

**Report to Governance, Strategy and Resources Scrutiny
Board**

Housing Complaints Annual Report 2023/24

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Executive Summary

This report details the number of complaints handled via the Oldham Council Tenants Housing Complaints Policy from 1 April 2023 to 31 March 2024. The bringing together of such information helps the Council to identify any areas for improvement, as well as existing good practice.

The majority of the Council's housing stock is managed via PFI contracts with Housing 21 and Inspiral Oldham. At the time of writing this report, Housing 21 manage 1429 properties under the PFI contract, and Inspiral Oldham manage 627 properties. Throughout the term of these contracts, the Council is landlord of the properties but Housing 21 and Inspiral Oldham are responsible for maintenance and management, including complaint handling.

During 2023/24, Oldham Council's Complaints Team did not receive any complaints from tenants directly.

Inspiral Oldham received 12 stage 1 complaints from tenants of PFI properties during this reporting period and 3 stage 2 complaints.

Housing 21 received 8 stage 1 complaints from tenants of PFI properties and 0 stage 2 complaints.

The main themes identified from the complaints made to Inspiral Oldham and Housing 21 included repairs and property maintenance, grounds maintenance and customer experience.

0 decisions were issued by the Housing Ombudsman in 2023/24 in respect of the properties owned by Oldham Council.

Recommendations

It is recommended that Members consider the report and comment as appropriate.

Housing Complaints Annual Report 2023/24

1 Background

- 1.1 This report details the number of complaints handled via the Oldham Council Tenants Housing Complaints Policy from 1 April 2023 to 31 March 2024. The bringing together of such information helps the Council to identify any areas for improvement, as well as existing good practice.
- 1.2 Oldham Council recognises the importance of complaints and welcomes them as a valuable form of feedback. Working with a resident focus is a key priority and we want our tenants to be satisfied with our services. We welcome hearing tenants' comments, compliments and complaints to better understand how they view our services and use these valuable opportunities to learn and improve for the future.

2 The complaint process

- 2.1 The Oldham Council Tenants Housing Complaints Policy follows the Housing Ombudsman's Complaint Handling Code (the Code). A self-assessment was completed in 2023/24 to ensure the policy was compliant with the Code; a copy of the self-assessment can be found at Appendix A.
- 2.2 The policy outlines a 2 stage process. Complaints received are initially responded to at Stage 1 of the process. If the complaint is not resolved to the tenant's satisfaction, they may request that it be escalated to Stage 2 of the process.
- 2.3 Should a tenant be dissatisfied with how the Council has handled their complaint, they retain the right to refer their complaint to the Housing Ombudsman (the Ombudsman).
- 2.4 The majority of the Council's housing stock is managed via PFI contracts with Housing 21 and Inspiral Oldham. At the time of writing this report, Housing 21 manage 1429 properties under the PFI contract, and Inspiral Oldham manage 627 properties. Throughout the term of these contracts, the Council is landlord of the properties but Housing 21 and Inspiral Oldham are responsible for maintenance and management, including complaint handling.
- 2.5 The PFI contracts are monitored on a monthly basis by the Council's Contract Management Team. There are regular audits carried out specifically around complaints, with the most recent being in October 2023. The quality of responses is considered and the Council provides feedback to the contractor where necessary.

3 2023/24 complaint performance number of complaints received

Number of complaints received

- 3.1 During 2023/24, Oldham Council's Complaints Team did not receive any complaints from tenants directly.
- 3.2 Inspiral Oldham received 12 stage 1 complaints from tenants of PFI properties during this reporting period and 3 stage 2 complaints.
- 3.3 Housing 21 received 8 stage 1 complaints from tenants of PFI properties and 0 stage 2 complaints.

