AIHA

HOUSING OMBUDSMAN COMPLAINT HANDLING CODE

SELF ASSESSMENT FORM 2025-26

APPENDIX A: SELF-ASSESSMENT FORM

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

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

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

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

SECTION 1: DEFINITION OF A COMPLAINT				
Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'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.'*	Yes	This definition is included in the introduction to AIHA's 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	This is reflected in AIHA's Complaints Policy. *Complaints Policy: Getting help to make your complaint*	Any 'expression of dissatisfaction' is treated as a complaint. We accept complaints made on behalf of the complainant by anyone advocating on their behalf.
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	This is mentioned in the exclusions section of our policy. *Complaints Policy: What is not a complaint*	We aim to resolve matters through our servicing and maintenance teams. Where a tenant has received a service but remains dissatisfied, the matter is considered through the complaints process.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the	Yes	*Complaints Policy: What is a complaint*	Complaints are dealt with independently of the service being provided.

	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.			
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	Maintenance and Repairs operatives are aware of the Complaints Policy and direct dissatisfied tenants to the Complaints Team.	Digital transactional surveys are still being developed. The mapping directs dissatisfied tenants to the Complaints Team. This is due to be live in at the end of 2026.

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: What is not a complaint*	All complaints are addressed. Where a matter is excluded from the formal complaints process, we still try to provide appropriate support.
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	Yes	*Complaints Policy:* • *What is not a complaint* • *Things to know when making a complaint/ Unacceptable behaviour during any stage of complaints* • *Stage 1/ Escalation*	The policy includes a list of reasonable exclusions.

	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.			
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: What is not a complaint*	Where a matter occurred more than 12 months, we consider addressing it outside of the formal process as this can still inform our learning and help improve services.
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: What is not a complaint*	Where a complaint is not accepted under an applicable exclusion, the reason is explained to the resident. We would make exceptions if instructed by the Housing Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	*Complaints Policy: What is not a complaint*	Each complaint is considered on its individual circumstances and the relevant exclusions are applied accordingly.

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: How to make a complaint*	Complaints can be made by in person, by post, email, or telephone. We do not provide a social media platform as this is not considered suitable for majority of our tenants.
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: How to make a complaint*	All departments are aware of the complaints process and can direct complaints to the appropriate person.
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	There are no targets for the number of complaints received. We welcome complaints as this provides essential insight.	Our policy is set out to encourage complaints and feedback is used as a tool to drive necessary service improvement.
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:* How to make a complaint *What happens when I make a complaint/ Timescales/ Stage 1/Stage 2*	Policy document is available by email, post and online. It clearly outlines timescales and what will happen at each stage of the complaints process.
3.5	The policy must explain how the landlord will publicise details of the complaints policy,	Yes	*Complaints Policy:* • *Footer* • *What if I am still dissatisfied*	We continuously promote the complaints process in our communication with tenants. The

	including information about the Ombudsman and this Code.		• *Monitoring*	Housing Ombudsman contact details are included alongside.
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:* Getting help to make your complaint	We accept complaints made on behalf of the complainant by anyone advocating on their behalf.
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:* • *What is not a complaint* • *What happens when I make a complaint/ Stage 1/ Acknowledging your complaint* • *What happens when I make a complaint/ Stage 1/ Request for an extension to these timescales* • *What happens when I make a complaint/ Stage 2/ Request for an extension to these timescales for* • *What if I am still dissatisfied*	This information is also included in all our complaints response templates.

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	Yes	This forms part of the role of AIHA's Head of Tenant Liaison	The Head of Tenant Liaison is responsible for complaint handling and for keeping AIHA's Board informed on these matters. This role also acts as the key contact for the Housing Ombudsman.

	role may be in addition to other duties.			
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	Job description for Head of Tenant Liaison	The Head of Tenant Liaison has access to all staff at all levels and colleagues are aware of the requirement to provide any information needed to investigate a dispute. The complaint handler has the authority to make decisions and agree appropriate resolutions.
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	Job description for Head of Tenant Liaison	Complaint handlers are trained in the importance of effective complaint handling and the need to learn from complaints.

