

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Section 2 of the Complaints Policy	The definition in the complaints policy complies with the Housing Ombudsman Complaint Handling Code.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	Section 2 of the Complaints Policy.	Customers do not have to use the word “complaint” for it to be treated as such.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	Section 2 of the Complaints Policy	The policy includes the definition of a service request and the definition of a complaint.

	recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Section 2 of the Complaints Policy	Every effort will be made to sort things out straight away. We do not stop efforts to address the service request if the customer 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	Section 2 of the Complaints Policy	Customers expressing dissatisfaction during a survey are made aware of how they can pursue a complaint if they wish to.

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	Section 3 of the complaints Policy sets out the circumstances in which a complaint will not be accepted.	We have not refused to accept any complaints in the period January – December 2024
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	<p>Section 3 of the complaints Policy sets out the circumstances in which a complaint will not be accepted, these are:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over 12 months ago. • The matter has previously been dealt with under the complaints procedure. • The matter is subject to legal proceedings that have commenced. 	We have not refused to accept any complaints in the year ending December 2024 .

	<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	<p>Complaints are accepted if the issue giving rise to the complaint occurred less than 12 months ago (Section 3 of the Complaints Policy).</p> <p>If there is good reason to do so, discretion would be applied to accept a complaint made outside this time limit.</p>	These circumstances have not arisen in the period January – December 2024.
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	If a complaint is not accepted, an explanation is provided setting out the reasons why and informing the customer of the right to take the decision to the Housing Ombudsman (Section 3 of the Complaints Policy).	These circumstances have not arisen in the period.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	All complaints are considered individually.	

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	A complaint can be made in any way the customer chooses (Section 5 of the Complaints Policy). Reasonable adjustments are made to ensure all customers can access the complaints process.	
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	A complaint can be made in any way the customer chooses (Section 5 of the Complaints Policy). A complaint can be made to any member of staff. All staff are aware of the complaints process.	
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Complaints are seen as a learning opportunity.	

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	<p>The Complaints Policy is available on the website and a summary of it has been issued to all tenants.</p> <p>The policy details the two-stage process, what will happen at each stage and the timeframes for responding (Section 6 of the Complaints Policy)</p>	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Section 1 of the Complaints Policy.	The policy is published on the website. A summary of the policy was issued to all tenants in a newsletter in May 2024.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Section 5 of the Complaints Policy.	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	<p>Information about the Housing Ombudsman is provided when responding to complaints.</p> <p>Information about how to contact the Ombudsman is published on the website and included in newsletters to tenants.</p> <p>Stage 2 responses include information on how to escalate the matter to the Housing Ombudsman.</p>	

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	Housing Managers are the designated "complaints officers" (Section 6 of the Complaints Policy).	<p>We are a small team of 9 part-time staff. One of the two Housing Managers acts as the complaints officer depending on what the complaint is about and whether they have had any previous involvement in the matter that has given rise to the complaint.</p> <p>The Chief Executive reviews all complaints at stage 2 of the complaints procedure.</p> <p>The Chief Executive has overall responsibility for complaint handling.</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.	Yes	Housing Managers have authority to ask for assistance from any member of staff or contractors to investigate complaints.	

			Housing Managers have authority to act to resolve disputes promptly and fairly having regard to approved policies and delegations. (Section 6 of the Complaints Policy).	
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	Complaint handling is a priority. All staff are aware of the importance of complaint handling.	

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	There is a single policy in place. Customers are not treated differently if they complain.	
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	Yes	The complaints Policy is a two-stage process in accordance with the Housing Ombudsman Complaint Handling Code.	

	stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	The complaints Policy is a two-stage process in accordance with the Housing Ombudsman Complaint Handling Code.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	The complaints Policy is a two-stage process in accordance with the Housing Ombudsman Complaint Handling Code.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	The complaints officer is responsible for ensuring that any third parties handle complaints in line with the code.	
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	The Stage 1 or Stage 2, response now includes our understanding of the complaint and the outcomes the customer is seeking. If any aspect of the complaint is unclear, the resident is asked for clarification.	

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	When a complaint is acknowledged we would point out any aspect of the complaint that we are not responsible for.	
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. 	Yes	The Complaints Policy (Section 6) sets out the principles to be applied in investigating and responding to complaints, these requirements are included.	
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Section 6 of the Complaints Policy.	
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	Yes	Reasonable adjustments are kept under review throughout the complaints process (Section 6 of the complaints Policy).	

	reasonable adjustments must be kept under active review.			
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	The Complaints Policy is a two-stage process. We do not refused to escalate any complaints through the process.	
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	Full records are kept of all complaints, this includes, the original complaint and the date received, all correspondence with the customer and other parties and any relevant supporting documentation.	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	We attempt to resolve complaints as quickly as possible at all stages of the complaints process.	
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	Yes	Incidents of unreasonable behaviour are referred to the Chief Executive who will determine the appropriate course of action.	

	putting any restrictions in place and must keep restrictions under regular review.		Any restrictions put in place will be reviewed at regular intervals (Section 9 of the Complaints Policy).	
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	Any restrictions placed on contact due to unacceptable behaviour would be proportionate and demonstrate regard for the provisions of the Equality Act 2010 (Section 9 of the complaints Policy).	