Complaint outcomes

3.4 The tables below show the outcomes of complaints received by Inspiral Oldham and Housing 21 in 2023/24.

3.5 **Table 1: Inspiral Oldham complaint outcomes 2023/24**

Outcome	Number of Stage 1 complaints	Number of Stage 2 complaints
Upheld	8...-	3
Partially upheld	0	0
Not upheld	3	0
Withdrawn	1	0
Total	12	3

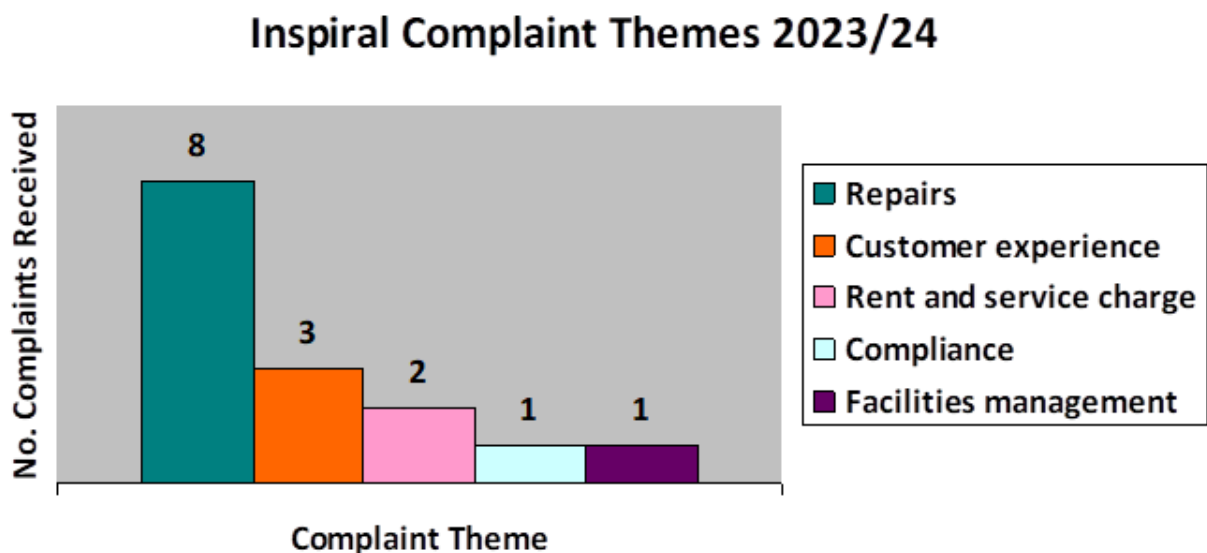
3.6 **Table 2: Housing 21 complaint outcomes 2023/24**

Outcome	Number of Stage 1 complaints	Number of Stage 2 complaints
Upheld	4	0
Partially upheld	2	0
Not upheld	2	0
Withdrawn	0	0
Total	8	0

Complaint themes

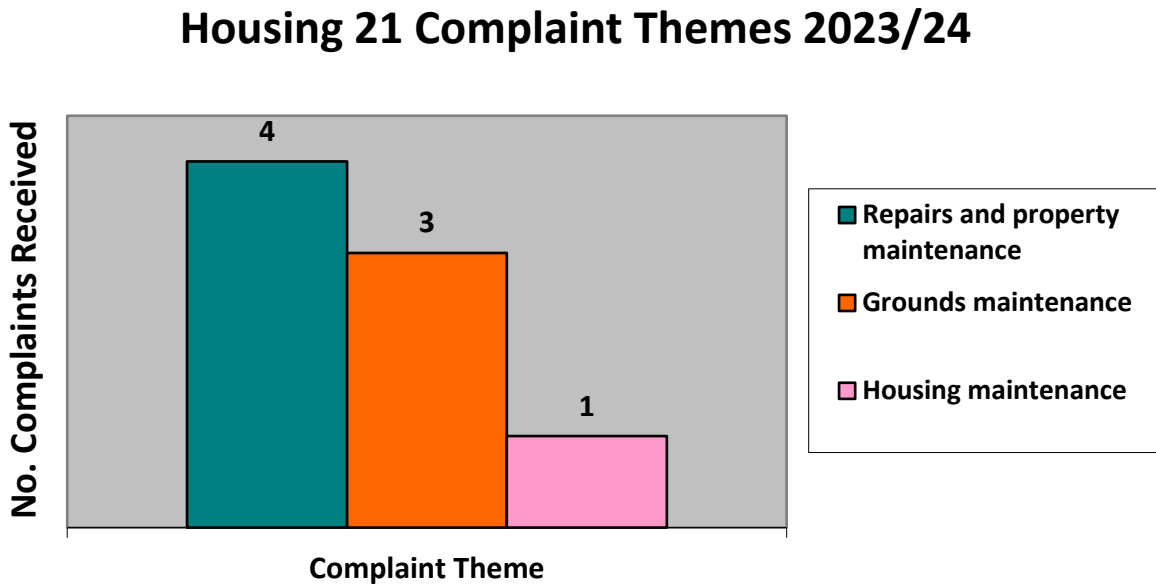
3.7 The below chart shows the complaint themes reported by Inspiral Oldham for 2023/24.

