



APPENDIX A

Self-assessment form

The Wrekin
Housing Group





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.

Wrekin Housing Groups complaint policy is on the website - [2024_005_Complaints_Policy_April_2024.pdf \(wrekin.com\)](#)

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints Policy – Section 5.1 (page 3) Training documentation	Wrekin have used the complaint definition as specified through the Code of Complaints Handling since 2020. In line with the 2024 Code of Complaints Handling, a definition of a service request has been added to the policy. These are included within training information.
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	Complaints Policy – Section 2.2 (page 2) and 5.4 (page 4)	Statements added within the policy. Equality Impact Assessments are carried out when there is a change to a policy or at the review date latest EIA completed 04/04/2024. The EIA has been added to the website.
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	Policy – 5.2 (page 3) Training documentation	In line with the new code 2024 a definition of a service request has been added to the policy. Within all training the definition of a service request is explained and the use of Housing Ombudsman workflows for guidance used. Any service request will added as an interaction in the Housing Management system.

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	Policy – Section 2 (page 1) Procedure Training documentation	In line with the Code within the procedure and training guides when to log a complaint following a service request is given.
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.		Evidence of wording included in all CX Feedback system surveys including telephone surveys, If you have been dissatisfied with any of the services mentioned within this survey please contact us to make a complaint, alternatively if you have been satisfied with any of our services please give us your feedback. Please provide your name, address and reason for your complaint or compliment. You can contact us; Email – SurveyComplaints@wrekin.com or SurveyCompliments@wrekin.com In writing – Wrekin Housing Group, Colliers way, Old Park, Telford TF3 4AW Phone – 01952 217100	All of Wrekin’s surveys including Tenant Satisfaction have links on making a complaint or making a compliment. This wording and links were added on the 28/03/2024

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	Policy - Section 3.3 (page 2)	The policy includes reasons. However, each complaint will be looked at on an individual basis and we will always look to be responsive and reasonable.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Policy – Section 3.3 (page 2)	The policy is clear on reasons. Exceptional cases may still be looked at if older where there is an ongoing issue, for example.
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	Policy – Section 3.3, 3.4 (page 2 & 3)	Each case will be reviewed on its own merits. Discretion will be shown where there are good reasons to do so, whether that is an ongoing, connected issue or customer circumstances.

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	Policy – Section 3.3, 3.4 (page 2 & 3) Procedure and training guides.	List of reasons within our policy is given, however, each complaint will be looked at on an individual basis. Details are available about the Ombudsman service on our website and would be provided if a complaint is not accepted.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Policy – Section 3.3, 3.4 (page 2 & 3)	List of reasons within our policy is given, however, each complaint will be looked at on an individual basis and if reasonable a complaint may be accepted even if it meets the exclusions.

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	Policy – 1.2 (page 1) Equality Impact Assessment (EIA) completed on policy & procedure. The EIA has been added to the website.	Several different methods, and reasonable adjustments made. In writing, in person, by email, by telephone, through the app and our social media pages. We advertise the different methods through our newsletter, website, social media, surveys, posters and feedback cards.
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	Policy – 1.2 (page 1) Training documentation	Our process and training are clear that everyone is responsible for complaints. Any complaint made via Wrekin's social media page is contacted and a complaint logged where appropriate.
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	Board/Customer Committee minutes Some of the ways we analyse our complaints; <ul style="list-style-type: none"> • How to make a complaint • Survey results • Measures pack to Executive Management Group • Vantage benchmarking • Customer Committee papers Which include Wrekin Voices - feedback reports (Corporate Reports The Wrekin Housing Group) Learning outcomes report (Learning from complaints The Wrekin Housing Group) 	We analyse all our complaints and further training and guidance has been given to ensure all our tenants/residents are able to complain. It is clearly led that complaints are part of a learning culture and are about Wrekin's value of 'Growing together'.

