

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 complaint's 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	Policies and Procedures Complaints Policy Section 3 Training Our housing management provider staff receive regular complaints training (last completed in Q1 2026). In addition, all Flint Housing Staff and Board have regular complaints training making use of the Housing Ombudsman Learning Centre.	Flint Housing aligns with the code definition, and this is evidenced in the Complaints Policy. We have also included a specific reference to Flint Housing’s third party “housing management provider” within “those acting on its behalf” to highlight to residents that Flint Housing may use external managers and they will comply with Flint’s complaints process. Regular training is carried out with Flint colleagues and our housing management provider to embed awareness and understanding of the handling code.
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	Policies and Procedures Complaints Policy Section 3	Flint Housing aligns with the code and any enquiry fitting the definition of a complaint will be raised and dealt with as such. We also accept complaints via authorised third parties or representatives.

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	Complaint Policy Sections 3.5 – 3.7	Flint Housing and our housing management provider recognises the difference between service requests and a complaint, and embedding this understanding has been enabled through training and set out in the “service requests” section of the Complaints Policy. All service requests will be recorded, actioned accordingly and removed from complaint reporting.
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	Complaint Policy Sections 3.5 – 3.7	The Complaints Policy details how service requests can be escalated to a complaint and that efforts will continue to address the service request notwithstanding any complaints raised. Personal responsibility is central to our housing management provider's values.
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 Policy Section 3.8	Surveys conducted with residents will explain how their feedback will be used and will provide a link to the website and/or email address to be able to raise a complaint.

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 Policy section 3.9 – 3.17	Complaints are accepted unless excluded as outlined in the Complaints Policy. If excluded, residents will receive a response explaining the reasons. Examples of exclusions are provided in the Complaints Policy.
2.2	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: • 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 Policy section 3.9 – 3.17	While the Complaints Policy outlines situations in which we may not accept a complaint, we are committed to guiding residents toward resolving their issues using the appropriate channels.
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	YES	Complaints Policy section 3.9	Our Complaints Policy details that we will accept complaints within 12 months of the issue happening, or resident

	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.			becoming aware of the issue. Our policy also states that we will use discretion to accept older complaints.
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	Complaints Policy section 3.17	If we do not accept a complaint, the reasoning, evidence and details of how to refer the decision to the Housing Ombudsman will be included in written communication with the resident.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	YES	Complaint Policy section 3.17	Refusals can only be made in line with our Complaints Policy, with all complaints being considered on the individual circumstances of each case.

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 Policy section 3.18 – 3.21 and Equality & Diversity Policy	Complaints can be made through a range of channels, including by phone, letter, email, in person, and via Ark, our customer app. We are committed to making the complaints process accessible and to taking account of individual communication needs and preferences, in line with the Equality Act 2010. Complaint handlers employed by our housing management provider are trained to recognise and respond appropriately to reasonable adjustment requirements and resident vulnerabilities. Their Housing system also prompts handlers to identify and record any relevant needs or circumstances that should be considered when managing the complaint.
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	YES	Complaints Policy section 3.18 – 3.21	Complaints are accepted via various channels, including by phone, letter, email, in person and via the Ark Customer App. Complaints can be made to

	pass details of the complaint to the appropriate person within the landlord.			any of our housing management provider's employees, all of whom are aware of the complaints process.
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	Complaint Policy section 2.6 and Response from the Governing Body to the Annual Complaints Performance and Service Improvement Report	Our Complaints Policy is available on our website showing residents how to make a complaint. We are using complaints to learn lessons, and this drives our improvement plans. The June 2026 response from the Governing Body to the Annual Complaints Performance and Service Improvement Report noted that “. The Board recognises that complaint numbers remain low, but it does not regard low complaint volumes alone as evidence of strong performance. Rather, the Board expects assurance that residents are able to complain easily, that dissatisfaction is recognised and handled appropriately, and that learning from complaints is used to improve services”.

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	Our Complaints Policy explains the two-stage process and what happens at each stage. It is available on request in print, translation or large print formats.
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	Webpage link and Complaints Policy section 6.1	Our Complaints Policy details this information and is also available on our website. Links to the website and the Complaints Policy are included in start of tenancy welcome packs.
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	Complaints Policy sections 3.2, 3.3 and 3.4	We accept and progress complaints via authorised third parties as detailed in our Complaints 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 Policy Sections 4 and 5	The Complaints Policy, welcome pack and website links provide information to residents on how to access the Housing Ombudsman Service. This is also detailed within all complaint's response correspondence.