3.8 **Chart 1: Inspiral complaint themes 2023/24**



3.9 The following chart shows the complaint themes reported by Housing 21 for 2023/24.

3.10 **Chart 2: Housing 21 complaint themes 2023/24**



Response times

3.11 During the period 2023/24, where possible, a Stage 1 decision should have been made and communicated to the tenant within 10 working days of the complaint being logged. If this was not possible, an explanation and expected response date should have been provided; any extension should not have exceeded a further 10 days without good reason.

3.12 Where possible, Stage 2 decisions should have been communicated within 20 working days of the request to escalate. If this was not possible, an explanation and expected response date should have been provided; any extension should not have exceeded a further 10 days without good reason.

3.13 **Table 3: Inspiral Oldham complaint response times 2023/24**

Measure	Percentage
Percentage of Stage 1 complaints responded to within 10 working days	100%
Percentage of Stage 2 complaints responded to within 20 working days	100%

3.14 **Table 4: Housing 21 complaint response times 2023/24**

Measure	Percentage
Percentage of Stage 1 complaints responded to within 10 working days	100%
Percentage of Stage 2 complaints responded to within 20 working days	N/A

Learning from complaints

- 3.15 It is important that where issues are identified as part of complaint investigations that action is taken to help prevent similar situations arising in the future.
- 3.16 In respect of the issues identified by Inspiral Oldham during 2023/24, the following actions have been taken:
- Additional staff training has been provided
 - There has been improved communication regarding case management and rent free weeks
 - Sub-contractor performance issues have been addressed
- 3.17 Housing 21 have taken the following steps to address the issues highlighted as part of complaints received during 2023/24:
- Processes have been amended in light of the feedback received
 - Feedback on complaint outcomes has been provided to staff members
 - Feedback has also been provided to contractors

4 Housing Ombudsman Decisions

- 4.1 Should a tenant be dissatisfied with the Council's Stage 2 response to their complaint, they may refer their complaint to the Housing Ombudsman.
- 4.2 During 2023/24, 0 cases were escalated to the Housing Ombudsman following Oldham Council's complaints process.
- 4.3 1 case was escalated to the Housing Ombudsman in respect of Inspiral Oldham managed properties. At the time of writing this report, the outcome has not been published.
- 4.4 0 cases were escalated to the Housing Ombudsman in respect of Housing 21 managed properties.

5 Compliments

- 5.1 As well as complaints, the Council's Complaints Team logs compliments it receives. During 2023/24, the Complaints Team received 0 compliments directly in relation to its housing stock.
- 5.2 Inspiral Oldham received and logged 0 of compliments in relation to its PFI properties.
- 5.3 16 compliments were received and logged by Housing 21 in respect of its PFI properties.

6 2024/25 Objectives

- 6.1 The following pieces of work will be undertaken during the financial year 2024/25:
- A further complaint audit will be undertaken with Inspiral Oldham and Housing 21
 - Training will be delivered to Council staff in respect of investigating and responding to complaints

- The Oldham Council Tenants Housing Complaints Policy and self-assessment will be reviewed on an annual basis, and/or following any significant restructure or change in procedures.