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	Complaints Policy – Section 7 (page 5) includes details on two stage process and timeframes. Accessibility tool and EIA assessment on website. Compliment or complaint The Wrekin Housing Group	Website is accessible to all with accessibility tool. The Policy and all information set out the two-stage process and timescales for response.
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	Policy - Section 6.5 (page 4)	There are clear links within the policy and procedure of how we will publish the relevant Ombudsman service and also our complaints performance.
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	Policy - 5.4 (page 4)	We are committed to ensuring customers can have a representative deal with the complaint or support them at meetings.
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	Rent increase letters Posters Care correspondence Website Complaint letters	All of our complaint responses from stage 1 advise of the Ombudsman service alongside our website where there is an Ombudsman leaflet and details of how to contact them. In our Retirement living and Shire living schemes there are posters with the details of how to complain and the relevant Ombudsman.

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,	Yes	Policy – Section 4 (page 3) Customer Voice and Value structure	Customer Voice and Value (CVV) team have the responsibility of the complaints

	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.			process and procedure including training and monitoring overall performance. Operational teams are responsible for effectively responding and resolving within timeframes.
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	Policy – Section 4 (page 3)	CVV team have the responsibility of the complaints process and procedure including training and overall performance. Managers at stage 1 have clear access to a Senior Manager. At Stage 2, Executive Management Group, Senior Managers and their Managers are available to consider complaints. Senior Managers act as sounding boards, such as through our complex case review meetings.
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	Procedure Training guides Board/Committee minutes Customer Committee report on Customer Feedback and Complaints reports Your Feedback The Wrekin Housing Group Corporate Reports The Wrekin Housing Group Learning from complaints The Wrekin Housing Group	The Board, Customer Committee Team and Executive Management Group set a clear standard of learning and importance of complaints. Complaint volumes are monitored on a fortnightly basis to ensure resource levels/performance are effective.

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	Policy	Group policy for Care and Landlord services. There is a clear tone set that a complaint is part of customer care and customers having a voice.
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	Policy – Section 7 (page 5)	Policy describes the 2 stage process. Early and local resolution is encouraged and performance levels indicate this works well. In 2023-24 a total of 649 stage 1 complaints were received. 5.5% of these (36) became stage 2 complaints.
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	Policy – Section 7 (page 5) Procedure – section 4	Policy describes the 2 stage process.
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	Complaint Policy	None of our complaints are managed by a third party. Where a complaint is about a contractor the complaint is managed by Wrekin.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the	Yes	This is not applicable as all complaints are managed by Wrekin.	None of our complaints are managed by a third party. Where a complaint is about a

	Code.			contractor the complaint is managed by Wrekin.
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	Policy – Section 7 (page 5) Procedure – section 4 Process built into HMS	Contact is made with the complainant to discuss the complaint definition and clarify any points. The housing management system (HMS) follows our complaints process and all information can be added/recorded to the complaint.
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	Procedure Acknowledgement examples	A clear position is explained and outlined.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Policy – 7 (page 5) Procedure – section 4 Training documentation	The Housing Management System and Policy outline our process, all training provided gives the user the knowledge and understanding of how to manage a complaint.
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	Procedure Examples of notes	Where possible we meet timescales. If not, we agree next steps and timescales for updates.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a	Yes	Policy – Section 2.3 (page 2) Equality Impact Assessment	Consideration of customers needs, and reasonable adjustments, is built into the

