



# Notting Hill Genesis Complaint Code Self- Assessment Form 2023/24

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This self-assessment has been completed in May 2024 covering the period April 2023 – March 2024. Future assessments will follow the financial year cycle, with the next being produced in April 25, covering the period April 2024 - March 25.

## 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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	This is set out in our complaints policy and used to train staff on how to log and handle complaints.  Landing page with link <a href="https://www.nhg.org.uk/contact-us/complaints/">https://www.nhg.org.uk/contact-us/complaints/</a>  Policy: <a href="https://www.nhg.org.uk/policies/">https://www.nhg.org.uk/policies/</a>  This is also set out in our Complaints procedure and help pages on the Intranet. The Complaints policy and procedure are being refreshed in summer 2024 and new versions will be updated on the website.	
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	As 1.2  Complaints submitted via a third party or representative on behalf of the customer are treated in the same way as a complaint raised directly by the customer.	
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Our front-line teams are trained to action and resolve service requests and to raise and log complaints about services and to clarify this with the resident.	

1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	No		Whilst we don't currently provide this information as part of the survey, we contact residents who highlight issues that are outstanding in their responses where we have permission. We are in the process of reviewing our overall approach to surveys in line with new Government proposals and will build information on making a complaint into this by September 2024.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	As 1.2	
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	As 1.2  This defines what the policy does not cover and is in section 4.0 of the complaints policy.	
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	As 1.2/1.7  Section 4.0 of our complaints policy sets out exclusions to the policy and alternative routes for issues raised where appropriate.	
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	As 1.2  Template available for staff to use in these circumstances to ensure consistent and clear response.	

## Section 2 - Accessibility and awareness

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	We provide a range of channels to report a complaint including, phone, face to face, email, letter, MyAccount and web forms.	
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Social media contacts on Group twitter and Facebook are handled via our customer service centre who are trained on the complaints policy and procedures.	
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	This is available on-line (see link in 1.2) and accessible in other formats on request via the phone and by post.	
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	This is available through our contact us facility;  How can I make a complaint: <a href="https://www.nhg.org.uk/contact-us/complaints/">https://www.nhg.org.uk/contact-us/complaints/</a>  See also policy link in 1.2	
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	We provide training on the Equalities act through our complaints training during officer inductions. We are also implementing a new vulnerable persons policy which refers to the Equality Act 2010.	

2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	We have complaint information pages on-line, which include information and a link to the Housing Ombudsman. The policy also details that customers can access the Ombudsman. Information is shared through any relevant communications including complaint outcomes on standard templates used by local officers. We regularly include articles outlining how to complain in our resident magazine Connections: <a href="https://www.nhg.org.uk/connections">https://www.nhg.org.uk/connections</a>	
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Contact Information is included in all letter templates, leaflets and articles relating to complaints.	
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Contact Information is provided via the website and all appropriate correspondence with residents. This is included as part of our letter templates at all stages of the complaint process and is laid out on our website <a href="https://www.nhg.org.uk/contact-us/complaints/">https://www.nhg.org.uk/contact-us/complaints/</a>	

### Section 3 - Complaint handling personnel

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	<p>Complaints are dealt with by the local officer or where the complaint is about them, their manager. This is detailed in Section 5.0 of our complaints policy.</p> <p>Our Board receive monthly KPI reports which include complaint performance.</p> <p>From July 2024 all complaints will be managed through a dedicated complaints service led by the Head of Complaints and Service Recovery, reporting in via the Customer Experience Director through to the Chief Operating Officer</p>	

3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	<p>Officers do not investigate complaints about themselves at stage 1 and managers / senior officers at stage 2 are not involved in the original decision. Training is provided as part of the induction process of new starters and regular refresher courses and tailored training for individual teams are available. Attendance is monitored by managers.</p> <p>All team members are trained in line with the complaint policy and related procedures any conflicts of interest are addressed on joining the organisation and annually thereafter.</p>	
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	<p>Training and support is provided to all local officers which is part of the induction of all staff who handle complaints to be able to act sensitively and fairly and to deal with distressed and upset residents.</p> <p>See 3.1</p>	

## Section 4 - Complaint handling principles

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this.</p> <p>Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents.</p> <p>When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt</b>.</p>	Yes	<p>We do not operate any additional stages. Where we are unable to resolve a concern or service issue to the customers satisfaction, a complaint will be raised.</p> <p>Residents are able to ask for the matter to be treated as a complaint at any time.</p> <p>In accordance with 6.2 of the Complaints code, Complaints at stage one are acknowledged and logged within 5 days of receipt.</p>	
4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	Yes	<p>Our front-line teams are trained to do this, and it is performed at the time of logging the complaint. An acknowledgement can be verbal or written and any clarifications agreed with the resident.</p>	
4.3	<p>Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic</p>	Yes	<p>This is included in the local officer training and in the template responses.</p>	

