

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints and Compliments Policy Final.pdf (basildon.gov.uk)	Basildon Council Complaints Policy Page 3 – Section 3 “Our approach to customer feedback” “Complaint”
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.	No		This does happen in practice but is not explicit in the policy. Policy due for review Sept 2024. All Tenants have the right to go direct to the ombudsman without exploiting the complaints process.
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	Yes	The council operates a clear process of how to make a complaint and how to make a service request. If a complaint comes in that is a service request, we reallocate and advise the customer and vice a versa. We do however need to	This is not explicit in the definitions section of the policy. Policy due for review Sept 2024.

	right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		make this more explicit in the complaints policy.	
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.	No		This does happen in practice but is not included in the policy. Policy due for review Sept 2024
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.	No	<p>We have the 'How did we do today?' survey form. However, this does not include signposting as to how to make a complaint if the person wishes to.</p> <p>Our consultations are often anonymous so it is not possible to see the source of any complaint the respondent may have made.</p>	Action - Signpost how to make a complaint on our survey forms and in our consultation documents

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 and Compliments Policy Final.pdf (basildon.gov.uk)	The council will accept a complaint unless the matter falls within the exclusions as set out within the complaint's procedure. Basildon Council Complaints Policy Page 7 and 8 “Exclusions of the 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: <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. 	Yes	Complaints and Compliments Policy Final.pdf (basildon.gov.uk)	Basildon Council Complaints Policy Page 7 and 8 “Exclusions of the Policy” Outside of the Council Service Jurisdiction. <ul style="list-style-type: none"> Something that happened more than 12 months ago although this is

	<ul style="list-style-type: none"> • 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. 			<p>assessed by the council on a case-by-case basis</p> <ul style="list-style-type: none"> • Complaints regarding government legislation and associated policies • Complaints regarding agreed council policies • Complaints regarding settled or ongoing legal cases or those with an existing right of appeal.
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 and Compliments Policy Final.pdf (basildon.gov.uk)	Basildon Council Complaints Policy Page 7 and 8 “Exclusions of the Policy”

2.4	<p>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.</p>	No		<p>This is not explicit in the policy. Policy due for review in Sept 2024</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>All potential complaints are logged on our Internal dynamics CRM system. A team of complaint handlers individually review and decide on whether this meets the criteria for a complaint and processes through to service team allocation requesting an investigation and response.</p>	

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.	No	Customer Resolution Centre - 01268 533333 The Basildon Centre Basildon Centre St Martins Square, Basildon SS14 1DL Complaints and compliments - Basildon	It is not explicit in our communications that there are several ways to complain. Our website offers online complaints and does not communicate any other methods Action – update website
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	Staff are trained in complaints awareness	Staff can submit a resident complaint on the Basildon Council website portal or via email in our internal complaint mailbox
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	Yes	The Council fully endorses this statement in our Introduction section of the Complaints and Compliments Policy	

	volumes are potentially a sign that residents are unable to complain.			
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 and Compliments Policy Final.pdf (basildon.gov.uk) It is published on our website	Policy is freely available for viewing or downloading from Basildon Council Website
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	No	The Policy is published on the website	The policy does not explicitly state where the policy will be published. Policy due for review Sept 2024.
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.	No		This does happen in practice with the complainant's consent but it is not contained in the policy. Policy due for review Sept 2024.
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 and Compliments Policy Final.pdf (basildon.gov.uk)	

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	Customer Resolution Centre (CRC) – Complaints Team	Action - Include in the policy that we have a responsible complaints officer
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	Dynamics 365 internal complaints case management system	Action - include in the policy that the complaints officer has this access and authority
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	Internal training, process flows, and process documentation	Action - include training in the policy

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 and Compliments Policy Final.pdf (basildon.gov.uk)	
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 and Compliments Policy Final.pdf (basildon.gov.uk)	
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 and Compliments Policy Final.pdf (basildon.gov.uk)	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or	Yes	Dynamics 365 Case Management System	Complaints are managed via our Case Management System and are logged as a

	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.			single complaint with tasks appointed to the relevant service to respond to any external contractors responding to the service.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Dynamics 365 Case Management System	The Complaint Team manages responses, they monitor, quality check, and ensure all aspects of the complaint have been covered.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition.” If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Template Letters	This is not laid out in the policy but can be evidenced in our letter templates
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	Templated Letters exist for all complaint stages with a format to address all aspects of the complaint Internal processes	This is not stated in the policy but can be evidenced in our letter templates

	for and clarify any areas where this is not clear.			
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	<p>Complaints and Compliments Policy Final.pdf (basildon.gov.uk)</p> <p>All staff have access to the case management system.</p> <p>staff training</p>	<p>All complaints are logged with all evidence provided by both the complainant and the service to which the complaint relates. This enables direct access to the service for review of evidence and conclusion to complaint. Phone calls, emails and letters are used to request further evidence or to ask/answer questions.</p>
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	<p>Complaints and Compliments Policy Final.pdf (basildon.gov.uk)</p> <p>Timescale alerts are built within the complaints case management system.</p>	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record	Yes	The resident can advise of any disabilities or additional needs at any time before or during the complaint, we will ensure they are aware of additional help or support that we offer and	

	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.		will note the system with prior permission of any reasonable adjustments Completion of an Equality Impact Assessment	
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.	No		This does happen in practice but is not stated in the policy. Policy due to be reviewed in Sept 2024
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	Internal Dynamics CRM Case Management System	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at	Yes	The council will aim to remedy all complaints at the earliest point.	Whilst the council has SLA's it is clear in the customer strategy and complaints