	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.		Training documentation	procedure and training. Visual icons in the HMS prompt staff to consider ways to adapt services.
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	Policy - Section 7 (page 5)	Policy outlines this position. Examples of cases that show escalations being completed in almost all cases.
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	Procedure and training Infomania reporting	Our HMS has been designed to incorporate complaints within it. Within our training the system is shown to the user and a user-guide and training videos are available. Reports outline this data and staff are asked to record all information.
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	Procedure and training	Staff are empowered to look for reasonable remedies at all stages. In 2023-24, 5.5% of stage 1 complaints escalated to the next stage. This demonstrates this in practice.
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	Policy – Section 7.8 (page 6) Unreasonable behaviour procedure	Unreasonable behaviour procedure accessible. This is done in a small minority of cases and all actions are carefully considered.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the	Yes	Unreasonable behaviour procedure	Unreasonable behaviour procedure accessible within the complaints toolkit. The procedure outlines when and



	provisions of the Equality Act 2010.			why to use restricts and how long they should be for.
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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	Training and HMS process	Our complaints process allows users to respond as soon as the complaint is resolved and allows for extensions if required. In 2023-24 94.5% of complaints were resolved at stage 1.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Policy – Section 7 (page 5) Procedure – Section 4 Tenant Satisfaction Measures Performance Data The Wrekin Housing Group	Policy and Procedure indicate our process and timescales. Performance 2023-24, 649 complaints and 99.8% acknowledged in timescales.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Policy – Section 7 (page 5) Procedure – Section 4	Good progress on performance on this measure has been seen during 2023-24 but we recognise this is below 100% and there is more work to be done. Performance for 2023/24 is 91.8% of complaints being resolved and letters sent out within 10 working days
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		Policy – Section 7	HMS process allows us to record this information and our performance framework allows us to monitor the amount of extensions.

	than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			Operational teams request an extension with the Customer Voice and Value team offering an independent check. Performance 2023- 24 23 complaints extended.
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 – 7.6 (page 5) Recorded on the HMS.	When informing the complainant the details of the relevant Ombudsman are given and recorded on the HMS.
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	Procedure Training documentation	We do this within the response letter and the HMS monitors the outstanding actions.
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	Recorded in the complaint process.	All of our response letters clearly indicate the complaint issues, the complaint remedies, policies that are relevant, any signposting to other services, and learning outcomes. The response also includes if we are upholding the complaint.
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	Complaints procedure	We would take a case by case basis. Where a new issue occurs after the stage 1 response, we will advise the customer that a new complaint ensures they have two chances for their case to be considered, for example.

6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Policy – 7.6 (page 5) Complaints procedure Examples of letters	All of our response letters clearly indicate the complaint issues, the complaint remedies, policies that are relevant, any signposting to other services, and learning outcomes. The response also includes if we are upholding the complaint and also how to escalate.
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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	Policy – Section 7.3 (page 5)	Our process is to escalate complaints to stage 2 where the customer remains dissatisfied. 36 complaints were escalated to stage 2 in 2023/24.
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	Policy – 7.3 (page 5) Procedure	This is used as a chance to outline the key issues outstanding, for example. 100% acknowledged within 5 working days in 2023-24.
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	Recorded in the process.	We ask customers why they remain unhappy but this is done after the stage 2 has been raised.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Policy – Section 7 (page 5)	The Customer Voice and Value Team assign and do not assign to the same person as

				stage 1.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Policy – Section 7 (page 5)	Our policy, procedure and training guides advise of the timeframes. Performance for 2023-24 is 66.7%
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	Policy – 7 (page 5) Training documentation	In a small number of instances extensions may be used.
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	Recorded in the process	This information is given to the complainant and recorded in the HMS complaints process.
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	Response letters or email. Procedure	We do this within the response letter and the HMS monitors the outstanding actions. The performance monitoring means it is clear where complaints are outside of the timescales for reply.
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	Recorded in the complaint process.	All of our response letters clearly indicate the complaint issues, the complaint remedies, policies that are relevant, any signposting to other services, and learning outcomes. The response also includes if we are upholding the complaint.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:	Yes	Policy - 7.6 (page 5) Recorded in the complaints process.	All of our response letters clearly indicate the complaint issues, the complaint remedies, policies that

