# 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:*‘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.’*  | Yes | Required text is contained within page 1, paragraph 2 of the current 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 | This covered in page 1, paragraph 2 of the current Policy | Policy updated to specifically reference that we will handle complaints that are submitted via a third party or representative. |
| 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 recorded, monitored and reviewed regularly. | **Yes** |  | Additional paragraph added to existing Policy to ensure that difference between service request and a complaint is referenced. |
| 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** |  | Follow on paragraph added to 1.4 about raising a complaint if tenant is dissatisfied with response to a service request |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.  | **Yes** |  | Additional paragraph added to existing Policy to cover expressions of dissatisfaction through our Annual Tenant Survey |

# 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** |  | Paragraph added to existing Policy to state that each complaint will be considered on its own merit and that BHT Sussex have the right to refuse a complaint but will give reason for this in writing |
| 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:* 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.
 | **Yes** |  | Additional paragraph added to 2.1 to reflect the additional reasons listed here in 2.2 |
| 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** |  | Additional paragraph added to current Policy to state that we will accept complaints within 12 months of the issue occurring and that we will apply discretion if it falls outside of this timeframe. |
| 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** |  | Text added to additional paragraphs being included for 2.1 and 2.2 to state that when we do not accept a complaint we will advise the tenant on how to contact the Ombudsman. |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes |  | As per 2.1 text added to reflect that each case will be considered on its own merit. |

# Section 3: Accessibility and Awareness

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 3.1 | Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.  | Yes | Covered in ‘Reasonable Adjustments’ section of the existing 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** | ‘How to make a complaint’ section currently lists ways that we will accept a complaint. | This section updated to say complaints can be made in any way to any member of staff. |
| 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 | BHT Sussex acknowledge this view. | No need for this to be specifically referenced within our Policy. |
| 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 | Covered in ‘Reasonable adjustments’ section of current Policy. |  |
| 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** | Covered on page 2, paragraph 3 of the existing Policy. | Text added to this section of the current Policy to contain details of the Housing Ombudsman and the complaints code. |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.  | Yes | Covered on page 1, paragraph 4 of the current 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** |  | Text added to this section of the current Policy to contain details of the Housing Ombudsman and the complaints code. |

# 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 | Covered on page 1, paragraph 5 of the existing Policy. |  |
| 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 | This is currently the case. Complaints Officers are usually the service manager with access to staff at all levels within their service. |  |
| 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 | Yes awareness raising sessions are conducted at team meetings. | Suggestion: Add an item to the weekly update which goes out electronically to all BHT Sussex staff. |

# 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 one BHT Sussex Policy to cover all services. |  |
| 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 | Early resolution of complaints is referenced within existing Policy. BHT Sussex do not have and ‘informal complaints’ or ‘stage 0’. |  |
| 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 | Our two stage process is referenced within the existing Policy. |  |
| 5.4 | Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes. | Yes | Complaints about contractor staff are handled by their own individual complaints process.This is not duplicated by BHT Sussex initiating our own complaints process for the same issue. However each contractor will report on the outcome of such complaints to the relevant service manager. |  |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.   | Yes/ No | Page 1, paragraph 4 of existing Policy states that complainants can have a representative of their choice throughout the process. | Text to be added to this line to state that BHT Sussex will ensure that any third party complaints are handled in line with our Policy. |
| 5.6 | When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.  | Yes | Whilst this is not specifically referenced within the Policy, our stage 1 and stage 2 responses will include a line stating “as I understand it, your complaint is about…” |  |
| 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 | Whilst not referenced within the Policy, complaints are acknowledged and is clearly set out the timescale for response and what we are responsible for. |  |
| 5.8 | At each stage of the complaints process, complaint handlers must:  1. deal with complaints on their merits, act independently, and have an open mind;
2. give the resident a fair chance to set out their position;
3. take measures to address any actual or perceived conflict of interest; and
4. consider all relevant information and evidence carefully.
 | Yes | Complaint handlers deal with all complaints with an open mind and allow complainants to set out their position and will take steps to resolve any outstanding issues if possible. | Text added to existing Policy to reflect these specific actions that the complaint handler will address. |
| 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 | Where a complaint response is delayed, the complaint handler will communicate with the complainant and agree suitable timescales for updates. | Text added to existing Policy to reflect this. |
| 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 | Reasonable adjustments is covered on page 2 of the existing 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 | Complaint handlers are made aware of how to escalate their complaint to the next stage if they remain dissatisfied with the response to the current stage. | Text added to existing Policy to state that we will not refuse to escalate a complaint without valid reason. |
| 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 of all complaints are kept and administered in our complaints log and these are reported quarterly to the board. |  |
| 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 | Complaint handlers will look to resolve complaints at the earliest possible stage to the tenants satisfaction. |  |
| 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 | A separate ASB Policy is in place. |  |
| 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** | Existing Policy sets out clearly when we will restrict contact in cases of excessive complaints.When dealing with ASB cases we routinely take in to account the Equality Act 2010 and its implications on the complainant and the perpetrator. | Text added to Excessive complaints section with consideration to the Equality Act 2010. |

