

**CHANGING
LIVES**

HOMES

**HOMES HANDLING CODE
SELF-ASSESSMENT**

Section 1 : Definition of a Complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints Policy	This definition is adopted in our Complaints policy.
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	The Complaints Policy states that: A customer does not have to use the word 'complaint' for it to be treated as one. If a customer expresses dissatisfaction, we will also give them the option to make complaint.	In our Complaints Policy, we outline that customers do not need to use the word complaint and that we accept complaints if 3rd parties or representatives are involved.
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	Yes	Complaints Policy service request definition is included.	In our Complaints Policy we define a service request.

	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.			We record service requests in the applicable system, including our main housing app and fixflo.
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	Complaints Policy, A complaint will be raised at the customer's request, even if the service request is ongoing. We will proceed with a service request if the customer also complains.	In our Complaints Policy we include this.
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	Tenant Satisfaction Survey's will include this information.	TSS will Include

Section 2 : Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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 states that: A Complaint will be considered in its individual circumstances and will only be excluded if there is a legitimate reason to do so. If Changing Lives Homes decide not to accept a complaint, we will record our reasoning, explain these to the customer and their right to take that decision to the Ombudsman.	In our Complaints Policy we include this and details of the Ombudsman.
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.	Yes	Complaints Policy, includes all areas prescribed in the code	In our Complaints Policy we include this this.

	Matters that have previously been considered under the complaints policy,			
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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 Policy states Complaints must be raised within 12 months, as close as possible to when the issue first arose or when the customer first became aware of the problem. Complaints will be considered in their individual circumstances and will only be excluded if there is a valid reason to do so. If we decide not to accept a complaint, we will record our reasoning, explain these to the customer and their right to take that decision to the Ombudsman. If a complaint is raised or escalated outside of the 12 months, we apply discretion to accept those outside this time limit, where there are good reasons to do so.	In our Complaints Policy we Include this.
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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 states that: Complaints will be considered in <u>it's</u> individual circumstances and will only be excluded if there is a valid reason to do so. If we decide not to accept a complaint, we will record our reasoning, explain these to the customer and their right to take that decision to the Ombudsman.	In our Complaints Policy we include this. Contact details and the right to take this to the <u>Ombudsman</u> are also included.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy, states: Complaints will be considered in <u>it's</u> individual circumstances and will only be excluded if there is a valid reason to do so. If we decide not to accept a complaint, we will record our reasoning, explain these to the customer and their right to take that decision to the Ombudsman.	In our Complaints Policy we include this. Contact details and the right to take this to the <u>Ombudsman</u> are also included.

Section 3 : Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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, highlights the different channels through which customers can make a complaint, including email, telephone, writing, with a colleague, Direct Messages on social media and through an advocate. Section 7 in the policy outlines our equality and diversity position including the Public Sector Equality Duty and Equality Act.	In our Complaints Policy we include this.
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 Policy, states that customers can raise a complaint: With any Changing Lives Homes colleague, who will pass this to the appropriate person.	In our Complaints Policy we include this.

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	Complaints Policy, states that: Changing Lives Homes is committed to providing an excellent customer service, through the effective handling and learning from complaints.	In our Complaints Policy we support this by expressing our commitment to complaints and our complaint culture. Changing Lives Homes has a learning culture, and complaints are analysed for trends and outcomes feature within the organisational learning log.
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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	The Complaints Policy is published on our website, with the policy section and the dedicated complaint section on the website. The two-stage process is explained including timescales are outlined and explanations provided on each stage and how escalations work.	Our Complaints Policy we include this.
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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 Policy, states how Changing Lives Homes will communicate how to make a complaint. The Policy also outlines the role of the Ombudsman and how to contact them.	In our Complaints Policy we include this.
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 provides a definition of an advocate. In addition, we offer a range of ways for customers to make a complaint including Via a Councillor, MP or other relevant third party (e.g., Housing Ombudsman or consumer rights organisation) or advocate.	In our Complaints Policy we include this.

