

## Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

### Section 1 - Definition of a complaint

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as:  <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	The complaint definition is outlined within the Council's complaints policy and procedure which are published on the Council's website: <a href="https://www.ipswich.gov.uk/complaints_policy.pdf">complaints_policy.pdf (ipswich.gov.uk)</a> <a href="https://www.ipswich.gov.uk/complaints_procedure_-_final.pdf">complaints_procedure - final.pdf (ipswich.gov.uk)</a>
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	As per the complaint definition and the Council's complaints policy and procedure the word 'complaint' does not have to be used. Complaints from a third party or representative follow the same process.
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	The complaint champions are able to carry out investigations. Complaints that are not completed using the only form are sent to the internal complaints mailbox which are then logged onto the system as a complaint.

1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	All complaints are accepted and logged onto the system. If there is a valid reason to close the complaint the complainant is informed by either email or letter with an explanation.
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	The circumstances are clearly stated within Council's complaints policy, procedure and on the complaints online form.
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	The complainant will receive an explanation by either email or letter depending on which method they used to log their complaint.

#### 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	Complaint champions are able to recognise the difference between a service request and a complaint. Complainants are notified in this instance and the relevant back-office team will update the complainant once the service request has been dealt with.
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	Back-office teams will often forward survey feedback to the internal complaints mailbox for it to be logged as an official 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	The Council's complaints policy and procedure states that complaints are accepted through all different access channels. (Online, in writing, in person and by phone).
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	The complaints policy and procedure are available on Ipswich Borough Council's website which includes clear descriptions of stages and timeframes.
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	The complaints policy and procedure both contain web links to raise a complaint. Also, the Council's homepage contains a 'Contact us online' section which navigates to the complaints section.
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	As detailed in the complaints policy under the 'Equality and diversity' section the Council can accommodate reasonable adjustment requests in assisting the customer when logging their complaint. For example, by completing the complaint on behalf of the complainant or communicating responses by telephone.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters,	Yes	All of the documentation is available on the Council's website, and it is also included in the tenant's newsletter. The

	online and as part of regular correspondence with residents.		materials have also been supplied to tenant representatives.
<b>2.7</b>	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	The Council has a dedicated webpage for the Housing Ombudsman Service and its contact information: <a href="#">Housing Ombudsman Service   Ipswich Borough Council</a>
<b>2.8</b>	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	The resident is notified by either letter or email at Stage 1 of the complaints process with details on how to access the Housing Ombudsman throughout their complaint. Also, the responses at each stage reference how to contact the Housing Ombudsman.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>2.2</b>	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	Back-office teams are able to forward complaints to the shared internal complaints mailbox for it to be logged as an official complaint. Any form of complaint no matter how received can be forwarded and logged onto the system.

### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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<b>3.1</b>	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	Housing has multiple teams of complaint champions assigned to each subject area within Housing to be able to handle complaints appropriately.
<b>3.2</b>	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	New complaint champions are all provided with training, guides, and videos to be able to handle complaints appropriately and fairly.

### Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>3.3</b>	Complaint handlers should: <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	Complaint champions are all provided with training, guides, and videos to be able to handle complaints appropriately and fairly.

## Section 4 - Complaint handling principles

### Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>4.1</b>	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord’s	Yes	The Council’s complaints procedure states that complaints will be acknowledged

	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>		within 3 working days from the date the complaint is received.
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	The acknowledgement includes the details of the original complaint and what happens next. Communication would be carried out between the landlord and the complainant if further clarification was required.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The Council's complaint champion training material covers this.
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	The Council's complaint champion training material covers this.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	As well as being outlined in the Council's policy and procedure the response times are stated within all correspondence.

4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	As part of the response the employee has to enter their job title. All stage two and stage three responses are approved before a final decision is made.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	The Council's complaints procedure states that the complainant can escalate their complaint within 20 working days from the response. The timescales are also included in the complainant's email/letter responses.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	The Council does not refuse to escalate a complaint. If the complaint was logged using the Council's online form then the complainant has access to escalate their complaint. If the escalation is received by letter it is sent to the internal complaints mailbox to be added to the process manually.
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	The Council's complaints process keeps a full audit trail of the complaint.
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	The management of unacceptable behaviour is covered in the Council's complaint policy: <a href="https://www.ipswich.gov.uk/complaints_policy.pdf">complaints_policy.pdf (ipswich.gov.uk)</a>

### 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	The Council's complaint champions would manage expectations when responding to the complainant which is supported by the Council's complaint policy, procedure, and compensation policy: <a href="#">Complain about a council service   Ipswich Borough Council</a>
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	We will complete investigations and send responses as soon as we are able. Any actions will be followed up.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	This covered in the Equality and Diversity section of the Council's complaint policy: <a href="#">complaints_policy.pdf (ipswich.gov.uk)</a>
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	This is covered as part of the employees corporate training and contact with Legal would be made if required.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Each case is taken on its own merits, with staff and contractors only being identified where this is deemed necessary.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We usually contact the resident to update them if we are unable to respond within the prescribed timeframes and the reasons why.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of	No	The Council currently doesn't seek feedback from residents. This is something we could review in the future.