	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.		Basildon Council - Customer Policy - October 2019 - this is in the process of being refreshed along with the complaints policy due Sept 2024.	policy we will aim to resolve at the earliest point.
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	The Customer Incident process reviews anybody on the 'Person at Risk' register and takes into consideration the seriousness of the unacceptable behaviour, action taken, and time lapsed which is proportionate. The Complaints and Compliments policy also refers to the management of persistent or unreasonable complainants	
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	The Customer Incident process reviews anybody on the 'Person at Risk' register and takes into consideration the seriousness of the unacceptable behaviour, action taken, and time lapsed which is proportionate	

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	The council will aim to remedy all complaints at the earliest point. The Policy has provision for a 'quick resolution' Basildon Council - Customer Policy - October 2019 - this is in the process of being refreshed along with the complaints policy due Sept 2024.	
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 and Compliments Policy Final.pdf (basildon.gov.uk) Internal Dynamics CRM Case Management System	
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 and Compliments Policy Final.pdf (basildon.gov.uk) Internal Dynamics CRM Case Management System	

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 and Compliments Policy Final.pdf (basildon.gov.uk) Internal Dynamics CRM Case Management System	
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	This is included in all our template letters for complaints	
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	Internal Dynamics CRM Case Management System	Dynamics 365 System is set up to monitor Service Levels and each complaint handler undertakes set cases.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	Template letter and case handler monitoring ensure all points raised in the complaint are addressed and clear reasons for decision explained	Our template letters do not advise that we should reference the relevant policy or law and good practice, however where this is pertinent to the response it would be

				included and referenced. Action – Template letters to be updated
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.	No		This would happen in practice but it is not explicitly explained in the policy. Policy to be reviewed Sept 2024
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual 	Yes	This is evidenced in our letter templates	

	is not satisfied with the response.			
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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 and Compliments Policy Final.pdf (basildon.gov.uk)	
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	This is evidenced in our letter templates	
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.	No		The policy asks for reasons to escalate to be provided and therefore needs to be updated to reflect this code provision. Policy review due Sept 2024
6.13	The person considering the complaint at stage 2 must not be the same person that	Yes	Complaints and Compliments Policy Final.pdf (basildon.gov.uk)	

	considered the complaint at stage 1.		Stage 2 complaints are reviewed by a Senior Manager	
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 and Compliments Policy Final.pdf (basildon.gov.uk)	
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 and Compliments Policy Final.pdf (basildon.gov.uk)	
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	This is incorporated into all Template letters	
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	Yes	Our workflows with the Dynamics 365 Case Management System ensure this happens; the system will not allow move on to other stages without notifying the resident. We send responses with confirmation of future remedial work and when this will be completed as part of the response.	

	appropriate updates provided to the resident.			
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	Template letter and case handler monitoring ensure all points raised in the complaint are addressed and clear reasons for decision explained	Our template letters do not advise that we should reference the relevant policy or law and good practice, however where this is pertinent to the response it would be included and referenced. Action – Template letters to be updated
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	Yes	This is evidenced in our letter templates	

	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 and Compliments Policy Final.pdf (basildon.gov.uk)	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • 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	Stage 1 and 2 template response letters	

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is evidenced in our letter templates	
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	Template letters and actions monitored via case management system	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We follow the guidance, our responses to all ombudsman cases address this.	

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>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;</p>	Yes	<p style="text-align: center;"><u>BASILDON DISTRICT COUNCIL</u></p> <p style="text-align: center;">Annual Report presented to Overview and Scrutiny Committee on Ombudsman cases 22/23 on 31 October 2023</p> <p style="text-align: center;">Annual Summary of complaints is captured in Q4 Overview and Scrutiny committee reports <u>Enc 2 - Fit For Purpose Q4 Report.pdf</u></p>	

	<p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman;</p> <p>and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the</p>	No		<p>The annual complaints performance and service improvement plan could not be presented to committee at end of financial year due to</p>

	on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.			the local and general elections. Reports planned for Sept 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We will when these occurrences happen	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Completed a Spotlight on Managing agents Presented to Place Scrutiny Committee on 24 February 2024 http://vmser-itg-290:8080/documents/s142589/Housing%20Ombudsman%20-%20Spotlight%20on%20Managing%20Agents%20review.pdf	
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,	Yes	The council have not been subject to a cyber incident but have business continuity plans in place to ensure compliance if this did impact our customer and complaint services.	

	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.			
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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	The council's overview and scrutiny committee review all complaints data and ombudsman referrals and outcomes. Lessons learnt are drawn from these discussions	
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	The council's overview and scrutiny committee review all complaints data and ombudsman referrals and outcomes. Lessons learnt are drawn from these discussions	
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	Committee reports are in the public arena Tenant representatives sit on Council Scrutiny Panels when housing matters are discussed	
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	A senior officer is accountable for complaint handling	

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 Leader of the council is the MRC	
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	Quarterly performance updated reported to Scrutiny committees. Regular briefings and meetings with Senior staff	
9.7	As a minimum, the MRC, and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> 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	Quarterly reports to Overview and Scrutiny committee – evidence of the last 4 meetings Enc. 2 for 202324 Q1 Overview Report Fit For Purpose Theme.pdf Enc 2 - Fit For Purpose Q4 Report.pdf BASILDON DISTRICT COUNCIL Housing Ombudsman landlord performance 22/23 report presented to Place Scrutiny on 7 Nov 2023 BASILDON DISTRICT COUNCIL	

	d. annual complaints performance and service improvement report.		Annual Ombudsman Report presented to Overview and Scrutiny Committee on 31 October 2023	
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	The largest level of complaints for Housing are in relation to Repairs. A joint working group was created with our partners to address this with an action plan and standard practise. BASILDON DISTRICT COUNCIL Place scrutiny 6 Feb 2024 – Housing Repairs Review	The new policy will provide more detail. However the scrutiny minutes evidence this is happening in practice.