

## 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	Wrekin have used the definition in their policy (4.2) since 2020
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	Training and 2.3 of the policy reflect this statement. In Autumn 2023 we will do further work to ensure options are clearly outlined to customers where they say they are dissatisfied. <a href="#">This will include training videos for staff and further guidance on our website and literature.</a>
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	Training reflects this statement, pro-actively the issue would already be logged as a complaint
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Exceptions are detailed in our Policy and are limited to a small number of circumstances.

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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	Exclusions are set out in the policy.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	No complaint up to August 2023 has been excluded at this time. A full explanation would be given to the complainant.

#### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Procedure and training cover this.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	We pro-actively follow up dissatisfaction feedback, including advice on how to make a complaint.

## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Complaints can be made by; <ul style="list-style-type: none"> <li>• My Wrekin App</li> <li>• In writing</li> <li>• By phone</li> <li>• In person</li> <li>• Email</li> <li>• Social media</li> </ul>
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Currently our policy is available on our website only, staff are available to explain to customers and provide the policy in alternative formats.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Link on front page of website <a href="#">The Wrekin Housing Group</a>
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	An equality impact assessment is carried out annually relating to complaints (November 2022) 2.4 of the policy covers this statement. All staff received Equality & Diversity training in 2023.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	These are included on the website, in our annual report and on social media. Posters are visible in all of our Care & Support schemes. Periodically information on the complaints process is available in our newsletters to residents.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Information of the Housing Ombudsman is on the website and details given at stage 2 of the complaints process. This will be included in future newsletters too.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Details of the Housing Ombudsman service are in a leaflet on our website. The Ombudsman service information is part of our process

**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	Private message sent to complainant and requesting different communication channel for next steps. Our process is the same regardless of channel of receipt.

### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirem

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 Voice and Value Team monitor complaints and oversee the process. They provide advice, training and support across the business to ensure consistency of approach. The Customer Committee oversee complaints reporting, providing assurance to the Board on Consumer Standards more widely.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Complaint handlers have all received training on how to resolve complaints effectively. On-line videos will be available for refresher training or support from Quarter 3 2023/24. <a href="#">Where a conflict arises a different complaint handler will be appointed.</a>

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### 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>Training is given to all complaint handlers; a user guide is also available.</p> <p>A tool kit is available with information contained from the Housing Ombudsman.</p> <p>A Customer Care project, including further training, will be starting in 2023 and rolling out across the business.</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>3 stage process to formal complaints; measures in place in accordance with the complaint handling code.</p> <p>Complaints total – 535</p> <p>Stage 2 complaints – 26</p> <p>Stage 3 complaints - 8</p> <p>Additional stages are not in place and our focus is on resolving at the earliest opportunity.</p> <p>2022/23 98% contacted within 5 days</p> <p>April 23 – July 23 100% contact within 5 working days a 2% increase following an improved system being put in place.</p>

4.2	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.	Yes	Included within the procedure, this could be an telephone call, visit or email to establish a clear understanding.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The initial investigation is within the service area and at stage 2 an independent Head of Service reviews the complaint.
4.7	The complaint handler must: <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	2022/23 – 95% of complaints were dealt with at stage 1 showing that the complaint handler is adept at resolving complaints.  Training is focussed on ensuring complaints are handled under these principles.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Complainants are asked their preferred method of contact.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	This forms part of the investigation process.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	A complainant has 14 days to request an escalation, included in the Policy and complaint response. Although if this time has elapsed we would not unreasonably refuse to escalate a complaint and if already closed would re-open for example.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Wrekin have never refused to escalate a complaint. Our stage 3 is discretionary and could be refused if it does not meet criteria for refusing a complaint, 6.2 of the policy.

	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.		
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Housing management (Cadre) system holds all of this information.
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	Unreasonable behaviour procedure is in place. 2.5 of the policy.

#### 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	Yes	This is completed within the initial conversation and at any face to face visits.
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	Completed within the initial conversation and any repair actions logged immediately. We have resolved 95% of complaints at stage 1 in 2022/23.
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	Supported within the policy and at the request of the complainant.
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	Wrekin have a legal team to support complaints and also manage any complaints for their team.



4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	We balance responsibilities as a landlord and employer. At times it is clear who the contractor or staff member is but this is dealt with on a case by case basis.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We recognise this is an area for us to strengthen in terms of the consistency of this through the process.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Survey feedback on how the complaint was handled is requested from every complaint. Also as part of the Tenant Satisfaction Measures complaint satisfaction is recorded and used to make improvements.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained.	Yes	Complaints learning could be better. Operational teams are strong at seeing themes and learning from complaints. We recognise that business wide themes are not acted upon quite so quickly. In quarter 2 2023/24 cross team learning groups are being set up to support this improvement.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Demonstrated within the unreasonable behaviour procedure.

