

**THE JAMES CHARITIES
ANNUAL COMPLAINTS PERFORMANCE
AND SERVICE IMPROVEMENT REPORT, 2025**

1. Introduction

This is our second annual complaints report. It covers the period January to December 2025.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right. When we do not, we will acknowledge this and attempt to correct it.

Our residents' views and perceptions are important to us. The James Charities Trustee Limited will continually take feedback to improve services to residents.

2. Management Committee's Response

The Trustee has reviewed and approved this years' Annual Complaints Report.

The Trustee regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and, when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

| Period | Stage 1 complaints | Stage 2 complaints |
|--------------------------|--------------------|--------------------|
| January to December 2025 | 1 | 1 |

For this year, we received one formal complaint. The complaints officer responded in a timely manner. The complainant chose to appeal. The appeals officer responded in a timely manner. The complainant was satisfied by this response.

We are not complacent. We will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We do not accept complaints regarding anti-social behaviour (ASB). This is because we have a separate ASB and harassment policy that deals with this. Copies are available from the manager's office, or by the complaints officer by phone or e-mail.

If we refuse to accept a complaint, we will write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

We will survey our residents in 2026 and use the feedback to improve their wellbeing and levels of satisfaction. The Complaints Policy and Procedure is easily accessible for all residents and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in our correspondence relating to services, to actively encourage residents to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via the General Manager. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer** is:

Name: William Coffin

Telephone number: 07496-248903

Address: Management Office
James Memorial Homes,
Birmingham B7 5NW

Email address: thejamescharities@btconnect.com

(b) The **Appeals Officer** is:

Name: Inderjit Sathi Singh

Telephone number: 0121-327-0803

Address: Management Office
James Memorial Homes,
Birmingham B7 5NW

Email address: info@jamescharities.org.uk

Assistance can be obtained by visiting the General Manager or calling 07967-485898. Upon receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year, a meeting of directors assesses our performance against the Complaints Handling Code, and the result is available to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

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> | Y | Complaints policy §1.2 | |
| 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. | Y | Complaints policy §1.3 | |
| 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. | Y | Complaints policy §1.5 & §1.6 | Service requests are logged on a spreadsheet, with the date that staff were informed, the date the contractor was informed, and the date completed. On reporting, residents are given a slip showing a date and a reference number. |

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| 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. | Y | Complaints policy §1.7 | We will respond to such expressions of dissatisfaction. This will not adversely affect our response to any service request. |
| 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. | Y | Complaints policy §1.8 | |

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 | Y | Complaints policy §2.1 | |
| 2.2 | A complaints policy must set out the circumstances in which a matter will not be | Y | Complaints policy §2.2 | |

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| | <p>considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. | | | |
| 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. | Y | Complaints Policy §2.3 | |
| 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. | Y | Complaints Policy §2.4 | |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they | Y | Complaints Policy §2.1 | |

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| | must consider the individual circumstances of each complaint. | | | |
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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. | Y | Complaints policy §1.4, §4.1 & §4.2 | We accept complaints made in any reasonable way. |
| 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. | Y | Complaints policy §1.4 & §5 | All staff and directors are made aware of the policy. |
| 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. | Y | Complaints policy §4.3 | |
| 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. | Y | Complaints policy §4.4 | Our policy is available online and in printed form. Illiterate residents have the policy explained to them. |

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| | The policy must also be published on the landlord's 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. | Y | Complaints policy §4.4 | As above |
| 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. | Y | Complaints policy §4.5 | |
| 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. | Y | Complaints policy §7.2, §8.5, §8.7 & §13 | |

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. | Y | Complaints policy §5 & §6 | The complaints officer is the CEO and the appeals officer is a director of the corporate trustee. |

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| 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. | Y | | The CEO can communicate with all staff and has the authority to act. |
| 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 | Y | Complaints policy §5.4 | Staff are trained in complaint handling through 1:1 sessions. |

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. | Y | One Almshouse complaints policy | |
| 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. | Y | Complaints policy §7 & §8 | Only two complaint stages |
| 5.3 | A process with more than two stages is not | Y | As above | As above |