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	We aim to resolve all complaints as quickly as possible. Complaints are reviewed to identify whether the customer is vulnerable or at risk so that appropriate action can be taken at the earliest opportunity (Section 6 of the Complaints Policy).	
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	Complaints are acknowledged within 5 working days of receipt (Section 6 of the Complaints Policy).	We are a part-time association. Our working days are Tuesday, Wednesday and Thursday.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	A full response is issued within 10 working days of the complaint being acknowledged. (Section 6 of the Complaints Policy).	Working days are Tuesday, Wednesday and Thursday.
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	Yes	If an extension to this timescale is needed, the customer is informed and we agree suitable intervals for keeping them	

	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.		informed of progress of their complaint (Section 6 of the Complaints Policy).	
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	When we inform a tenant about an extension to these timescales, we provide the contact details of the Ombudsman (Section 6 of the Complaints Policy)	
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	A response is provided when the answer to the complaint is known. Outstanding actions continue to be tracked and actioned promptly with updates provided to the customer (Section 6 of the Complaints Policy)	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	A response is provided to all points raised in the complaint (Section 6 of the Complaints Policy).	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response	Yes	Related matters that are raised during the investigation are incorporated into the stage 1 response (Section 6 of the Complaints Policy).	

	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.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	These points are all covered in the response to stage 1 complaints (Section 6 of the Complaints Policy).	

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	If the customer remains dissatisfied at the end of stage 1 they may escalate the complaint to stage 2 of the Complaints 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.	Yes	Stage 2 complaints are acknowledged within 5 working days of the escalation request being received (Section 6 of the Complaints Policy)	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Customers are not required to explain their reasons for requesting a stage 2 review of their complaint, however, reasonable efforts are made to understand why they remain dissatisfied and what it is they are seeking to resolve the complaint (Section 6 of the complaints Policy)	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The person considering the complaint at stage 2 is not the same person that considered the complaint at stage 1. Generally, the Chief Executive considers complaints at stage 2, unless the complaint is about them – in which case it would be referred to the MRC.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	A final response to stage 2 complaints is issued within 20 working days (Section 6 of the Complaints Policy).	
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	Yes	If an extension to this timescale is needed, the customer is informed and we agree suitable intervals for keeping them	

	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.		informed of progress of their complaint.	
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	Should it be necessary to inform a customer that an extension to these timescales is required, we would provide the contact details of the Housing Ombudsman.	
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	A response is provided when the answer to the complaint is known. Outstanding actions continue to be tracked and actioned promptly with updates provided to the customer (Section 6 of the Complaints Policy).	
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	A response is provided to all points raised in the complaint.	
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;	Yes	These points are all covered in the response to stage 2 complaints (Section 6 of the Complaints Policy).	

	<p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	The Chief Executive oversees all stage 2 complaints.	

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; 	Yes	Where things have gone wrong we acknowledge this and set out the actions we have taken or intend to take to put things right (Section 6 of the Complaints Policy).	

	<ul style="list-style-type: none"> • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	We aim to ensure that the remedy offered reflects the impact on the resident as a result of any fault identified.	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	The remedy clearly sets out what will happen and by when, in agreement with the resident where appropriate.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We have regard to guidance issued by the Ombudsman when deciding on appropriate remedies.	

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>The annual complaints performance and service improvement report will be considered by the Board of Management in February 2025.</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	The annual complaints performance and service improvement report will be published on the website along with the Board of Management's response to it.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A		These circumstances have not arisen.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		These circumstances have not arisen.
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.	N/A		These circumstances have not arisen.

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	We look beyond the circumstances of the individual complaint to consider whether service improvements can be made as a result of the learning from complaints.	
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	Complaints are seen as a learning opportunity.	
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	Complaints are reported to the Board of Management on a quarterly basis. Learning from complaints is also shared with staff and contractors.	
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.	Yes	The Chief Executive is responsible for complaint handling.	

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	The Board of Management have appointed a Member Responsible for Complaints (MRC).	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	The MRC will ensure that the board have regular information on performance and have access to data on complaints in order to fulfil this role.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	See 9.6 above.	

	d. annual complaints performance and service improvement report.			
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>The Board of Management welcome the Housing Ombudsman's Complaint Handling Code and are fully committed to complying with it. We aim to resolve complaints promptly and fairly taking full responsibility for any shortcomings in our service and the service provided by our contractors and other partners. We will act within professional standards at all times.</p>	