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	AIHA Complaints Policy and Procedure	This policy document is available to and applicable to all residents.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not	Yes	*Complaints Policy:* • *What happens when I make a complaint* • *Internal process*	AIHA's complaints process has only 2 stages with early resolution encouraged where appropriate.

	appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			
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:* • *What happens when I make a complaint* • *AIHA Internal process*	AIHA's complaints process has only 2 stages, ensuring that the process is clear and does not delay access to the Ombudsman.
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: AIHA Internal process*	Where information is required from a third party, AIHA's complaint handler continues to manage all correspondence. This prevents the tenant from having to go through additional stages or from having to make a separate complaint.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	*Complaints Policy: AIHA Internal process*	AIHA does not allow third parties to handle complaints. Any relevant information is shared with AIHA's complaint handlers to ensure the complaint is managed in line with the Code.
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:* • *What happens when I make a complaint/Stage 1/Acknowledging your complaint* • *What happens when I make a complaint/Stage 2/Acknowledging your complaint*	This is part of the complaint handling process. Our understanding of the complaint and the outcome the resident is seeking is included in all complaint letters.
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	Yes	*Complaints Policy:* • *What happens when I make a complaint/Stage 1/Acknowledging your complaint*	This is part of the complaint handling process. Where only part of a complaint can be dealt with by AIHA, this is communicated to the tenant.

	for and clarify any areas where this is not clear.		• *What happens when I make a complaint/Stage 2/Acknowledging your complaint*	
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	*Complaints Policy: Things to know when making a complaint*	Complaint handlers are trained to consider all evidence and ensure fairness when investigating complaints.
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:* • *What happens when I make a complaint/Stage 1/ Request for an extension to these timescales* • *What happens when I make a complaint/Stage 2/ Request for an extension to these timescales*	We aim to maintain open dialogue with all complainants throughout the process and where appropriate will communicate with them alongside the formal response letters.
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	Yes	*Complaints Policy:* • *How to make a complaint* • *Things to know when making a complaint/ Unacceptable behaviour during any stage of complaints*	Where a tenant requires support, reasonable adjustments are applied across all services.

	must be kept under active review.			
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: What happens when I make a complaint/Stage 1/Escalation*	A request for escalation is only refused where a valid exclusion applies. The request will be dealt with in accordance with the policy.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	*Complaints Policy: AIHA Internal process/Managing the procedure and record keeping*	Complaints are recorded on our data management system. This is in addition to email correspondence and designated electronic files.
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: What happens when I make a complaint/Stage 1/Decision*	Complaint handlers are trained to seek a resolution as early in the process as possible.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	*Complaints Policy: Things to know when making a complaint/ Unacceptable behaviour during any stage of complaints*	Unacceptable Behaviour Policy is applied where necessary.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	*Complaints Policy: Things to know when making a complaint/ Unacceptable behaviour*	Equality impact assessment will be carried out before applying contact restrictions to ensure measures are appropriate and proportionate.

	for the provisions of the Equality Act 2010.		*during any stage of complaints*	

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: What happens when I make a complaint/Stage 1/Decision*	Complaint handlers seek to resolve simple matters without request for additional information. We also try to simplify matters for vulnerable tenants.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	*Complaints Policy: What happens when I make a complaint/Stage 1/Acknowledging your complaint*	Complaints are acknowledged, defined and logged in accordance with the Housing Ombudsman Complaint Handling Code.
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	*Complaints Policy: What happens when I make a complaint/Stage 1/Decision*	Responses are issues in accordance with the Housing Ombudsman Complaint Handling Code
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	*Complaints Policy: What happens when I make a complaint/Stage 1/ Request for an extension to these timescales*	Responses are issues in accordance with the Housing Ombudsman Complaint Handling Code.

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: What happens when I make a complaint/Stage 1/ Request for an extension to these timescales*	Housing Ombudsman contact details are included in all our complaints correspondence
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	Decision letters are provided within the required timescales and not when the matter is fully resolved.	We continue to monitor outstanding actions and communicate with the resident until the matter is fully resolved.
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	Decision letter template	Our decision letter sets out a response to all issues raised in the complaint and references relevant policies.
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: What happens when I make a complaint/Stage 1/Acknowledging your complaint*	Additional complaints raised during a complaint investigation are considered as part of the existing complaint if it is relating to the same issue. Where they are unrelated or would unreasonably delay the response, they are considered 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;	Yes	Decision letter template *Complaints Policy: What happens when I make a complaint/Stage 1/Decision*	Our policy sets out the expectations in responding to complaints.

