

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <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 Management Policy Complaints poster	Section 3.1 of the Company Complaints Management policy and the complaints poster that is shared in My Space developments both contain this definition, for reference by all colleagues and tenants.
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	Housing Ombudsman Flowcharts (Appendix A). Complaints Poster Complaints Management Policy	Identification of a complaint is supported using the flowcharts at Appendix A of the Complaint Handling Code which are available to all colleagues on our internal process library. Additionally, tenants are advised of their right to make a complaint should they be dissatisfied. Section 2.2 of the Company Complaints Management policy references how third-party complaints will be managed.
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	Yes	Complaints Management Policy Housing Ombudsman	This is set out at Section 3 of the Complaints Management policy and supported by using the flowcharts at Appendix A of the Complaint Handling

	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.		Flowcharts (Appendix A). Records on system of service requests	Code which are available to all colleagues on our internal process library. Feedback received by the Complaints Team that is referred as service requests is recorded on the system with the details of whom the request has been referred to.
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	Training records	Staff have been trained in the identification of complaints and informed of the process to raise a complaint. Works are not postponed during an investigation and, if identified as outstanding, are actively chased via email from the complaint team.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaint poster shared with tenants	Complaint poster document containing definitions of complaints and compliments and how to make a complaint are made available to tenants (e.g. in sign-up packs).

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	Complaints Management Policy	Reasons why we may not manage a request as a complaint are detailed at section 4 of the Complaints Management policy.
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	Complaints Management Policy	Reasons why we may not manage a request as a complaint are detailed at section 4 of the Complaints Management policy and also at section 7.9, which details reasons that a complaint may not be escalated to Stage 2 of the complaints process.

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	Complaints Management Policy	<p>Details are checked to confirm a timeline for the issues relating to the cause of the complaint and the policy is followed as required. Section 4.13 of the policy notes we'll consider recurring issues if the original issue took place more than 12 months ago.</p> <p>Decisions to consider a complaint are made by management unconnected to the issue at hand.</p>
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	Acknowledgement template	Acknowledgement letters are provided to complainants advising of the process in respect of ASB complaints or service requests. This is informed by the guidance at section 4 and section 7.9 of the Complaints Management policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	N/A	Each complaint is considered on its own merit.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints Management Policy Complaints poster/guide	Complaints can be made in five different ways with support provided from staff as per section 5 of the Complaints Policy. Where complaints are made about staff, HR are informed, and an alternative staff member will support the complainant. The complaints poster can be made available in alternate formats when needed, along with further communication methods as identified, as outlined at section 6 of the Complaints Management policy.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints Management Policy	The Complaints Management policy is made available to all staff to read and accept, and staff are aware of the process to log and report complaints which is saved centrally and accessible by all. The policy and process are also available to be shared with any

				partner agency with whom we work, such as care providers in specialised supported housing schemes.
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	Staff training	Analysis to identify trends and areas for improvement, along with a lessons learned review for each individual complaint is completed. Further, training delivered encourages the culture around complaints is one of improvement and not blame, emphasising the opportunity for feedback and learning.
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 poster/guide Complaints Management Policy	The timeframes are outlined in the Complaints poster and the Complaints Management policy. The policy is available on the website. Section 7 of the policy also provides details of the two-stage process.
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	Complaints Management Policy	Sections 9.4 and 10 of the Complaints Management policy advise that details will be reported as part of the Self-Assessment process and in the annual report, and the need to have and publish a complaint policy.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf,	Yes	Complaints Management Policy	Accessibility and support for complainants during the complaints process is available

	and to be represented or accompanied at any meeting with the landlord.			and is detailed in section 6 of the Complaints Management policy.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Complaints Management Policy Complaints poster/guide	This is outlined in the policy, on the Complaints poster and in all letters that are sent to complainants.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Structure chart showing QPPM role	Quality Performance and Project Manager (QPPM) is designated Complaints Officer and liaises with Housing Ombudsman Service
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	Structure chart showing QPPM role	Complaints Officer has access to all staff including remote workers and executive team and Trustees. The process supports objective complaints handling with strict timelines in line with the HOS Complaints Handling Code 2024.
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	Staff training records	Training has been delivered to all managers on the HOS Complaints Handling Code 2024, what this means, how we comply and the importance of handling complaints effectively.