# 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 | Complaint handlers will routinely carry out an investigation following a complaint and make a judgement on whether a quick resolution can be reached or if further investigation is required.In exceptional circumstances where the complainant may be at high risk, processes are in place to link with partner agencies and where appropriate carry out a multi agency risk assessment. |  |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.  | **Yes** |  | Existing Policy updated to meet these requirements. |
| 6.3 | Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.   | **Yes** |  | Existing Policy updated to meet these new shorter timescales. |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.   | **Yes** |  | Current process is that the complaint handler has 20 days to respond. This has been updated to reflect the new 10 days timescale and complainant will updated if the complaint handler needs a longer timescale. |
| 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** |  | Policy updated to reflect that if the complaint does need to extend the timescale then this will be explained to the tenant and details of the ombudsman will be provided. |
| 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 | Complaint responses are provided at the point when the answer to the complaint is known. | Existing Policy updated to state this clearly. |
| 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 | Complaint handlers are careful not to miss elements of the complaint and ensure a full response is provided. | Existing Policy updated to state this clearly. |
| 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 | Flexibility exists within the current process to deal with additional complaints should they arise during the process.If the additional complaint is relates to an entirely separate matter then this will be logged as a new complaint. | Existing Policy updated to state this clearly. |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.
 | Yes | Items a-g are all covered in standard stage 1 complaint template. |  |

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 | As outlined in 6.9. | Current will be updated to reflect ‘appeal stage’ now termed as ‘stage 2’. |
| 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 (currently referred to as ‘appeals stage’) are not acknowledged within these timescales. | Text added to existing Policy to set out expectation on when stage two complaints should be acknowledged by. |
| 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 | The stage 2 complaint handler will request a detailed case summary from the stage 1 complaint handler and detail of action taken to date. | Text added to existing Policy to make it clear that complainants do not have to explain reasons for an escalation request. |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.  | Yes | Covered within current Policy. |  |
| 6.14 | Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.   | **Yes** | Current Policy states eight weeks | Current Policy updated to reflect new timescale requirements. |
| 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** | Current Policy does not state this clearly. | Text within Policy updated to reflect this. |
| 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** |  | Process updated to reflect that if the complaint does need to extend the timescale then this will be explained to the tenant and details of the ombudsman will be provided. |
| 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 | Stage 2 complaint response are provided when the answer to the complaint is known. |  |
| 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 | Stage 2 complaint handlers are careful to cover all aspects of the response. |  |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.
 | Yes | Similar to stage 1 responses, points a-g are covered in standard stage 2 response letters. |  |
| 6.20 | Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response. | Yes. | Current process reflects this. All relevant members of staff are contacted. There are no stages beyond stage 2. |  |

# Section 7: Putting things right

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 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: * 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 | We are an organisation that seeks to learn from any mistakes made and will always seek to be open and transparent in our responses. |  |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified.  | Yes | Complaint handlers will ensure that remedies reflect the nature of the complaint. |  |
| 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 remedies offered are proportionate to the issue and carried out in agreement with the complainant.  |  |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.  | Yes | As in 7.1 account is taken of the ombudsman’s guidance and the complaint handling code 2024. |  |

# Section 8: Putting things right

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 8.1 | Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 1. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
2. 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;
3. any findings of non-compliance with this Code by the Ombudsman;
4. the service improvements made as a result of the learning from complaints;
5. any annual report about the landlord’s performance from the Ombudsman; and
6. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.
 | No | From 2024/25 complaint data for BHT Sussex as a whole is collated reported quarterly to the board for scrutiny. | Complaint data was previously captured on a service by service basis. Due to the time it would take to collate data across multiple computer systems, a decision was taken that an annual complaints performance and service improvement report will be developed and reported to the December board meeting |
| 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. | **No** | As per 8.1 from 2024/25 complaint data for BHT Sussex as a whole is collated and reported quarterly to the board. | As above, an annual complaints performance and service improvement report will be developed and reported to the December board meeting. |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes | We assess our current Policy against the updated Complaint Handling code on an annual basis. |  |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | Exampled by recent communication between the ombudsman and the chief executive. |  |
| 8.5 | If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code. | Yes | Whilst we acknowledge that there have been no working examples of this, we commit to fulfilling these obligations should such circumstances present themselves. |  |

# 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 are a learning organisation and will seek to improve our service delivery based on the findings of any complaints that we receive. |  |
| 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** | We continue to drive a positive complaint handling culture at all levels throughout the organisation.We will be focussing on complaints at our upcoming Operational Managers Meeting. |  |
| 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**  | Our tenants have the opportunity to feed back and challenge BHT Sussex on any issues that they have at the Tenant Scrutiny Panel.Within the organisation, staff are encouraged to raise issues that may be a block to effective service delivery. | We will share our annual complaints performance and service improvement report with the Tenant Scrutiny Panel. |
| 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 nominated lead officer with overall responsibility for complaints. |  |
| 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** | A member of the board will have lead responsibility for complaints. | MRC sought at board meeting in March 2024. |
| 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 |  |  |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive: 1. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;
2. regular reviews of issues and trends arising from complaint handling;
3. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and
4. annual complaints performance and service improvement report.
 | Yes | Summary report on complaint reported to the board on a quarterly and annual 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: 1. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
2. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
3. act within the professional standards for engaging with complaints as set by any relevant professional body.
 | Yes | BHT Sussex encourage complaints from our tenants where appropriate. Our processes are geared towards resolving complaints at the earliest opportunity. |  |

