

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>	Y	Complaint policy section 1.2	This definition is used in our policy, which was approved by our Board in June 2026.
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.	Y	Complaint policy section 1.3	This is incorporated into 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 request from a resident to the landlord requiring action to be taken to put something right. Service requests are not	Y	Complaint policy sections 1.5 & 1.6	Any complaint received will be dealt with in line with our complaints policy. Any complaint received will be reported to the Board of Trustees at their monthly

	complaints, but must be recorded, monitored and reviewed regularly.			<p>meeting as part of the Operations Report.</p> <p>All service requests are logged on a service request spreadsheet at the time they are raised.</p> <p>Each service request is given a log number, and we record the date the service request was raised, details of repairs needed/damage/issue, action taken, by whom and the date the repair was completed.</p>
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.	Y	Complaint policy section 1.7	This is explained in our policy as well as the definition of a service request.
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	Y	Complaint policy section 1.8	The new management team and Board of Trustees have now been in post for one year and we will shortly be issuing a resident survey. This survey will contain full details on how residents can complain.

	their services, they also must provide details of how residents can complain.			Our complaints policy is shared with our residents.
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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	Y	Complaint policy section 2.1	Each complaint will be considered individually, and our policy sets out instances where we are not able to take a complaint forward.
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. 	Y	Complaint policy section 2.2	Our policy is clear in this regard, whilst stating that exceptional cases may still be looked at where there is an ongoing issue.

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.	Y	Complaint Policy section 2.3	Each complaint is considered individually with discretion applied where there is an ongoing issue.
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.	Y	Complaint Policy section 2.4	Each complaint is considered on an individual basis. We provide details on the Ombudsman Service on our website and within our complaints policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	Complaint Policy section 2.1	Each complaint is considered individually and 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.	Y	Complaint policy sections 1.4, 4.1 & 4.2	Residents can make a complaint either in person, by telephone, letter, email, text or via social media.
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.	Y	Complaint policy sections 1.4 & 5	<p>Three members of staff are involved in the front-line delivery of housing and mental health support at SASH.</p> <p>All staff are aware of our complaints policy and know that any complaint made needs to be passed to Katie Donegan – Complaints Officer.</p> <p>We engage with all ten of our residents on a fortnightly or weekly basis through group house meetings and regular</p>

				<p>one to ones and all residents are encouraged to raise complaints and concerns in a way that's comfortable and safe for them and with the knowledge that anything raised will be dealt with in the appropriate manner and in accordance with our policy.</p>
3.3	<p>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.</p>	Y	Complaint policy section 4.3	<p>We will monitor complaint volumes and recognise that too few may indicate that residents are finding it difficult to know how or where to make a complaint.</p>
3.4	<p>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.</p>	Y	Complaint policy section 4.4	<p>Our complaints policy is handed to all residents so that they each have their own individual copy to refer to.</p> <p>In our shared supported accommodation, a copy of our policy is contained in the house file, which is in the main communal area (usually the kitchen/diner) and a copy is placed on notice boards, again in communal areas.</p>

				Our policy 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.	Y	Complaint policy section 4.4	<p>Our policy is available on our website and in hard copy format for all residents through their own individual copy, on notice boards in shared accommodation and within the house files in shared accommodation.</p> <p>Our forthcoming survey requests feedback on any alternative formats our residents would find useful.</p>
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.	y	Complaint policy section 4.5	Owing to the potential vulnerability of our residents, we will ensure that they have the opportunity to have a representative to deal with any complaint they wish to make and for support at any ongoing meetings as part of the complaints process.
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.	y	Complaint policy sections 7.2, 8.5, 8.7 & Section 13	Our complaint policy provides details of the Ombudsman Service and residents rights to access this service.

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.	Y	Complaint policy Sections 5 & 6	<p>SASH's Complaints Officer is Katie Donegan who is also SASH's Supported Housing Manager</p> <p>SASH's Appeals Officer is Heather Ireland, who is also SASH's CEO.</p>
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.	Y		<p>SASH's Complaints Officer Katie Donegan has regular access to both the CEO and members of the Board of Trustees and is therefore able to address and achieve prompt resolution of complaints.</p> <p>Where escalation is not required, our Complaints Officer in her capacity as Supported Housing Manager has the autonomy to resolve disputes promptly and fairly, however all disputes would be reported to the CEO as they</p>

				arise and formally reported in the monthly operations report to the Board of Trustees.
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	Y	Complaint policy section 5.4	SASH's front-line staff are trained in our complaints policy and the two-stage process that we must adhere to.