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 outlines the role of the Ombudsman and how to contact them.	In our Complaints Policy we include this.
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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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	Changing Lives Homes operates a decentralised approach to complaint handling, with suitable operational leads handling complaints. Our Changing Lives Homes management team provide a central support, which includes Ombudsman liaison. From this team, Changing Lives Homes General Manager leads on Ombudsman liaison, whilst colleagues in the team may support in their absence. The Lead for Quality is responsible and Director of Operations accountable for providing the Board with the quarterly and annual reporting.	In our Complaints Policy we include this and highlight the roles including complaint handling, Ombudsman Liaison and Board reporting.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints.	Yes	For Complaint Handlers, we indicate the level of role in the organisation, at each stage, so they have the authority and autonomy to act.	In our Complaints Policy we include this.

	They must also have the authority and autonomy to act to resolve disputes promptly and fairly.			
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	Complaints Policy outlines our approach to continuous learning and improvement. It also outlines our complaint culture for complaint handlers.	In our Complaints Policy we include this.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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 outlines our culture and a single policy exists for Changing Lives Homes to ensure consistency in practice.	In our Complaints Policy we include this.
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 explains the two-stage process and there are no informal stages.	In our Complaints Policy we include this.
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 explains the two-stage process.	In our Complaints Policy we include this.

5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Complaints policy outlines that Changing Lives Homes will hear all complaints, not a third party. Complaints handlers may however seek information from them and involve third parties in an investigation.	In our Complaints Policy we include this.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints policy outlines that Changing Lives Homes will hear all complaints, not a third party. Complaints handlers may however seek information from them and involve third parties in an investigation.	In our Complaints Policy we include this.
5.6	When a complaint is logged at Stage 1	Yes		
	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.		Complaints policy states that the complaint handler's role includes Engaging with the customer as appropriate, they will clarify, record and act on: - What the complaint is about – the complaint definition - What outcome/s would resolve the matter for the customer	In our Complaints Policy we include this.

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 states that the complaint handler's role includes engaging with the customer as appropriate, they will clarify, record and act on: - If appropriate, what elements we are not responsible for	In our Complaints Policy we include this.
5.8	At each stage of the complaints process, complaint handlers must: • deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position. • take measures to address any actual or perceived conflict of interest; and • consider all relevant information and evidence carefully.	Yes	Complaints Policy included the prescribed points listed.	In our Complaints Policy we include this. .

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 states: They will agree with the customer the frequency and method of communication and then maintain contact as agreed. Where a response will fall outside original timescales, they will agree with the customer how they will keep them informed.	In our Complaints Policy we include this.
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 states: For customers requiring adjustments, together we will consider options and agree what is reasonable in the circumstances, keeping this under review. This goes on to list examples of adjustments. The Policy also states: If there is a need to deal with a complaint differently, we will agree this with the customer, record why this is, and confirm this in writing or in an appropriate way.	In our Complaints Policy we include this.
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,	Yes	In the Complaints Policy We will escalate a complaint is clearly stated unless there is a valid reason not to do so. Each case will be considered on its own merits.	In our Complaints Policy we include this.

	and they must comply with the provisions set out in section 2 of this Code.			
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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, states: The complaint handler will ensure a full record of the complaint is maintained on our system. This will include the original complaint, date received, all correspondence with the customer and relevant parties, any supporting documentation such as reports or surveys, outcomes at each stage and any learnings.	In our Complaints Policy we include this.
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 states: Appropriate remedies can be provided at any stage of the complaint, and we will continue to resolve issues alongside any necessary investigation. This is without prejudicing consideration of the complaint or delaying the response timescales.	In our Complaints Policy we include this.

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.		Complaints Policy outlines: If a customer's behaviour is hampering the progress of the complaint, this will be explained to them, to get to a position to respond to their complaint. Where this persists, we will conclude the complaint based on available information.	In our Complaints Policy we include this.
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	Our Complaints Policy make provisions for the Equality Act.	In our Complaints Policy we include this.

