

## Appendix B – 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

#### Mandatory 'must' requirements

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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	The Connexus policy uses this exact wording
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	yes	This is included within the Connexus complaint handling procedure
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	This is included within the Connexus complaint handling procedure
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Connexus are clear through its policy why we would not accept a complaint
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Connexus are clear through its policy why we would not accept a complaint

<b>1.9</b>	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	This is explained on an individual basis to the customer
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### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>1.4</b>	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	This is included within the Connexus complaint handling procedure
<b>1.5</b>	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Where customers report dissatisfaction through our surveys, there is a triage system in place to follow this up. This does not always result in a complaint being raised, but could if applicable

## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>2.1</b>	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	This is detailed in the complaints policy

<b>2.3</b>	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	This is available on the Connexus website. Complaints are also publicised in the newsletter that goes to every household at least once a year – last detailed in the winter 2022 edition
<b>2.4</b>	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	As above
<b>2.5</b>	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	This is included within the policy
<b>2.6</b>	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	The complaints process is promoted regularly – through online methods and through the newsletter and is available on request.
<b>2.7</b>	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As above
<b>2.8</b>	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	All complaint letters include this from the acknowledgement onwards

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	This will be included in the revision of the procedure due for completion by 1 <sup>st</sup> September 2023. Note, Connexus currently deals with any Social Media message about a personal issue by asking the customer to direct message Connexus.

### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	The Customer Experience team manage the process – specifically the Complaints Manager
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The Complaints Manager is independent from the teams providing the service. They are trained to investigate and respond to complaints, have access to all Housing Ombudsman training, updates and Best Practice

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	<p>Complaint training has been provided (Aug/Sept 2022) to the Operational managers who are responding and ongoing support is provided by the Customer Experience Manager and the Complaints Manager</p> <p>Stage 1: Colleagues have the relevant access to other colleagues through their roles and have authority as per the Standing Orders</p> <p>Stage 2: The Complaints Manager is supported by Heads of Service and Directors</p>

### Section 4 - Complaint handling principles

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b></p>	Yes	<p>Connexus does resolve many issues quickly at a local level and these are recorded on Pentana and reported on as comments. This is in agreement with the customer.</p> <p>Connexus has provided updates to colleagues – through the internal newsletter and on the intranet and we have seen an increase in complaints as a result.</p>

			<p>Following the self assessment in February, when Connexus deemed themselves non-compliant, we have reviewed the last quarters performance and are now compliant again.</p> <p>Apr – June 2023  All (41) complaints were acknowledged in time  All (9) Review requests were acknowledged in time</p>
4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	Yes	<p>Where the complaint or outcomes are not clear, Connexus will contact the customer prior to sending the acknowledgement letter</p> <p>An acknowledgement template is used to capture the relevant information.</p>
4.6	<p>A complaint investigation must be conducted in an impartial manner.</p>	Yes	<p>The colleague who investigates is not someone who has previously been involved with the issues raised in the complaint</p>
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	<p>The training for managers included these points.</p> <p>Complaints are reassigned to people who have not been involved or if there is a personal conflict.  This happens at both stages</p> <p>Complaints are held on a separate system and are only visible to those involved in resolving the complaint. When talking to the involved customers at review stage, the complaint is anonymised.</p>
4.11	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	Yes	<p>If a customer requests more frequent contact, we would work with them to agree this and manage expectations.</p>

<p><b>4.12</b></p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	<p>Yes</p>	<p>The complaints procedure details that the responding manager should:</p> <p>Contact any colleagues involved to understand what has happened and why Contact the customer to discuss the outcome of their investigation before sending their response.</p> <p>The letter also provides customer with the opportunity to come back to the manager if the customer disagrees with an outcome before having to escalate</p>
<p><b>4.13</b></p>	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	<p>Yes</p>	<p>The complaints policy states 28 days and this is also advised to customers in the response letter</p>
<p><b>4.14</b></p>	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.</p>	<p>Yes</p>	<p>No complaints are stopped – the review (stage 2) includes whether Connexus has handled the original complaint fairly</p>
<p><b>4.15</b></p>	<p>A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.</p>	<p>Yes</p>	<p>Complaints are recorded on a dedicated system which allows notes and documents to be attached.</p> <p>There has been an improvement in record keeping following regular spot checks, which are being continued. Where the records are not compliant, it is raised with managers to ensure improvements are made.</p>