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	Annual Complaints Performance and Service Improvement Report and Response from the Governing Body 2026	Flint Housing's senior management team works closely with our housing management provider's complaint handlers and senior managers in overseeing and managing complaints, including liaison with the Housing Ombudsman. Flint Housing's Member Responsible for Complaints (MRC) has overall responsibility for complaints, to ensure compliance. Complaints performance including lessons learned is reported to the Board of Directors on a quarterly basis.
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	Complaints Policy Section 4	All housing management provider staff, and those at Flint Housing are empowered to liaise with all levels of appropriate colleagues and have the authority and autonomy to resolve disputes.
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	YES	Training undertaken by relevant external housing management staff	External and internal training is provided to our housing management providers customer facing employees to embed the importance of

	complaints are seen as a core service and must be resourced to handle complaints effectively			putting things right when we have got it wrong, learning from complaints to prevent reoccurrence and to improve the customer experience. Complaints are also discussed at operational internal team meetings, at regular contractual meetings with our housing management providers and at board level.
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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 Policy section 2.6	Flint Housing has one Complaints Policy in place to handle complaints from resident. Residents will not be treated differently if they complain.
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 Policy section 4	The Complaints Policy clearly defines the two stage complaints process and notes that early and local resolution of issues is key to effective complaints handling
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 Policy section 4	Our Complaints Policy consists of only two stages.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor	YES	Complaints Policy section 4	Flint Housing works closely with our housing management

	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.			provider across both stages to resolve any issues within the two-stage process.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	YES	Contractual arrangements and the Complaints Policy	Flint Housing's contractual agreement with its housing management provider requires Flint Housing's Complaints Policy to be followed.
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	Complaints Policy section 4	A complaint definition is included in our formal response. We summarise our understanding in writing and within our complaint response, giving residents the opportunity to highlight any errors.
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	Complaints Policy section 4	We discuss with residents at the earliest opportunity where we are unable to meet their desired outcome, or expectation and explain the reasons for that. In all communication to residents, we will clearly specify which matters we are responsible for and which ones fall outside our remit. This ensures residents fully understand the scope of our accountability and where other parties may be involved.

5.8	At each stage of the complaints process, complaint handlers must: 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	Complaint Policy	These behaviours are reflected within Flint Housing's culture, that of its housing management provider and within the Complaints Policy
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 Policy section 4	If it is not possible to provide the resident with a full response within the target timeframe, this will be discussed with the resident, and a revised timeframe will be agreed with the resident.
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 Policy sections 2 and 3	Our housing management provider asks residents if there are needs or circumstances that need to be taken into account at the start and throughout the duration of their tenancy. This information is recorded on their housing systems and reasonable adjustment made in communications. Reasonable adjustments include how we may communicate during the complaints process, the frequency of updates and best

				method of communication with the resident.
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 Policy sections 3 and 4	Reasons for excluding a complaint are outlined in the Complaints Policy. This list is not exhaustive, and each case will be considered on its own merit.
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	Complaints Policy and housing systems of our housing management provider	The complaints process ensures that our housing management provider, and Flint Housing, capture all records of communications, documents, and decisions of every case on the system. Flint Housing and our housing management provider carry out checks to make sure this is being done consistently and act on any issues arising.
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	Complaints Policy sections 2, 3 and 4	Our aim is to remedy the complaint at the earliest opportunity at all stages of the complaint.
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	YES	Antisocial Behaviour Policy	Section 5 of the ASB Policy deals with unreasonable behaviour from residents and/or their representatives.

	putting any restrictions in place and must keep restrictions under regular review.			
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	Antisocial Behaviour Policy Section 5, Equality and Diversity Policy	This is reflected in our ASB and Equality & Diversity Policies

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	Complaints Policy Sections 2, 3 and 4	All complaints are assessed to understand what is required to fully consider the issues and resolution actions. The complaint handlers will consider vulnerabilities and potential risks and use this information to prioritise actions and provide a response at the earliest opportunity.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received</u> .	YES	Complaints Policy Section 4	We define the stages of our complaint process in Section 4 of the Complaints Policy. When a complaint is received, we commit to logging and acknowledgement within five working days of receipt.
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 Policy Section 4	This timescale is included in our Complaints Policy
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	YES	Complaints Policy Section 4	If, during our investigation, we need more time to respond, we will contact the resident, explain the reasons and seek

	extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			agreement. Then we will confirm this in writing.
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	Complaints Policy Section 4	We signpost the resident to the Housing Ombudsman Service for independent advice, or review, when we must extend a timescale for responding.
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	Complaints Policy Section 4	We send a response as soon as we know the outcome of the complaint. This may be before we have completed all the actions required to remedy the issue. Our responses include an action plan for remaining actions with expected completion dates.
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	Complaints Policy Section 4	Flint Housing senior management, together with the housing management provider's Property Manager and senior managers, ensure the complaint response fully addresses all concerns.
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	YES	Complaints Policy Section 4	Any additional complaints raised during a complaint investigation will be incorporated into the original complaint and recorded on the complaint tracker and housing system. New issues unrelated

	already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			to the original complaint will be raised as a new complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: 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	Complaints Policy Section 4	These details are provided in our responses and are included in our Complaints Policy. We use plain language in our responses to residents.