4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	We aim to handle complaints within the timeframes set out in the code. This is part of our training and procedures, we discuss complaints with residents in the first 48 hours so we are clear as to the resolution sought and managers monitor open complaints to ensure that we are resolving and closing these as quickly as we can.	
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Complaints raised through an approved* representative will be treated in the same way, including accompaniment to any meeting or panel.	
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	This is part of our complaint handling training. See also 3.3	
4.7	The complaint handler must: <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	This is part of our complaints training for new permanent staff. We are reviewing our complaints training in light of our reshaped centralised function and will be refreshing this as well as our policies and procedures by the autumn. See also 3.3	
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	This is included in the local officer training and our legal team support teams with legal opinion where appropriate.	
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Local officers are trained not to blame individuals. We apologise where we have fallen short and take ownership and collaborative action to put things right.	
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Local officers are trained to and will agree with residents when they will next be in touch or provide a suitable level of updates.	



4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	This is part of our complaint handling training and local officers will adhere to regular communication with the resident.	
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	Local officers are trained to consider all evidence carefully and provide fair opportunity for customers to present their case to enable a decision to be reached. The two-stage process also provides opportunity to challenge any stage one decision. See also 4.2	
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	The Policy includes the timeframe for dealing with a complaint and that the complainant can escalate this at any time to the Ombudsman.  The policy is being updated to include 20 days for escalation from a stage one complaint.	
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	This is detailed in the complaints policy (see link in 1.2).	
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	All complaints and supporting correspondence and documents are logged on our internal case management system and the importance of this is highlighted as part of our complaints training.	
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We carry out periodic surveys of those who have made a complaint and will be rolling out more regular feedback as part of our new approach to transactional surveys from October 2023.	

4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	There are regular 121s between staff handling complaints and their managers where both personal learning, and potential organisational improvements are discussed. Our Workwise system allows complaint handlers to record learning related to individual cases.  We recognise that we can go further in terms of embedding systemic learning across the organisation and have set up a Customer Experience directorate with designated roles for doing this across Operations and the wider organisation.	
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	This is contained in the unacceptable actions policy;  Unacceptable Behaviour Policy	
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	This is contained in the Unacceptable Behaviour Policy (as 4.18)	

## Section 5 - Complaint stages

### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary/ Explanations
5.1	Landlords must respond to the complaint <b>within 10 working days</b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is the standard set within the business which we measure performance against. This is also detailed in Section 5.1 of our complaints policy.	
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	We aim to respond to all stage one complaints within 10 working days and where we are unable to do this the local officer will make contact with the resident to agree any reported extensions. Where this is not agreed performance is shown as non-compliant.	

5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We inform customers that they can escalate to the Ombudsman at any stage in the process, including where they may be unhappy with the time we are taking to provide a response or resolution, or where they do not agree with an extension.	
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	The customers history will be considered in addressing the issues raised and the appropriate actions and response	
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Where the actions cannot be completed within the timescale of the response, the complaint is closed with monitoring actions, so that these are tracked through to provide a full resolution of the complaint.	
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is included in the response template and training provided. We will be introducing resident scrutiny during 2024/25 to review letters/responses. Increased and regular scrutiny is part of our improved resident involvement policy from this year.	
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This is incorporated in the local officer training and procedure so that additional relevant information is included and considered within the response. Where this emerges later a new complaint will be raised.	
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	These are included in the template response and training provided. We have included the content of 5.8 within the stage 1 response template for guidance.	

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary/ Explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Most complaints are resolved at stage one of our process.  The way to escalate to a stage two complaint is made clear in the stage one outcome letter template. In the few instances where we do not escalate due to an exclusion ground this is confirmed in writing.	
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This is carried out to ensure the reasons for escalation are properly captured, recorded and responded to.  See Section 5.2 of the complaints policy	
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	This process is trained and followed and is included in the policy (see 1.2 link). Stage two complaints can only be created after a closed stage one complaint and as a result of being requested by the customer.	
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Stage two are responded to by a manager or senior officer who wasn't involved in the original decision. Complaints are never responded to by the same respondent as stage one.	
5.13	Landlords must respond to the stage two complaint <b>within 20 working days</b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is the standard set within the business and performance shared in regular reports.  This is also detailed in Section 5.2 of our complaints policy.	