	the drive to encourage a positive complaint and learning culture.		
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	The complaints system contains a lesson learnt section and further reporting features to improve service delivery.
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	Any decisions to restrict a resident's ability to contact us are made in line with our published complaints policy

## Section 5 - Complaint stages

### Mandatory 'must' requirements

#### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <b><u>within 10 working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	The Council's complaints procedure states that a full response will be completed within 10 working days from the date the complaint is acknowledged. If it is not possible to respond in this timeframe the complainant will receive an explanation with the date that the response will be responded by, which will be no longer than an additional 10 working days.
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	Our internal complaint champions training, which is mandatory for all housing complaints champions, covers this.

<b>5.6</b>	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	The Council's complaint champion training material covers this.
<b>5.8</b>	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	The Council's complaint champion training material covers this.

## Stage 2

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>5.9</b>	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	If the complainant has complained online, they have instant access to escalate their complaint to the next stage once their response has been submitted. If the complainant escalates their complaint using another method, then this is forwarded and attached to the system.
<b>5.10</b>	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	The escalation acknowledgement includes the details of the original complaint, the reason to escalate and what happens next. Communication would be carried out between the landlord and the complainant if further clarification was required.

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	The resident is able to escalate their complaint to stage two once their stage one response has been completed.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	There are multiple complaint champions for each service area.
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	The Council's complaints procedure states that a full response will be completed within 20 working days from the date the complaint escalation is acknowledged. If it is not possible to respond in this timeframe the complainant will receive an explanation with the date that the response will be responded by, which will be no longer than an additional 10 working days.
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	The Council's complaint champion training material covers this.

### 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.	No	The Council's complaint procedure operates a three stage complaints process across all service areas including Housing. It is important that Housing stays within this policy framework to ensure Ipswich Borough Council are providing a consistent service to all its customers.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	Yes	The Council's complaint champion training material covers this.

### 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	The Council's complaint champion training material covers this.

<b>5.3</b>	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	The resident is notified by either letter or email at Stage 1 of the complaints process with details on how to access the Housing Ombudsman throughout their complaint.
<b>5.4</b>	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 Council's complaint champions have access to historic complaints to consider when resolving the residents issue.
<b>5.7</b>	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	The Council's complaint champion training material covers this. The complaint champion would make necessary decisions to whether a new complaint is logged or whether an existing complaint is continued.

## Stage 2

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>5.14</b>	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	The Council's complaint champion training material covers this.
<b>5.15</b>	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	The complainant is sent the Housing Ombudsman's contact details as part of the complaint acknowledgement.

## Stage 3

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
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<b>5.18</b>	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	The Council's complaints procedure states that a full response will be completed within 20 working days from the date the complaint escalation is acknowledged.
<b>5.19</b>	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	The complainant is sent the Housing Ombudsman's contact details as part of the complaint acknowledgement.

## Section 6 - Putting things right

### Mandatory 'must' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>6.1</b>	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	The Council's complaint champion training material covers this.
<b>6.2</b>	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	The Council's complaint champion training material covers this.
<b>6.5</b>	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	The Council's complaint champion training material covers this.

<b>6.6</b>	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	The Council's complaint champions follow guidance as per the compensation policy.
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### 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	Presently, as part of a complaint we do consider whether systems or processes need to be changed to prevent this happening again. We update on this in our response to the customer. As part of our Tenant Engagement Strategy, we plan to introduce reflective practice in 2023 where our customer engagement panel can review complaints and consider any 'systems' or 'process changes' to improve the customers experience.
<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	The Council's complaint champions would seek advice from legal as needed.

### Section 7 - Continuous learning and improvement

#### Mandatory 'must' requirements

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>7.2</b>	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual	Yes	The Council produces monthly and quarterly complaint reports which details lessons learnt and improvements.

	report and more frequently to their residents, staff and scrutiny panels.		
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### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Councils Chief Executive personally responds to all stage three responses.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	The Council produces monthly and quarterly complaint reports which include volumes, categories, lessons learnt, complaint summaries and outcomes. The reports are sent to the Corporate Management Team to review and to take any appropriate actions.
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Presently Senior Managers are provided with reports on the types of complaints within their operational areas.  As part of our customer engagement strategy, we are introducing a customer



			engagement panel in 2023 who will further review complaints and highlight any systemic issues/risks which require Policy or procedure revisions.
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 Council's complaint champion training material covers 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	The council will carry out an annual review of the self-assessment.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	The Council will review the self-assessment following a significant restructure and/or change in procedures.
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> </ul>	Yes	The self-assessment is published on the Council's website: <a href="#">Housing Ombudsman Service   Ipswich Borough Council</a>

	<ul style="list-style-type: none"><li>• include the self-assessment in their annual report section on complaints handling performance</li></ul>		
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