7 Recommendation

- 7.1 It is recommended that Governance, Strategy and Resources Scrutiny Committee considers the report and comments as appropriate.

8 Appendices

- 8.1 Appendix A

Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1: Definition of a complaint

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per complaints policy.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	As per complaints policy.
1.4	Landlords must recognise the difference between a service request and a	Yes	As per complaints policy.

	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.		
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	As per complaints policy.
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	As per complaints policy.

Section 2 – Exclusions

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per complaints policy.
2.2	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:	Yes	As per complaints policy.

	<ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 		
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	As per complaints policy.
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	As per complaints policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	As per complaints policy.

Section 3 – Accessibility and Awareness

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per complaints policy.

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	As per complaints policy.
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	When reporting on complaint performance, this will be taken into consideration.
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 policy is available on the Council's website.</p> <p>Adjustments are available including large print, translations and other formats as requested, alongside the website accessibility tools when viewed on our website.</p> <p>Residents can also obtain this information by contacting their housing officer.</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	As per complaints policy.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	As per 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	As per complaints policy.

Section 4 - Complaint handling staff

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	The Council has a centralised Complaints Team that deals with complaints received regarding Council services.
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 Council has a centralised complaints team that deals with complaints received regarding Council services. Staff within the team are suitably trained and have sufficient management oversight.
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	The Council has a centralised complaints team that deals with complaints received regarding Council services. Staff within the team are suitably trained and have sufficient management oversight.

Section 5 – The Complaint Handling Process

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	The Council has a single policy in place.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	As per the complaints policy.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the	Yes	As per the complaints policy.

	complaint process unduly long and delay access to the Ombudsman.		
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	As per the complaints policy.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	As per the complaints policy.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	As per the complaints policy.
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	As per the complaints policy.
5.8	At each stage of the complaints process, complaint handlers must: 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 Council has a centralised complaints team that deals with complaints received regarding Council services. Staff within the team are suitably trained and have sufficient management oversight.
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	As per 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 reasonable adjustments must be kept under active review.	Yes	As per the complaints policy.
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	As per the complaints 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	As per the complaints policy.
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	As per complaints training for staff.
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	As per the unreasonable behaviour 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	As per the unreasonable behaviour policy.

Section 6 – Complaints stages

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per complaints training for staff.
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	As per the complaints policy.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	As per the complaints policy.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident	Yes	As per 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	As per 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	As per complaints training for staff.
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	As per complaints training for staff and template response letters.

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	As per the complaints policy.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 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 stage 2 if the individual is not satisfied with the response.	Yes	As per complaints training for staff and template response letters.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per the complaints policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	As per 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	As per 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	As per the complaints policy.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	As per 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 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	As per the complaints policy.
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	As per the complaints policy.
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	As per training for staff.
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	As per complaints training for staff and template response letters.
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;	Yes	As per complaints training for staff and template response letters.

	f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	As per the complaints policy.

Section 7 – Putting things right

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.1	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: <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	As per the complaints policy and training for staff.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	As per the complaints policy and training for staff.
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	As per the complaints policy and training for staff.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	As per the complaints policy and training for staff.

Section 8 – Putting things right

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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	As per the complaints policy.
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	As per the complaints policy.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	As per the complaints policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We will comply with the Code.
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	Yes	We will comply with the Code.

	timescale for returning to compliance with the Code.		
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Section 9: Scrutiny & oversight: continuous learning and improvement

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	As per the complaints policy and training for staff.
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	As per the complaints policy and training for staff.
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	As per the complaints policy.
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 Director of Economy will be accountable for complaints falling under this policy.
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	This is the Cabinet Member for Thriving Communities and Culture.
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	Yes	We will comply with the code – relevant information will be shared with the MRC on a quarterly basis.

	staff to perform this role and report on their findings.		
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	We will comply with the code – relevant information will be shared with the MRC on a quarterly basis.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	As per the complaints policy.