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	Complaints Management Policy. The policy applies to all staff and complainants.	Complaints are handled as a form of feedback and do not negatively influence the service received from My Space.
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	Complaints Management Policy	Two stage process as outlined in section 7 of the Complaints Management policy and in compliance with the HOS Complaint Handling Code 2024.
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	Complaints Management Policy	Two stage process as outlined in section 7 of the Complaints Management policy and in compliance with the HOS Complaint Handling Code 2024.
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.	N/A	Complaints Management Policy (2.2)	Complaints are all handled in house.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	Complaints Management Policy (2.2)	Complaints are all handled in house.
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	Template acknowledgement letters	The details of the complaint and the desired outcome are logged in our internal system and shared in writing via acknowledgement letter to the complainant to confirm our understanding of the issues to be investigated.
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	N/A	The details of the investigation are outlined in the acknowledgment letters at both stage 1 and stage 2.
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	N/A	The investigation process supports an objective viewpoint with a culture of learning and focus on remedial action with the outcomes agreed to ensure all facets of the complaint are considered and responded to. Each investigation and response are reviewed internally to ensure all aspects of the complaint are addressed and the complaint is handled objectively.

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	Complaints Management Policy	Where the timescales are not met, the complainant is contacted to advise of the reasons why and to agree a revised deadline. Written confirmation via email or letter is also provided to this effect. Any revised deadlines are recorded on the complaints system. The reasons for extensions are set out at section 7.8 of the policy.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Complaints Management Policy	Our commitment to accessibility and support for complainants is outlined at section 6 of the Complaints Management policy.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints Management Policy	Reasons why a complaint would not be escalated are outlined at section 7.9 of the Complaints Management policy.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident,	Yes	N/A	All communications, documents and evidence are stored alongside the individual complaint on the company's housing management system and in a specific email

	correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			inbox.
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	Investigation report template	The investigation report format supports allocation and completion of remedial actions. Additionally, any works are not postponed during an investigation and, if identified as outstanding, are actively chased via email from the complaint team
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	Complaints Management Policy Management of Unacceptable Behaviour Policy	This is referenced at section 7.5 of the Complaints Management policy and actions to address unacceptable behaviour are outlined in the Company Management of Unacceptable Behaviour policy
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Management of Unacceptable Behaviour Policy	Any restrictions are evidence based and in line with the individuals' circumstances, as outlined in the Management of Unacceptable Behaviour policy.

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	N/A	Where an outcome is identified, the response is issued as soon as possible without waiting for the full time allowance to elapse, to provide resolution to the complainant at the earliest opportunity.
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	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.6 and tracked through internal reporting and monitoring processes. Our performance against this timescale is included in our Annual Complaint Handling and Service Improvement report.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.6 and tracked through internal reporting and monitoring processes. Our performance against this timescale is included in our Annual Complaint

				Handling and Service Improvement report.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints Management Policy	This is outlined in the Complaints Management policy at sections 7.6.4 and 7.8 and tracked through internal reporting and monitoring processes. Reasons for extensions are provided at the time of communicating the need for one.
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	Template response letter	The contact details for the Ombudsman are included in all letters. Written confirmation via email or letter is also provided if a complaint is extended to this effect, even if a tenant has been called to discuss this.
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	Template response letter. Complaints process flowchart.	The response letters are issued and where there are outstanding remedial actions, these are listed with timescales and details of the responsible team / individual. The tracking report allows ongoing monitoring to completion of all 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	Template response letter	The letter is formatted to respond to all issues highlighted in the complaint and the report checklist ensures all items are considered and have an outcome.
6.8	Where residents raise additional	Yes	Housing Ombudsman	We follow the guidance outlined in the

	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.		flowcharts/complaints guidance	HO flowcharts and raise new complaints where different issues are identified as a complaint.
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	Template response letter	The outcome letters are formatted to include each of these requirements.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not	Yes	Complaints	This is outlined in the Complaints

	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.		Management Policy	Management policy at section 7.7 and tracked through internal reporting and monitoring processes.
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	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.7.4 and tracked through internal reporting and monitoring processes.
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	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.7.3.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.7.5.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints Management Policy	This is outlined in the Complaints Management policy at section 7.7.2. and tracked through internal reporting and monitoring processes. Our performance against this timescale is included in our Annual Complaint Handling and Service Improvement report.
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.	Yes	Complaints Management Policy	This is outlined in the Complaints Management policy at sections 7.7 and 7.8. Section 7.7.7 states " <i>and a new response date provided which is no</i>

	Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.			<i>longer than 30 working days from the date the escalation was acknowledged.</i> ". This is an internal business decision to keep response timescales as short as possible, but an additional 10 days (therefore equalling the 20 additional day guidance from the Ombudsman) may be granted at the discretion of the Executive Team should there be a justifiable reason to do so.
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	Template response letter	The contact details for the Ombudsman are included in all letters. Written confirmation via email or letter is also provided if a complaint is extended to this effect, even if a tenant has been called to discuss this.
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	Template response letter	The response letters are issued and where there are outstanding remedial actions, these are listed with timescales and details of the responsible team / individual. The tracking report allows ongoing monitoring to completion of all outstanding actions.
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	Template response letter	The letter is formatted to respond to all issues highlighted in the complaint and the report checklist ensures all items are considered and have an outcome.
6.19	Landlords must confirm the following in writing to the resident at the completion	Yes	Template response letter	The outcome letters are formatted to include each of these requirements.