	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.			
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: What happens when I make a complaint/Stage 1/Escalation*	This is stated in our policy. Stage 2 is the final stage of the internal complaints process.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	*Complaints Policy: What happens when I make a complaint/Stage 2/Acknowledging your complaint*	Complaints are acknowledged, defined and logged in accordance with the Housing Ombudsman Complaint Handling Code.
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	Resident can escalate because they are not satisfied with the outcome in stage 1 and do not have to tell us why.	If we do not understand the reason for escalation we will discuss this with the complainant to ensure we are clear about the outcome they are seeking.
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: The process for responding to complaints*	Stage 1 is resolved by the Head of Tenant Liaison and Stage 2 is resolved by the CEO
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	*Complaints Policy: What happens when I make a complaint/Stage 2/Decision*	Responses are issues in accordance with the Housing Ombudsman Complaint Handling Code.
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	Yes	*Complaints Policy: What happens when I make a complaint/Stage 2/ Request for an extension to these timescales*	Any extensions to response timescales are managed in accordance with the Housing Ombudsman Complaint Handling Code.

	than 20 working days without good reason, and the reason(s) must be clearly explained to 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: What happens when I make a complaint/Stage 2/ Request for an extension to these timescales*	Housing Ombudsman contact details are included in all complaints correspondence
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	Decision is communicated in accordance with the timescales and does not wait until the matter is fully resolved.	We continue to monitor outstanding actions and communicate with the resident until the matter is fully resolved.
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	Decision letter template	Our decision letter sets out a response to all issues raised in the complaint and references relevant policies.
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; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Decision letter template *Complaints Policy: What happens when I make a complaint/Stage 2/Decision*	Our policy sets out the expectations in responding to complaints.

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: The process for responding to complaints/ Stage 2*	AIHA's complaints process has only 2 stages.

SECTION 7: PUTTING THINGS RIGHT				
Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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: AIHA Internal process/Considering a complaint*	Where a service failure is identified, all appropriate remedies are considered and applied.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	*Complaints Policy: AIHA Internal process/Considering a complaint*	Remedies reflect the level of service failure **and** the impact it had 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	Decision letter *Complaints Policy: AIHA Internal process/Remediation*	We continue to communicate with the resident and monitor outstanding actions until the matter is fully resolved.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Decision letter *Complaints Policy: AIHA Internal process/Remediation*	Complaint handler receive training and rely on Housing Ombudsman resources when providing remedies.

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	Annual Complaints Performance Report 2025-26 is available on our website.	• The self-assessment is published alongside the complaints performance report • The report includes all information relating to complaints handling in 2025-26 and any learning and improvements arising from complaints • HO determined one case in 2025-26, and issued an individual report for AIHA.
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. The governing body's response to the report must be published alongside this.	Yes	Board response to the report is published alongside the complaints performance report	The board response is published on our website alongside other complaints documents.
8.3	Landlords must also carry out a self-assessment following a significant	Yes	N/A	We will carry out a self-assessment in the event of a significant restructure or other significant organisation change.

	restructure, merger and/or change in procedures.			
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	N/A	We will carry out an additional self-assessment if requested to do so by the Housing Ombudsman
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	In the event of a serious incident, we will advise relevant partners. We will attempt to put provisional systems in place so that tenants can continue to raise complaints in the event of dissatisfaction.

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 Policy: Learning and Improvement*	Improvements to services arising from learning from complaints are reported in our Annual Complaints Performance 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	Newsletters Annual Complaints Performance Report	We recognise the value of complaints and continuously encourage residents to raise concerns as it fosters collaborative working and helps us identify opportunities for learning and improvement.
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	Yes	Newsletters Annual Complaints Performance Report	We communicate wider learning and improvements arising from complaints through our Annual Complaints Performance Reports, Newsletters and internal meetings.

	residents' panels, staff and relevant committees.			
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	Head of Tenant Liaison is lead person responsible for complaints handling, review and reporting	The Head of Tenant Liaison reviews complaints and trends identified with relevant departments on a regular basis. Serious concerns are raised with the CEO
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	*Complaints Policy: Reporting*	The MRC sits on the governing body and is the lead responsible person for complaints compliance.
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	MRC has direct access to the information through the complaints officer.	This is defined in the role of the MRC.
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	Yes	The governing body receives complaints performance reports.	The board receives complaints reports three times a year in addition to the Annual Complaints Report.

	d. 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	We take responsibility for any service provided by AIHA whether this is directly or through a third party and work in partnership to resolve any disputes.	We promote a positive complaint handling culture and encourage staff to view complaints constructively. This supports collaboration across departments and helps us identify opportunities for improvement. To ensure matters are handled professionally and do not become personal, complaints decisions refer to staff by job title rather than by name.