	<p>a. the complaint stage;</p> <p>b. the complaint definition;</p> <p>c. the decision on the complaint;</p> <p>d. the reasons for any decisions made;</p> <p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			<p>are relevant, any signposting to other services, and learning outcomes. The response also includes if we are upholding the complaint.</p> <p>Housing Ombudsman details are on all complaint letters.</p>
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	Policy – section 7.3	<p>We only have 2 complaint stages, and all staff involved are suitably trained and senior managers within the business.</p>

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; 	Yes	<p>Procedure Letter templates Training documentation</p>	<p>All of our response letters clearly indicate the complaint issues, the complaint remedies, policies that are relevant, any signposting to other services, and learning outcomes. The response also includes if we are upholding the complaint.</p> <p>Housing Ombudsman details are on all complaint letters..</p> <p>Policy advises of types of remedies (7.7 page 5.)</p> <p>Compensation policy is on the complaints website page.</p>

	<ul style="list-style-type: none"> Amending a record or adding a correction or addendum; Providing a financial remedy; Changing policies, procedures or practices. 			Compliment or complaint The Wrekin Housing Group
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Any remedies/compensation offered is recorded in the complaints process.	Contained within our response. We also use our compensation policy and guide to remedies by the Ombudsman.
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	Response letters/emails and recorded in the process.	Contained within our response. Staff are clear on the importance of ensuring this is acted upon.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Response letters/emails and recorded in the process. Training documentation	Contained within our response. We also use our compensation policy and guide to remedies by the Ombudsman

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>Report will be considered by the Customer Committee and Board (agenda framework).</p> <p>The publications will be on the website.</p>	<p>Guidance now given by the ombudsman for the report to be completed and submitted by June 2024.</p>
8.2	<p>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.</p>	Yes	<p>Report will be considered by the Customer Committee and Board (agenda framework). The publications will be on the website.</p>	<p>A performance report is submitted to our Executive Management Group, our Board and our Customer Committee.</p> <p>A statement from the Board and Chair of the Customer Committee will be submitted with our report and also published on our website.</p>

8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Not applicable in 2023-24	We would complete a new self-assessment following any re-structure
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not applicable in 2023-24	We would complete if required.
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	Not applicable in 2023-24	If this occurred we would follow the Ombudsman guidance.

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	Performance records show all learning outcomes. Customer Committee report on Customer Feedback Report includes examples of learning. Bi-annual learning from complaints report to Customer Committee	Within our learning outcomes service areas look at their own themes while the CVV team will look at overall themes and discuss any process/policy changes required.
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	Performance records show all learning outcomes. Customer Committee reports on Customer Feedback Report and Bi-annual learning from complaints demonstrate this.	Within our learning outcomes service areas look at their own themes while the CVV team will look at overall themes and discuss any process/policy changes required.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	As above	Our Annual report shows the performance. We also report quarterly to the Customer Committee, Executive Management Group and Board on performance.
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	Training documents with role examples. Job descriptions	Executive Director of Business Solutions is the strategic lead and Head of Customer Voice and Value for the operational oversight.
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	Yes	Policy – Section 8.3 (page 6) Board and Committee approval reports	The Member Responsible is the Chair of the Customer Committee who is a non-executive Board Member.

	as the Member Responsible for Complaints ('the MRC').			
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Complaints reports to Customer Committee.	The Member Responsible is the Chair of the Customer Committee who is a non-executive Board Member. They have full access to the CVV team, operational teams and the Senior Executives. They have regular meetings with the Executive Director of Business Solutions and Head of Customer Voice and Value.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Customer Committee reports on Customer Feedback Report and Bi-annual learning from complaints. c. Has not been applicable Corporate Reports The Wrekin Housing Group Learning from complaints The Wrekin Housing Group	All performance data is shared with Customer Committee. Since the MRC has been appointed, future ways to evolve information have been discussed.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and	Yes	Procedure and training materials.	Our procedure and training material reflect the complaints culture and the responsibility of complaints and the need to priorities complaints. All teams have recently (March & April) undertaken complaints training.



	c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
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