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	Complaints Policy Section 4	Our Complaints Policy details how we will escalate to Stage 2, our final response. If the complaint is not resolved to the resident's satisfaction, we provide the Housing Ombudsman Service contact information.
6.11	Requests for stage 2 must be acknowledged, defined and logged at	YES	Complaints Policy	When a stage two escalation is requested, we commit to

	stage 2 of the complaints procedure within five working days of the escalation request being received.			acknowledging and logging the complaint as Stage 2 within five working days of receipt. When acknowledging Stage 2 complaints, we summarise our understanding of the issues outstanding and the desired outcomes.
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 Policy Section 4	We do not require an explanation of reasons for requesting a Stage Two review. We do seek to understand why the resident remains unhappy and the outcomes they are seeking to resolve the complaint, so that we can give an effective response.
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 Policy Section 4	Our Complaints Policy states that an appropriately trained colleague with no previous involvement in the complaint, within our housing management provider and within Flint Housing will conduct review.
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 Policy Section 4	Our Complaints Policy states that an appropriately trained colleague with no previous involvement in the complaint, within our housing management provider and within Flint Housing will conduct the review.

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	Complaints Policy Section 4	If, during our investigation, we need more time to provide a response, we will inform the resident and explain and document why additional time is needed to resolve the complaint. We will agree and confirm this in writing with the resident.
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	Complaints Policy Section 4	For any extension to timescales, we will signpost the resident to the Housing Ombudsman Service for independent advice or review
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	Complaints Policy Section 4	We send a response as soon as we know the outcome of the complaint. This may be before we have completed all the actions required to remedy the issue. Our responses include an action plan for any remaining actions with expected completion dates.
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	Complaints Policy Section 4	The Complaints handler will ensure that all points within the complaint are fully answered in the complaint response. Our template response letters include guidance for colleagues to help with consistency.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	YES	Complaints Policy Section 4	These details are provided in our response and are included in our Complaints Policy and training.

	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 Policy Section 4	Stage 2 will be the final response per the Complaints Policy and will involve a senior management team member from Flint Housing that has the ability and autonomy to support the resolution of the complaint and to issue the final response, after engaging in detail with other senior management members within Flint Housing and senior managers from our housing management provider.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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7.1	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: • 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; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	YES	Complaints Policy sections 2, 3 and 4 and Compensation Policy	In our responses to residents, we apologise, acknowledge where things went wrong and say what we will do to fix the problem. We offer compensation in line with our Compensation Policy. We outline in our response what lessons have been learnt and any improvements that have been made as a result of the complaint, where applicable.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	YES	Compensation Policy	We provide remedies that appropriately address the degree of service failure and the resulting impact on the resident.
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	Complaints Policy Section 4 and Compensation Policy	We send a response as soon as we know the outcome of the complaint. This may be before we have completed all the actions required to remedy the issue. Our responses include an action plan for any remaining actions with expected completion dates. Offer of compensation in a

				response will detail the next steps if the resident wishes to accept the offer.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	YES	Compensation Policy	Our Compensation Policy has been created using the Housing Ombudsman remedies guidance

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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	Complaint Handling Self-Assessment and Complaints Performance and Service Improvement Report	We will publish our self-assessment, complaints performance and service improvement report on our website. This will have been scrutinised by the Board of Flint housing and responded to in line with requirements.
8.2	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.	YES	Website	Complaint Handling Self-Assessment and Complaints Performance and Service Improvement Report together with the Response from the

	The governing body's response to the report must be published alongside this.			Governing Body is available on the Flint Housing website
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	YES	N/A	No significant restructure, merger and/or change in procedures have taken place to date.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	YES	N/A	Flint Housing has not been subject to an Ombudsman investigation- We will review and update this self-assessment if and when required to do so.
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	If we are unable to comply with the code, we will inform the Ombudsman and provide a timescale for compliance.

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	Complaints Performance And Service Improvement Report	We review lessons learnt from complaints and take action to make improvements to resident experience to prevent further complaints. Lessons learnt from complaints and service improvements are outlined in our annual service improvement report.
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	Complaints Performance And Service Improvement Report	Flint Housing's senior management team and Member Responsible for Complaints oversees our lessons learnt framework which helps us to discover, agree, track improvements, define the impact, and promote lessons learnt from multiple sources, including complaints.
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	Complaints Performance And Service Improvement Report	Learnings from complaints are included in our reports to Flint Housing's Board of Directors and form a key part of our performance management framework with our housing management provider.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must	YES	Complaints Performance And Service	Flint Housing's Director of Customer Experience and Member Responsible for

	assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.		Improvement Report	Complaints oversees our lessons learnt framework which helps us to discover, agree, track improvements, define the impact, and promote lessons learnt from multiple sources, including complaints.
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	We have a lead Board Member who is responsible for complaints (MRC) and who is provided with regular information to ensure oversight and insight for the Board.
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	The MRC is a senior executive of Flint Housing and therefore has access to all information required to perform this role.
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	YES	Complaints Performance And Service Improvement Report	Our MRC and board of directors receive and review: - regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance - resident feedback: service based transactional and perception survey feedback.

	related to severe maladministration findings; and d. annual complaints performance and service improvement report.			- regular reviews of issues and trends arising from complaint handling - regular updates on the outcomes of the Ombudsman's investigations, spotlight reports and progress made in complying with orders related to severe maladministration findings - annual complaints performance and service improvement report.
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 c. act within the professional standards for engaging with complaints as set by any relevant professional body.	YES	N/A	The Flint Executive Teams are all signed up to the Housing Ombudsman and are required to stay up to date with best practice and learning. All colleagues have a standard objective in relation to complaints.