Section 6: Complaints Stages – Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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 the complaint handler will consider the context of the complaint, and the customer's preferences, to consider which complaints can be responded to as early as possible, and which require further investigation. The policy also refers to the complaint definition, any risks and customer vulnerabilities	In our Complaints Policy we include this.
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 states the standards at stage 1 and includes this.	In our Complaints Policy we include this.
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 states the standards at stage 1 and includes this.	In our Complaints Policy we include this.

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.		Complaints Policy states the standards at stage 1 and includes this.	In our Complaints Policy we include this.
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 states: Customers can obtain advice from the Ombudsman throughout a complaint. Acknowledgement, extension and response letters contain their contact details.	In our Complaints Policy we include 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	Complaints Policy states: We will provide a complaint response when this is known, in line with our published timescales. Complaints will be responded to, where rectification plans are in place but may not have been concluded. This means not waiting for the completion of outstanding actions (e.g. outstanding repairs), so that reasonable complaint process timescales are achieved. Cases are closed once all actions are completed. Policy also states: The complaint handler will oversee all remaining actions, including any remedies, closing the complaint once these have been completed.	In our Complaints Policy we include this.
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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 states that the complaint handler will clarify, record and act on the complaint definition.	In our Complaints Policy we include this.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Complaints Policy states: Where a customer raises additional issues during the investigation, these will be incorporated into the response if they are related, and the response has not been issued. Where the 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 will be logged as a new complaint.	In our Complaints Policy we include this.

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 states that complaint handler is responsible to respond accordingly including the prescribed items.	In our Complaints Policy we include this.
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Section 6: Complaints Stages – Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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 states: If all or part of the complaint is not resolved to the customer's satisfaction at stage 1, it will be escalated to stage 2. Customers can request for their complaint to be escalated to stage 2 with the person hearing their stage 1, or by any of the other contact methods listed. Stage 2 is our final response.	In our Complaints Policy we include this.

6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Complaints Policy states the standards at stage 2, and this is included.	In our Complaints Policy we include this.
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 states: Customers are asked, but not required to explain their reasons for requesting escalation to stage 2, this is to enable the investigation to address these concerns.	In our Complaints Policy we include this.
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 states: A different complaint handler is allocated at each stage, to investigate and respond.	In our Complaints Policy we include this.
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 states the standards at stage 2, and this is included.	In our Complaints Policy we include this.

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	Landlords must decide whether an extension to this timescale is needed	In our Complaints Policy we include this.
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 states: Customers can obtain advice from the Ombudsman throughout a complaint. Acknowledgement, extension and response letters contain their contact details.	In our Complaints Policy we include 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	Complaints Policy states: We will provide a complaint response when this is known, in line with our published timescales. Complaints will be responded to, where rectification plans are in place but may not have been concluded. This means not waiting for the completion of outstanding actions (e.g. outstanding repairs), so that reasonable complaint process timescales are achieved. Cases are closed once all actions are completed. Policy also states: The complaint handler will oversee all remaining actions, including any remedies, closing the complaint once these have been completed.	In our Complaints Policy we include this.
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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 states that the complaint handler will clarify, record and act on the complaint definition.	In our Complaints Policy we include this.
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. 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. g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Complaints Policy states that complaint handler is responsible to respond with prescribed items included.	In our Complaints Policy we include this.

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 states that Stage 2 is our final response. The policy also states that Stage 2 cases are senior management including director level.	In our Complaints Policy we include this.
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Section 7: Putting Things Right

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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. • Acting 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 states: Where something has gone wrong, any remedy reflects the impact of all failures on the customer. This may include apologising, acknowledging, explaining, acting, changing something and compensation.	In our Complaints Policy we include this.

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy states: Where something has gone wrong, any remedy reflects the impact of all failures on the customer.	In our Complaints Policy we include this.
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 states: The complaint handler will oversee conclusion of all actions. Complaints will be closed by the complaint handler, after all remaining actions are concluded.	In our Complaints Policy we include this.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The Complaints Policy takes this into account.	In our Complaints Policy we include this.