5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	<p>Most complaints are resolved at stage one of our complaints process.</p> <p>We aim to respond to all stage two complaints within 20 working days and where we are unable to do this the local officer will make contact with the resident to agree any reported extensions. Where this is not agreed performance is shown as non-compliant.</p>	
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	The resident is informed that they can escalate the complaint to the ombudsman at any part of the process, including where they may be unhappy with the time we are taking to provide a response or resolution, or where they do not agree with an extension.	
5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	<p>These are included in the template response and training provided.</p> <p>As there is no stage three, details of how to escalate to the Housing Ombudsman are provided.</p> <p>These are included in the template response and training provided. We have included the content of 5.16 within the stage 2 response template for guidance.</p>	

## Section 6 - Putting things right

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	This is included in local officer training and response templates setting out how we should investigate and resolve complaints, sharing this with the customer any monitoring actions and where appropriate associated learnings.	
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	This is included in local officer training and enables them to question policy if it has caused detriment. Remedies available to put things right in individual complaints are in line with relevant policies. Any financial remedy will be in line with our Compensation and goodwill gestures policy.	
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	We review our complaints and make changes to our procedures to reflect these where appropriate, but recognise we could do more here and have instituted the structural changes on learning included in 4.17  Where the actions required to resolve a complaint cannot be completed within the response timeframe, details will be provided with monitoring actions for any proposed actions. This is detailed within our response templates.  See 1.2	
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	This is detailed in our procedure and policy and cases are kept open on our system until all actions are completed.  Section 5.1 of the complaints policy	

6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	This is laid out in the compensation and goodwill gestures policy and used to determine any appropriate levels of redress.  See 6.2	
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Where appropriate, resolution will be agreed by the local officer team in conjunction with the legal team.	

## Section 7 - Continuous learning and improvement

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	We report learning from complaints to our Resident Voices group and as part of our Annual Standards Report. Our independent resident reviewers are represented on the RVG and meet regularly with staff to discuss both learning from complaints and improvements to the complaints process.	
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Our Operations Committee has oversight of complaints. The Chair and a resident member and is the Groups Member Responsible for Complaints (MRC). Complaint handling performance is reported as part of the quarterly KPI reporting.	

7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> <li>• Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>• Regular reviews of issues and trends arising from complaint handling,</li> <li>• The annual performance report produced by the Ombudsman, where applicable</li> <li>• Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	Performance against key complaints performance indicators is reported quarterly to the board, with commentary on issues and trends.	We are strengthening this area with the introduction of new and improved complaint reporting (July 24), to increase visibility and access to complaints volumes and drivers.
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Quarterly reports to the EB members for housing and commercial services, complaint handling is also a key area of operational risk registers. NHG don't currently input into contractor training, although we expect contractors to include issues raised in complaints as part of this.	



7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	No	<p>Whilst we don't have standard objectives around complaint handling, all our colleagues have objectives that link to our organisational expectations, this includes our expectations around delivering excellent services, which for our local officers include:</p> <ul style="list-style-type: none"> <li>• Takes a balanced view, treating all residents fairly and with respect</li> <li>• Communicates clearly, avoiding the use of jargon, and is available to residents at agreed times</li> <li>• Takes time to understand resident needs, listens to their concerns and responds in line with agreed timeframes and policy.</li> </ul>	<p>The Group will be introducing a new core function Complaints Service from July 2024.</p> <p>Key benefits will include standardised processes, better tracking and analysis of complaint insight, and providing customers with an improved consistent approach to complaint handling.</p> <p>The key objectives for each member of the service will be regarding complaint handling.</p>
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## Section 8 - Self-assessment and compliance

Code section	Code requirement	Comply: Yes/No	Evidence	Commentary / Explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This is our third year of reporting, covering 2022 and Jan-Mar23, with two previous reports covering 2022 and 2023. Future reports will be aligned with the full financial year, with the next report produced in April 25 for approval and publication by the end of May 25.	
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This would be carried out in line with any significant changes to structure or approach.	An update to the assessment will be provide in July 2024 when we centralise complaint handling.

8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	<p>The self-assessment is reported through our Executive Board and Operations Committee. All self-assessments are published on our website;</p> <p>HOS Self Assessment  <a href="https://www.nhg.org.uk/contact-us/complaints/">https://www.nhg.org.uk/contact-us/complaints/</a></p> <p>This assessment will also be published through our annual report.</p>	
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