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.	Y	One complaint policy	SASH operate one complaint policy, and residents would not be treated differently if they made a complaint.
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.	Y	Complaint policy section 7 & 8	There are only two complaint stages contained in our policy.
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.	Y	Complaint policy section 7 & 8	There are only two complaint stages contained in our policy.
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.	Y	Complaint policy section 7.4	There is no third-party involvement in our policy. Our Complaints Officer and Appeals Officer are both members of staff.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	The complaint policy section 7.4	No third parties are involved in our policy.
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.	Y	Complaint policy sections 7.1 & 8.3	Once a complaint has been made, we will contact the resident making the complaint to discuss the complaint definition and clarify any points as well as gaining an understanding of the outcome the resident wishes to achieve.
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.	Y	Complaint policy sections 7.1 & 8.3	This will be made clear with the resident at acknowledgement stage.
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 d. consider all relevant information and evidence carefully. 	Y	Complaint policy section 6	The complaints policy outlines each stage of our process, so that our complaint handler clearly understands each stage of the complaints process.

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.	Y	Complaint policy sections 7.2 & 8.5	When a complaint falls outside the timescales set out in the code, we will agree suitable intervals with the resident for keeping them informed about the complaint.
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.	Y	Complaint policy sections 4.1 & 4.2	<p>Any reasonable adjustments any resident may have are noted at referral stage on the referral form, which we receive prior to the resident moving in.</p> <p>This is reviewed again once residents have moved in as part of their support plan.</p> <p>Every resident has a quarterly support plan review, which will capture any changes to reasonable adjustments, and this provides our record.</p>
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.	Y	Complaints policy section 2	Our policy outlines how complaints are escalated.

5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Y		<p>The new management team and board of trustees have been in post for one year. When we took over, SASH had four residents, and we concluded the financial year with eight residents.</p> <p>To date, we have not received any complaints.</p> <p>Any complaints received in future will be recorded in an electronic file, in line with GDPR requirements and will capture the date the complaint was made, by whom and its nature. Any associated correspondence would be kept with the record in chronological order, along with a written record of progress towards resolving the complaint and the outcome.</p>
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.	N	Provide link to compensation policy	SASH's compensation policy is currently in draft.

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.	Y	Complaint Policy section 3	<p>Unacceptable behaviour is outlined in residents' licence agreements, along with details of the escalation procedures should unacceptable behaviour persist.</p> <p>We also produce a Supported Housing Guidance Pack, which includes a section on the three-stage procedure:</p> <p>Stage 1 Written warning Stage 2 Final written warning Stage 3 Notice ending licence agreement 'notice to quit'</p> <p>and a section on house rules, which contain information on conduct and behaviour.</p>
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.	Y	Complaint Policy section 3	As above.

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.	Y		<p>SASH is a supported housing provider for adults living with mental health challenges. Due to this and the individual vulnerabilities of each resident, in line with our ethos, we approach all conversations in a person-centred way.</p> <p>It may mean that we take extra time to explain our complaints procedure and we will aim to provide effective reassurance to residents that they will not be treated any differently should they raise a complaint.</p> <p>Early conversations will be key to provide explanations, apologies or resolutions.</p>
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the	Y	Complaint policy Section 7.1	We confirm that any complaints received will be

	complaints procedure <u>within five working days of the complaint being received.</u>			acknowledged, defined and logged at stage 1 of the complaints procedure and within five working days of the complaint being received.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Y	Complaint policy Section 7.2	We will issue a full response to stage 1 complaints within ten working days of the complaint being acknowledged.
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.	Y	Complaint policy Section 7.2	We will always seek to resolve stage 1 complaints within ten days, avoiding the need for extensions.
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.	Y	Complaint policy Section 7.2	Contact details for the Housing Ombudsman will be included in letters sent to the resident making the complaint. This information can also be found on our website.
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	Y	Complaint policy Section 7.3	We will confirm our response to a complaint in writing to the resident. All actions will be tracked and recorded, and the resident will

	promptly with appropriate updates provided to the resident.			be provided with updates at appropriate times.
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.	Y	Complaint policy Section 7.8	Our response letters will clearly indicate the complaint definition, the decision and the reasoning behind the decision.
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 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.	Y	Complaint policy Section 7.7	Each complaint will be considered individually on its merit. Where a new complaint arises after the stage 1 response, if it is unrelated, we would advise the resident to make a new complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Y	Complaint policy Section 7.8	All response letters will address points a. to g. as listed.

