

Self Assessment September 2024

Version 1

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><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></p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>We use the principles of the definition within our complaints procedure.</p>
1.3	<p>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.</p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>All complaints are triaged upon receipt and where applicable we will resolve the issue informally by raising a request for service or discussing with the Service area involved. Complaints relating to an issue over 12 months old may not be considered, these are discussed with the tenant before going through the complaints process. Unreasonably persistent complainants and unreasonable complainant behaviour, in a minority of cases the way in which complainants pursue their</p>

				<p>complaint can impede investigations. The Council has adopted the Local Government Ombudsman Guidance in relation to unreasonable and unreasonably persistent complaints.</p> <p>https://www.lgo.org.uk/information-centre/information-for-organisations-we-investigate/councils/guidance-notes/guidance-on-managing-unreasonable-complainant-behaviour</p>
1.4	<p>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 recorded, monitored and reviewed regularly.</p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>Each case is triaged and a decision made as to if the case is a complaint/comment or a request for service. All cases are recorded and documented. And is set out within our complaints policy and procedure.</p>
1.5	<p>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</p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>If and when a Tenant/representative remains dissatisfied with the outcome of the service request, The case can then go through our complaints process.</p>

	must not stop their efforts to address the service request if the resident complains.			
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		Housing services Commissioned Acuity to complete the tenant survey part of the spec was to signpost tenants where to report any tenancy issues

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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	All cases/complaints are triaged and considered on its own merits. If a complainant is persistent or a response has already been given, communication will be given to the tenant on the reasoning why we will not be accepting the complaint.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Please see exceptions are found within our policy

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Within our policy exceptions for High peak Borough Council tenants
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	Communication made between Head of Service and Customer Feedback Officer	Contact will be made with the resident to explain the complaint process
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider	Yes		Each case is assessed on its own merit.

	the individual circumstances of each complaint.			
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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	Posters in our receptions and information on our websites https://www.highpeak.gov.uk/article/906/Feedback https://www.staffsmoorlands.gov.uk/article/501/Feedback	Residents are able to raise a complaint , request a service, provide feedback via the following channels – Online social media platforms, feedback web form, email, face to face, telephone and post.
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	Reminder for Head of service to deliver to staff in Team Meetings	Training provided by Head of Service for each service area and The Feedback Officer.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised	Yes	All customer feedback is monitored and reported on Monthly, highlighting any areas of concern.	

	and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Included within Section 4 of the Tenancy agreement	The complaint policy and procedure is available to view 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.		https://www.highpeak.gov.uk/article/907/Complaints-procedure	The complaints policy and procedure is available to view on our website which includes information of the Ombudsman and this code.
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.		https://www.highpeak.gov.uk/article/907/Complaints-procedure	The landlord supports all residents, if they wish to have a representative to deal with their complaint/feedback.
3.7	Landlords must provide residents with information on	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Details provided within the Policy

	their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.			
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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	In House procedure	Customer Feedback Officer and Head of Service.
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 Feedback Officer has regular Liaison with all staff at all levels.
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	In House procedure	The complaints are monitored on a daily basis by senior staff members. And monitor for any lessons learned. All senior staff are trained in the importance of complaint handling and have resources to handle complaints effectively.

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	https://www.highpeak.gov.uk/article/680/Equality-and-diversity	Residents are not treated any differently if a complaint is made.
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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	We seek to resolve in house at stages 1,2 of our policy with the option to refer to HGO
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		We seek to resolve in house at stages 1,2 of our policy with the option to refer to HGO
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	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	As landlords we respond to the complaint leasing with a contractor or third party as required.

	the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		As landlords we respond to the complaint leasing with a contractor or third party as required.
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		Our response is set out clearly to the resident, However, We would make contact with any residents to clarify information and encourage residents to contact us if they are unclear and request clarification of their complaint response.
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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	On response this would be confirmed to the resident what the landlord is/isn't responsible for and if necessary sign post to other agencies.

5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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. 	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>All components of 5.8 adhered to by complaint handlers as referred to within our policy.</p>
5.9	<p>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.</p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>A holding response is sent to the resident as soon as it becomes apparent that a full response cannot be sent within the timescales, with an indication of when a full response will be provided.</p>
5.10	<p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record</p>	Yes	<p>https://www.highpeak.gov.uk/article/680/Equality-and-diversity</p> <p>Ongoing review to document this information across the appropriate software.</p>	<p>The service areas keep record of any known reasonable adjustments and keep a record of any disabilities that a resident</p>

	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.			has disclosed. And are kept under review. The council has commitments on accessibility and adjustments in a wider policy on Equality and Diversity:
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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Reasons to refuse escalation are included within our policy
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes		We have a robust customer feedback reporting system where we record all correspondence, monitor timescales and obtain detailed reports.
5.13	Landlords must have processes in place to ensure a	Yes		We make contact with residents at all stages of the complaint process. we

	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.			seek remedy early within the complaint process, without the need for escalation.
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	<p>https://www.lgo.org.uk/information-centre/information-for-organisations-we-investigate/councils/guidance-notes/guidance-on-managing-unreasonable-complainant-behaviour</p> <p>March 2024 -Currently in the Process of putting together our own Policy. Unacceptable behaviour is also addressed within the neighbourhoods team and refers to the tenancy agreement.</p>	Unreasonably persistent complainants and unreasonable complainant behaviour, in a minority of cases the way in which complainants pursue their complaint can impede investigations. The council has adopted the Local Government Ombudsman guidance in relation to unreasonable and unreasonably persistent complaints.
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	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	Complaints that are unacceptable behaviour will be triaged and monitored in line with the Equality Act 2010 Any restrictions enforced the customer will be made aware, we will also demonstrate regard.