## 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>within 10 working days</b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	83% of cases in 2022/23 were resolved within set timeframes, where this was not achieved complainants were kept informed. Further steps to improve have been put in place and in Quarters 1 and 2 have shown improved performance.
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	A response is sent with findings and detailing any further works with dates for completion.

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	Training has been given, and the user guide supports this. Response templates are available in the complaints process addressing all points, appropriate redress and sign posting if necessary.
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	All complainants receive a letter or email with the complaint resolution and details included. The policy also shows what the resident can expect following a resolution of a complaint. Starting in 2023 a customer care project for all employees is being put in place to support consistency of responses.

## 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	No complaints have been refused escalation to stage 2. 2022/23 – 26 stage 2 complaints
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	All stage 2 complaints are contacted within timeframes by a Senior Manager of Wrekin.
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	Escalation would only occur following stage one and at the residents request.

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Senior Managers at stage 2 are always independent from previous stages, being from outside of the service area of the complaint.
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	2022/23 – 65% resolved within timeframes. Contact has been made with residents throughout this. Steps have been taken to secure improved performance and this is being seen in Quarters 1 and 2 of 2023/24. With performance currently at 77% in Quarter 1 2023.
5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <p><b>And</b></p> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	<p>All complainants receive a letter or email with the complaint resolution and explanation</p> <p>Details of the process ending or offering a stage 3 are given in the response. How to contact the Housing Ombudsman is detailed within the correspondence.</p>

**Stage 3**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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.	Yes	Wrekin have an optional 3 Stage complaints process, this is to ensure that if necessary and the complainant wishes to they can have their complaint reviewed by one of Wrekin's Executive Management team and also one of Wrekin's Involved Tenants. Timeframes are 20 working days if a mutual meeting date can be arranged.

5.18	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>	Yes	Complainants receive a letter or email with the details outlined in this point details of the Housing Ombudsman service.
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### 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	Updates are given throughout the 20 working days.
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	Wrekin have not currently had any exceeding 20 working days without mutual agreement. Any future complaints will receive Housing Ombudsman details.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	The complaints system is within the housing management system enabling a full investigation to take place on previous complaints and repairs carried out.
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	While resolving the initial stage 1 complaint residents are encouraged to inform us of any other issues or concerns.

**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	Updates are given throughout the 10 working days and extensions are by agreement.
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	Wrekin have not currently had any exceeding 20 working days without mutual agreement. Any future complaints will receive Housing Ombudsman details.

**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.	Yes	Stage 3 complaints are completed within 20 working days and are only held with the resident's agreement.
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.	Yes	Wrekin have not currently had any exceeding 20 working days without mutual agreement. Any future complaints will receive Housing Ombudsman details.

## 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	All resolution responses are agreed with the complainant and correspondence sent via letter or email with agreed details of resolution.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	This is the tone set within the Policy and training with staff. We refer to the Ombudsman's guidance on redress to support our decision making.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	All resolution responses are agreed with the complainant and correspondence sent via letter or email with agreed details of resolution and timeframes of any works to be completed.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	This is agreed in line with Wrekin's compensation policy. Which also includes the Ombudsman's financial redress resolution.

**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	Within the process there is a root cause and learning analysis. This regularly monitored for overall themes.
<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	Inline with Wrekin's compensation policy.



## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Wrekin's Customer Committee are updated with complaint performance and learning outcomes. The website is being developed to include a "you said, we did" page by Quarter 3 2023/24.

### 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.	No	The Director of Business Solutions is the lead for consumer regulation and at present will be the person with lead responsibility. We will review whether this should be a member of the governing body on an annual basis.
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>	Partial	Performance is reported to the Customer Committee (including Board Members) quarterly, Executive Management Team fortnightly and Senior Managers monthly.  Any Housing Ombudsman Findings would be outlined in the Customer Feedback Report considered at each Customer Committee meeting.

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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.	No	In each operational area a Manager or Senior Manager has oversight of themes in that area. Further work is planned for 2023/24 to introduce business wide learning groups for earlier identification of wider themes.
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> <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>	Yes	The Policy and Procedure reflects this.

## 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	Completed annually.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This would be done if relevant.
8.3	Following each self-assessment, a landlord must: <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 has been completed annually since 2020 and published on Wrekin's website. Performance of complaints is published in Wrekin's Annual Report. The Executive Management Team, Customer committee and Board will have sight of the self-assessment. Wrekin's Complaint Champions have also had sight and advised to challenge us on the information within the assessment.