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
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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.	Y	Complaint policy Section 8.1	We confirm this is outlined in our policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Y	Complaint policy Section 8.3	Requests for stage 2 will be acknowledged, defined and logged within five working days of the escalation request being received.
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.	Y	Complaint policy Section 8.2	We respect residents' rights not to be required to explain their reasons for requesting a stage 2 consideration. We recognise that it is our responsibility to understand why the resident remains unhappy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaint policy section 8	Our Complaint officer, Katie Donegan will deal with stage 1 and Heather Ireland, our

				Appeals Officer will deal with stage 2.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Y	Complaint policy section 8.4	Final responses to stage 2 of the complaint will be issued within 20 working days of the complaint being acknowledged.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Y	Complaint policy section 8.5	Each complaint will be considered on its merit and whether an extension is required, however we aim to resolve all stage 2 complaints within 20 working days of the complaint being acknowledged.
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.	Y	Complaint policy section 8.5	Details of the Housing Ombudsman are contained in our complaints policy and on our 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.	Y	Complaint policy section 8.6	Complaint responses will be sent to the resident when the answer to the complaint is known. All outstanding actions will continue to be tracked and recorded.
6.18	Landlords must address all points raised in the complaint definition and provide clear	Y	Complaint policy section 8.7	Our response letters will clearly indicate the complaint

	reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.			definition, the decision and the reasoning behind the decision, where appropriate referencing relevant policy, law and good practice.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Y	Complaint policy section 8.7	At the completion of stage 2, we will write to the resident making the complaint. Our letter will respond to points a. to g. as listed.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	Complaint policy section 8.4	Stage 2 responses will be dealt with by the appropriate senior member of staff.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Y	Complaints policy Section 9.1	<p>This will be done verbally with the resident who has made the complaint in the first instance, and this will be followed up by confirmation in writing.</p> <p>To date we have not received any complaints and are therefore not able to provide an example of evidence.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Complaint policy section 9.2	SASH's compensation policy is currently in draft.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any	Y	Complaint policy section 9.3	SASH's compensation policy is currently in draft.

	remedy proposed must be followed through to completion.			
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Complaint policy section 9.4	SASH's compensation policy is currently in draft.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord’s performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Y	Annual submission providing all the information requested	All required information has been included in the report.

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.	Y/N	Publish on the charity's/landlords website	Information is published on SASH's website and a hard copy will be provided to all residents, since not all have or wish to have internet access.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A	Can be N/A if no merger has taken place – but charity/landlord to acknowledge it understands the requirement of this provision	We understand the requirement of this provision.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	Can be N/A if the charity/landlord has not been asked to review and update the SA – but charity/landlord to acknowledge it understands the requirement of this provision	N/A but we understand the requirement of this provision.
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.	NA	Can be N/A if this has not happened – but charity/landlord to acknowledge it understands the requirement of this provision	N/A but we understand the requirement of this provision.

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.	Y	Annual report	<p>Opportunities for learning following a complaint will be discussed at individual staff one to ones, staff team meeting and at monthly board of trustee meetings.</p> <p>Any service improvements identified will be incorporated in policies and procedures where necessary.</p>
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.	Y	Annual report	<p>Opportunities for learning following a complaint will be discussed at individual staff one to ones, staff team meeting and at monthly board of trustee meetings.</p> <p>Any service improvements identified will be incorporated in policies and procedures where necessary</p>
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	Y	Annual report	<p>Through the publication of SASH's annual resident survey results, communicating one to one with residents on what</p>

	residents' panels, staff and relevant committees.			service improvements we will employ following the complaint, publishing learning and improvement on our website and communicating during in person meetings with external stakeholders and staff.
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 policies and procedures that require revision.	Y	Complaint Policy Section 10.1	Katie Donegan – Supported Housing Manager
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').	Y	Complaint Policy section 10.2	Clive Ireland – SASH Chair
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	Y		All complaints will be reported to the Board as part of the Supported Housing Manager's monthly operations report.

	staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Y		<p>All of this will be contained in the Supported Housing Manager’s monthly operations report to the Board of Trustees.</p>
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 	Y	<p>The charity / landlord has a standard objective in relation to complaint handling that is indicative of all provision areas (a-c).</p>	<p>All complaints will be dealt with according to our policy. All staff will be kept informed on the nature of the complaint and the path towards a successful resolution and outcome.</p> <p>We will work with residents and staff to achieve an acceptable resolution at the earliest opportunity, whilst remaining mindful of any</p>

	<p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			<p>distress that either raising the complaint or the subject of the complaint may cause to the resident.</p> <p>We operate a no blame culture and will take each complaint as an opportunity to reflect and embed improvement into our service. Our inclusive approach will keep everyone informed at all stages and throughout the complaints procedure we will continue to monitor the wellbeing of our vulnerable residents and staff (should they be the subject of the complaint).</p>
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