation. Our service

	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			requests are logged online which provides a full and comprehensive record if these are escalated into a complaint.
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	We operate an 'open-door' policy to encourage dialogue between staff and residents and ensure timely resolution to complaints.	
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	Letter of appointment Scheme of Charity Complaints policy and point 2.5d	Our admissions documentation references a clause in our scheme of charity that defines unacceptable behaviour.
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	Letter of appointment Scheme of Charity Complaints policy and point 3.1	Any contact restrictions imposed would be on an individual case-by-case basis and would take into account the particular circumstances of the resident or third party involved.

## 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	Engagement team logs Complaints policy point 5.5	All staff are able to bring resident issues to the wider team for discussion. We operate an 'open-door' policy to encourage dialogue between staff and residents and ensure timely resolution to complaints. The senior management team meet weekly to discuss any complaints that need further investigation and appropriate responses in order to resolve issues in a timely manner. The engagement team will monitor any risk or vulnerability.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Complaints policy point 5.4	This is outlined in our complaints policy.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Complaints policy point 5.5	This is outlined in our complaints policy.

6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints policy point 5.5	Any extensions required are agreed by both parties with clear reasons given for the extension.
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 point 5.5 Template letter	This information is contained in our complaints policy and on the template letter used for an extension.
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 points 5.9 and 5.10	We respond to complaints in line with our policy and Housing Ombudsman Code. Any outstanding actions are tracked and actioned.
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	Template response letter	We use a template letter to ensure all information is provided with clear reasoning.

6.8	<p>Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.</p>	Yes	Complaints policy point 5.11	<p>Where appropriate to do so, new issues would be included in the original complaint investigation. If the addition of new issues could hinder or delay complaint resolution, a new complaint will be created.</p>
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	Complaints policy point 5.12	<p>A template letter is used to ensure all relevant information is included using clear and plain language.</p>

## 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 point 6.1	Our complaints policy and procedure provides clear guidelines on how a complaint can be escalated to Stage 2 and who should be contacted.
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 point 6.3	This is outlined in our complaints policy.
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 point 6.2	Residents are not required to explain their reasons for a stage 2 consideration but the appeals officer would make contact to try to understand why they remain dissatisfied.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The complaints officer and appeals officer are the Office Manager and Chief Executive respectively	The stage 2 complaint is handled by a different member of staff to stage 1.
6.14	Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.	Yes	Complaints policy point 6.4	This is outlined in our policy and is in line with the Housing Ombudsman Code
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Complaints policy point 6.5	We undertake investigations at Stage 2 within 20 working days in line with our complaints policy. We will always

	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.			explain why additional time is needed to resolve a complaint and aim to agree an extension with the resident.
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 point 6.5	This is outlined in our policy and is in line with the Housing Ombudsman Code
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 point 6.7	Responses are provided in a timely manner with appropriate updates provided where there are any outstanding actions.
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 point 6.6	Our responses use a standardised template. This helps to ensure that all the required information is provided as part of the Stage 2 response.
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;	Yes	Complaints policy point 6.6	Our responses use a standardised template. This helps to ensure that all the required information is provided as part of the Stage 2 response.



	<p>c. the decision on the complaint;</p> <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>We have a 2 stage process and the Appeals Officer is the most senior staff member in the organisation</p>	<p>Our internal processes recognise that Stage 2 is the final stage of the complaints process. All responses at this stage are signed off by the Chief Executive who is empowered to ensure that the Charity has appropriately considered the complaint and has made a suitable offer of redress to prevent further escalation of the complaint.</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</p>	Yes	<p>Complaints policy point 7.1</p>	<p>Our complaints policy commits us to apologising, accepting responsibility, putting things right (by providing</p>

	<p>intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>			<p>redress or a remedy when they are in our control), and using feedback from complaints to improve services.</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	Complaints policy point 7.2	<p>This is defined in our complaints policy.</p>
7.3	<p>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.</p>	Yes	Complaints policy point 7.3	<p>This is defined in our complaints policy.</p>
7.4	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	Yes	Complaints policy point 7.4	<p>This is defined in our complaints policy.</p>

## 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the</li> </ul>	Partly	Complaints policy point 8.2.	<p>We are working towards full compliance with the code and have been granted an extension from the Duty to Monitor team to complete this. This self-assessment is the first part of our annual complaints performance and service improvement report.</p>

	Ombudsman in relation to the work of the landlord.			
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.	Partly	Complaints policy point 8.3	The annual complaints and service improvement report will be reported to our governing body and their assessment will be published on our website. The self-assessment is included in our annual report on complaints handling.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We would do this in the event of a significant restructure, merger and/or change in procedures	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We would review and update the self-assessment if required following an Ombudsman investigation	
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	We would inform the Ombudsman if we were unable to comply with the code due to exceptional circumstances.	

## 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	Our quarterly reports to the Trustee board captures learning and identifies service improvement priorities which we are able to track and monitor.	
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	Weekly SMT meetings	Complaints are viewed as an opportunity to learn and drive service improvement. Staff are expected to engage positively with the complaints handling process and ensure all dissatisfaction is logged as 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	Resident newsletters Trustee board reports Resident Committee	We are in the process of reforming our Resident Committee and will use this as a key forum for accountability and transparency.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or	Yes	The complaints officer is a member of the Senior Management Team and is responsible for identifying potential issues or risks. We have a very small team so this role is in addition to other duties.	

	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	We have appointed a Trustee as the MRC.
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	The MRC receives quarterly reports on complaints and is in regular contact with the complaints officer.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders</li> </ul>	Yes	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Care Committee reports and minutes</p> </div> <div style="width: 45%;"> <p>The Care Committee meets quarterly and is responsible for the oversight of resident and staff welfare. This includes responding to complaints at board level where necessary.</p> </div> </div>

	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	This is included in our staff handbook and we ensure this is communicated to any new members of staff.	