	<p>of stage 2 in clear, plain language:</p> <ol 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 the Ombudsman Service if the individual remains dissatisfied. 			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Management Policy	This is outlined at section 7.7.8 of the Complaints Management policy.

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; 	Yes	<p>Template response letter.</p> <p>Complaints Management Policy.</p>	<p>Template outcome letters include prompts for this information.</p> <p>This is detailed at section 8 of the Complaints Management policy.</p>

	<ul style="list-style-type: none"> • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>Template response letter.</p> <p>Complaints Management Policy.</p> <p>Compensation Policy.</p>	<p>Template outcome letters include prompts for this information. This is detailed at section 8 of the Complaints Management policy.</p> <p>The Compensation Policy also details remedial actions, including financial compensation, that will be considered based on each individual circumstance.</p>
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	<p>Response letter template.</p> <p>Complaints Management Policy.</p> <p>Compensation Policy.</p>	<p>Template outcome letters include prompts for this information. This is detailed at section 8 of the Complaints Management Policy.</p> <p>The Compensation Policy also details remedial actions, including financial compensation, that will be considered based on each individual circumstance.</p> <p>Action tracker report monitors actions</p>

				and issuing of compensation to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Management Policy	As per the Purpose stated in our Complaints Management policy – section 1.5.

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	Annual Complaint Handling and Service Improvement Report 2023-2024 on My Space Housing Solutions website.	<p>The 2023-24 report was the initial report of this type produced previously by My Space. This report has been expanded on for 2024-25, following changes in how data relating to complaints is recorded.</p> <p>This self-assessment and the annual submission report will be compiled by the Quality, Performance and Project Manager (also Complaints Officer) and presented to the Executive Leadership Team and to the Board of Trustees for review and comment, before being published on our website.</p>
8.2	The annual complaints performance and service improvement report must be	Yes	Board of Trustees Comments / Feedback	Previous years report and Board of

	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.		on Annual Complaint Handling and Service Improvement Report 2023-2024 on My Space Housing Solutions website.	Trustees comments published on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A	No significant changes made that would impact complaint handling.	Our previous self-assessment was completed after changes made at My Space, following receipt of a CHFO from April 2023.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	N/A	No request made at this time, but any request would be complied with.
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	N/A	No occurrences as yet.

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	Investigation report templates	Lessons learned factor into the investigation reports for each individual report. Further analysis of and reporting on these lessons will form part of our activity moving forward as part of trend identification and associated improvement action planning and implementation.
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	Investigation report templates	The process is positive with a focus on improving standards and learning from issues to implement change where needed. This runs through all staff training.
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	Annual Complaint Handling and Service Improvement Report	Our Quality, Performance and Project Manager (QPPM) is responsible for complaint analysis and reporting, as well as ensuring that the Complaint Handling Code is adhere to by all staff. Analysis of complaints forms a key activity for our senior management team meetings (also attended by the executive team) and also periodic reporting into our board of trustees. Sharing service improvement activity in the form of a 'You Said, We Did' section of our annual complaint handling and service

				improvement report will happen annually, to both staff and tenants.
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	Structure chart showing QPPM role	Appointment of Quality Performance and Project Manager (QPPM) to oversee complaints management, analysis of trends and identification and implementation of learnings and process/policy changes.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	N/A	MRC previously appointed at Board meeting on 30 July 2024 has since left the Board of Trustees. Newly appointed MRC (from 20/05/2025) appointed (F. Roche).
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	N/A	MRC previously appointed at Board meeting on 30 July 2024 has since left the Board of Trustees. Newly appointed MRC (from 20/05/2025) appointed (F. Roche). MRC will have relevant access to staff and information as required.
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;	No	Pending	This activity – regular reports (quarterly and annually) – will commence now a new MRC is appointed and now that My Space has entered a company voluntary agreement (CVA) and complaints reporting can now form a regular agenda item on Board meetings.

	<p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	No	Pending	<p>To be determined by MRC once appointed and communicated to Complaints Officer, QPPM and staff workforce.</p> <p>To be included in our new Corporate Plan 2025.</p>