Section 8: Putting Things Right

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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	On a quarterly basis, information will be reported to Changing Lives Homes Board. The report will include all complaints, compliments and suggestion performance outlined in 'Key performance measures'. In addition, Annually, information will also be shared with the Group Board. The report will include all complaints, compliments and suggestion performance.	In our Complaints Policy we support this annual report. However we also provide this quarterly to board, to ensure scrutiny and challenge through the year. The annual report will cover all elements outlined
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	Yes	Complaints Policy, states: Annually, information will also be shared with the Board. The report will include all complaints and outcomes.	In our Complaints Policy we include this.

	complaints. The governing body's response to the report must be published alongside this.			
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8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaints Policy states: Annually we will self-assess our complaint handling against the Code, submitting this to the Ombudsman. It will also be completed following a significant restructure, merger, change in procedures, or following an Ombudsman investigation if asked.	In our Complaints Policy we include this.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Annually we will self-assess our complaint handling against the Code, submitting this to the Ombudsman. It will also be completed following a significant restructure, merger, change in procedures, or following an Ombudsman investigation if asked.	In our Complaints Policy we include this.

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	If we are unable to comply with the Code due to exceptional circumstances, such as a cyber incident, we will inform the Ombudsman, provide information to customers who may be affected and publish this on our website. This includes sharing a timescale for returning to compliance with the Code.	In our Complaints Policy we include this.
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Section 9: Scrutiny & Oversight: Continuous Learning and Improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Comments
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 Policy outlines the responsibilities for learning and continuous improvement. Case Handlers look at individual cases. Leaders are responsible for trends in the service area they are responsible for.	In our Complaints Policy we include this.
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	Yes	Complaints Policy states: On a quarterly basis, information will be reported to the Changing Lives Homes Board and Changing Lives Homes Management Team.	In our Complaints Policy we include this.

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 Policy states: On a quarterly basis, information will be reported to the Changing Lives Homes Board The report will include all complaints performance.	In our Complaints Policy we include this.
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	The Code states we must appoint a suitably senior lead person as accountable for their complaint handling who must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. The lead for Quality, or their equivalent in title, will produce quarterly and annual	In our Complaints Policy we include this.

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	The Chair of Changing Lives Homes Board is appointed to have lead responsibility for complaints to support a positive complaint handling culture. This 'Member Responsible for Complaints' oversees the complaint performance and leads on the board's response. We have strengthened this further by having a second MRC, with the Director of Operations as the senior executive to oversee the operational side of complaints.	In our Complaints Policy we include this.
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	The Chair of Changing Lives Homes Board is appointed to have lead responsibility for complaints to support a positive complaint handling culture. This 'Member Responsible for Complaints' oversees the complaint performance and leads on the board's response. We have strengthened this further by having a second MRC, with the Director of Operations as the senior executive to oversee the operational side of complaints.	In our Complaints Policy we include this.

9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	The Chair of Changing Lives Homes Board is appointed to have lead responsibility for complaints to support a positive complaint handling culture. This 'Member Responsible for Complaints' oversees the complaint performance and leads on the board's response. We have strengthened this further by having a second MRC, with the Director of Operations as the senior executive to oversee the operational side of complaints.	In our Complaints Policy we include this.
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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 cooperative 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	Policy establishes the responsibility of all colleagues, highlighting our values and behaviours, not least the way we work with our customers, highlighting they will have a collaborative and cooperative approach towards resolving complaints, working with colleagues across teams and departments. Taking collective responsibility for any shortfalls identified through complaints and act within the professional standards for engaging with complaints.	In our Complaints Policy we include this.
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CHANGING LIVES

Changing Lives Homes (operating name of TCUK Homes Limited) is a company limited by guarantee registered in England and Wales with company number 08385555 and a wholly owned subsidiary of The Cyrenians Ltd. It is a non-exempt charity registered with number 1197888 and registered with the Regulator of Social Housing as a provider of social housing with registration number 4756. Registered Offices: H26 The Avenues, Eleventh Avenue North, Team Valley, Gateshead NE11 0NJ.