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	Stage 1 within 10 working days as per our policy	All cases are triaged and reviewed, we strive to respond to complaints as soon as possible, some complaints require further investigations or are more complex and we endeavour to resolve promptly with an explanation, apology or resolution to the resident.
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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	When a complaint has been logged at stage 1 the resident will get an auto acknowledgment immediately, to confirm the complaint, the reference number and the time scales for a response.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Landlord currently adheres to a stage 1 response within 10 working days

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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	If and when a time scale extension is required, due to further investigations or the complexity of the case, acknowledgment to the customer will be sent at the earliest point to explain that when a response will be made by and be made clear to the resident.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Completed in house on our holding response to resident	Information on how to contact the Ombudsman is included within our response 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		Contact and updates are regularly feedback to the resident with any outstanding actions.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the	Yes		All complaints are responded to with all points raised with clear reasons for any decisions made, and reference made to policy, law

	relevant policy, law and good practice where appropriate.			and good practice where is appropriate.
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.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Within our complaint logging system we have the capacity to merge complaints, and investigate further, however if a new complaint is raised from the same resident that doesn't correspond with a current case a new case can be logged.
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 	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	The landlord conforms with all raised points within 6.9 within our stage 1 response.

	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.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	At stage 1 if the resident remain dissatisfied with the stage 1 response they have the opportunity to express their reasons and request to escalate to stage 2 at the landlords final response.
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	https://www.highpeak.gov.uk/article/907/Complaints-procedure	The request for escalation from residents to stage 2 is completed within 5 working days of 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.	Yes		When a resident does not provide a reason to escalate to stage 2 we would seek to understand why.
6.13	The person considering the complaint at stage 2 must not be	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	The person completing the stage 2 response will not be the same as the stage 1.

	the same person that considered the complaint at stage 1.			
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Landlords comply that a stage 2 is responded to within 20 working days.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	If an extension of more than 20 days is required, a clear explanation will be provided.
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		Information on how to contact the Ombudsman is included within our response for an extension.
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		Contact and updates are regularly provided to the resident with 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		All complaints are responded to with all points raised with clear reasons for any decisions made, and reference made to policy, law and good practice where is appropriate.
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; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	The landlord conforms with all raised points within 6.19 within our stage 2 response.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	https://www.highpeak.gov.uk/article/907/Complaints-procedure	Stage 2 final response to the resident is responded to by an Executive Director.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>Once an investigation has taken place the landlord will follow the actions within 7.1 to take/ or intends to take appropriate actions to put things right. As within our policy.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes		A Remedy offered an impact on the resident is on a case by case basis.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident	Yes		The remedy will be clearly set out on will happen.

	where appropriate. Any 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.	Yes		We regularly review guidance from the Ombudsman

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes		<p>We currently provide a report detailing complaints performance across all service areas of the council , this includes complaints for our housing service . The report also includes complaints referred to the Ombudsman . Reports are presented annually to Standards Committee and quarterly at Corporate select committee details of which can be found via the following link Your Council - High Peak Borough Council We always seek to improve processes and procedures to reduce customer complaints. And this forms part of our internal performance report and annual standards committee reports.</p> <p>High Peak Borough Council have recently formed a new committee named the Housing Board , and Annual Complaints Performance and Service Improvement Report will be included on the agenda for future meetings Meeting held 3rd September 2024 .Agenda and minutes of the meeting available via Your Council - High Peak Borough Council</p>

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes		Annual Complaints Performance and Service Improvement Report will be included on the Housing Board meeting agenda. A copy of the meeting minutes, including the Governing body response to the report is published on our website. Agenda and minutes of the meeting will be available via Your Council - High Peak Borough Council.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		Self-assessment to be carried out following 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 review and update as requested.
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		Any exceptional circumstances the Ombudsman would be informed. And update our website accordingly.

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		The landlord regularly monitors the service area and any lessons learned to improve.
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		The landlord looks at all feedback to see what we are doing right and what can be improved on and changed.
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		A housing subcommittee has been developed and tenant engagement group who will have access to the committee reports
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to	Yes		Customer Feedback Officer

	identify potential systemic issues, serious risks, or policies and procedures that require revision.			
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		Head of customer service
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		Head of customer Services
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;	Yes		Head of Customer service to report to portfolio holder

	<p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>https://www.highpeak.gov.uk/article/907/Complaints-procedure</p>	<p>As per the complaints policy and aims within the corporate plan to ensure customers can access our services</p>