4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Connexus has an Unacceptable User Actions and Behaviour Policy
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### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	No	The acknowledgment letter captures what the outcome the customer wishes for - it is left with the responding colleague to be realistic about what is likely and to advise the customer
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	It is at the Operational Managers discretion to get someone to go out and assess the situation.  The CST are also adding jobs to the system where they can see what is needed to start the process to resolve the issues (usually on repairs side)
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	This is included within the Connexus complaint policy
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	When responding Connexus sets out (where needed) what is Connexus or customer responsibility where it is specific to the aspects of the complaint
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	The Data Protection Officer advised not to name colleagues so acknowledgment letters were changed to just state the job title of the responding manager.  Where possible, Connexus use generic job titles in responses, however, sometimes for



			clarity a person is named – e.g. the customer will be contacted by them
<b>4.10</b>	Landlords should keep residents regularly updated about the progress of the investigation.	No	The formal complaints procedure sets out that contact should be made to fully understand the complaint from the customer perspective. The customer is made aware of the timescales per the procedure – contact within 5 working days to acknowledge the complaint and a full response within 10 working days. The outcome is usually provided by phone which gives the customer the chance to challenge it, but it is also standard in the letter to invite customers to discuss the outcome if they are not satisfied with a decision. The level of contact during the investigation is discretionary for the responding manager
<b>4.16</b>	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	There is a question about complaints in the general survey carried out on our behalf by IFF (market research company)
<b>4.17</b>	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Operational Managers/SMT are expected to use complaints to identify areas for service improvement to improve front end service to reduce complaints
<b>4.19</b>	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	The policy ensures that appropriate checks and the customers' needs are considered as part of the review.

## Section 5 - Complaint stages

### Mandatory 'must' requirements

#### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <b><u>within 10 working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Less than 5% received a late response without contact to advise
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	This is outlined within the Connexus formal complaints procedure.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	The response letter template sets out the requirements
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	<p>The response letter template lists all these items to be included, so responding managers are set up to meet this requirement.</p> <p>Spot checks by an involved customer on the complaints found they were compliant with the requirements</p> <p>If a complaint is escalated to Review stage, part of the review includes whether the response at stage 1 fully answered the complaint</p>

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	This is included within the Connexus complaint policy
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	The Complaints manager calls all customers who request escalation prior to sending a detailed acknowledgement letter
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	All complaints go through complaint stage first
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	This is included within the Connexus formal complaints procedure.  At review stage we have involved customers and a Head of Service/Director as part of the process which helps ensure impartiality
5.13	Landlords must respond to the stage two complaint <b><u>within 20 working days</u></b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	No responses were significantly late, though the written outcome for two were 1 day late. The customers received a full apology for this.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> </ul>	Yes	The response letter template lists all these items to be included. At this stage, it is usually the Complaints Manager responding so letters should be more consistent

	<ul style="list-style-type: none"> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <p><b>and</b></p> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>		Connexus does not have a 3 <sup>rd</sup> stage so the response at stage 2 details how to contact the Housing Ombudsman
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### Stage 3

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	No 3 <sup>rd</sup> stage
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A	N/A

## Best practice 'should' requirements

### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Yes – we agree any extensions with the customer
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Connexus has not had a customer disagree with a request to extend a deadline
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Although we do not accept complaints about issues that occurred more than 6 months ago, if a customer raises an issue that dates back further, the relevant information will be reviewed
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Colleagues are encouraged to take ownership of all issues raised with input from other teams so that complaints are not perpetuated/the customer does not bounce between teams.

### Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	As above – we agree extensions
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	As above – we have not had any where a revised deadline cannot be agreed

### Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <b>within 20 working days</b> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	n/a
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	n/a

### Section 6 - Putting things right

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Numbers of complaints fully or partially upheld - 73%  Action: use and circulation of learning logs at team meetings
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Connexus has Standing orders from which there is a compensation policy and procedure which sets out compensation levels  The Complaints Manager reviews Housing Ombudsman updates to follow best practice

<b>6.5</b>	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 spot check by the involved customer for this self assessment deemed that the letters did set this out.  If a complaint is escalated to Review stage due to a lack of delivery, this is addressed as part of the review
<b>6.6</b>	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	This is detailed in the compensation policy and procedure

### Best practice 'should' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>6.3</b>	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	The wider impact is considered and action taken where necessary/possible
<b>6.7</b>	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Disrepair – customers are encouraged to use the complaint route but ultimately it is the customer choice

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>7.2</b>	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Connexus puts You Said, We Did in the annual report. The newsletter features complaints and in the winter 2022 feature, advised customers where they can find the learning

			Reports are provided to Senior Manager Team meetings (SMT) which are cascaded out to teams
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### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Customer Service Committee (CSC) have a nominated champion for complaints
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	The 6 monthly report to Customer Service Committee includes this information.  Trends in satisfaction/complaints are also reported quarterly by the Insight analyst to the SMT
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Reports to SMT (ad hoc) and CSC (6-monthly) highlight any issues.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> </ul>	No	



	<ul style="list-style-type: none"> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>		
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## Section 8 - Self-assessment and compliance

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This is completed at least annually
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	A self-assessment completed in Feb 2023 following the changes to the code in October 2022 led to a self-assessment outcome of non-compliance. Following an action plan to get the complaint process compliant again, this self-assessment was completed on 18/07/23 based on complaints handled in the last quarter and Connexus is deemed to be compliant. The next review date will be February 2024
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	The self-assessment is published and shared as required.