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| | acceptable under any circumstances as this will make the complaint process unduly long and 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. | Y | Complaint policy §7.4 | In rare circumstances, a stage 1 complaint may be handled by a director of the corporate trustee or an officer from a trusted organisation, such as BVSC or the Almshouse Association. |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | Y | As above | |
| 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. | Y | Complaints policy §7.1 & §8.3 | |
| 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. | Y | Complaints policy §7.1 & §8.3 | |
| 5.8 | At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; | Y | Complaints policy §6 | |

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| | <ul style="list-style-type: none"> 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. | | | |
| 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. | Y | Complaints policy §7.2 & §8.5 | |
| 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. | Y | Complaints policy section §4.1 & §4.2 | Reasonable adjustments will be discussed with the complainant and logged. |
| 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. | Y | Complaints policy §2 | |
| 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 | Y | | This information and the supporting documentation will be stored in secure |

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| | received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys. | | | electronic files in the cloud. |
| 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. | Y | In liaison with the board of the corporate trustee, the complaints officer and appeals officer have the authority to apologise and offer financial compensation should the complaint merit 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. | Y | Complaints policy §3 | We have an anti-social behaviour and harassment policy that is regularly reviewed by the board. |
| 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. | Y | As above | |

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 | Y | | The complaints officer will |

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| | 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. | | | <p>Speak to the complainant and/or their next of kin to gain clarity on the complaint and their preferred outcome.</p> |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u> | Y | Complaints policy §7.1 | |
| 6.3 | Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged. | Y | Complaints policy §7.2 | |
| 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. | Y | Complaints policy §7.2 | |
| 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. | Y | Complaints policy §7.2 | |
| 6.6 | A complaint response must be provided to the resident when the answer to the | Y | Complaints policy §7.3 | |

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| | 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. | | | |
| 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. | Y | Complaints policy §7.8 | |
| 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. | Y | Complaints policy §7.7 | |
| 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 | Y | Complaints policy §7.8 | |

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| | actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | | | |
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Stage 2

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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. | Y | Complaints policy §8.1 | |
| 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. | Y | Complaints policy §8.3 | |
| 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. | Y | Complaints policy §8.2 | |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Y | Complaints policy §8.1 | Complaint officer stage 1; appeals officer stage 2 |
| 6.14 | Landlords must issue a final response to the stage 2 within 20 working days | Y | Complaints policy §8.4 | |

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| | of the complaint being acknowledged. | | | |
| 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. | Y | Complaints policy §8.5 | |
| 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. | Y | Complaints policy §8.5 | |
| 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. | Y | Complaints policy §8.6 | |
| 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. | Y | Complaints policy §8.7 | |
| 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; | Y | Complaints policy §8.7 | |

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| | b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | | | |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response. | Y | Complaints policy §8.4 | |

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: <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, | Y | Complaints policy §9.1 | We stand ready to take any such actions should the need arise. |

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| | <ul style="list-style-type: none"> 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. | | | |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Y | Complaints policy §9.2 | Directors will instruct the CEO on a suitable remedy. |
| 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. | Y | Complaints policy §9.3 | This will be recorded in writing, or a contemporaneous note made where a verbal agreement is reached. |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | | Complaints policy §9.4 | We will seek fair outcomes, put things right and learn from our mistakes. |

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 | Y | Annual complaints performance and service improvement report providing all the information | This is to be submitted in June 2026 |

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| | <p>challenge, which must include:</p> <ul style="list-style-type: none"> 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. | | requested | |
| 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 on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p> | Y | <p>Complaints are addressed in the annual report, shared with the Charity Commission and Regulator of Social Housing</p> | |

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| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Y | Acknowledged. Not applicable at this time. | |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Y | Acknowledged. Not applicable at this time. | |
| 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. | Y | Acknowledged. Not applicable at this time. | |

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. | Y | Annual complaints performance and service improvement report | Staff and directors are constantly learning and striving to improve services |
| 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 | Y | Annual complaints performance and service improvement report | Complaints are handled fairly. While they can be an opportunity to learn, we are keen to introduce positive changes regardless of |

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| | introduce positive changes in service delivery. | | | complaints. |
| 9.3 | Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees. | Y | Annual complaints performance and service improvement report | As a small housing provider, we have constant and open dialogue with our residents |
| 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. | Y | Complaints policy §10.1 | The CEO 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'). | Y | Complaints policy §10.2 | The board has appointed one of its number as 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 | Y | | Complaints is a standing item on the board's agenda |

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| | and report on their findings. | | | |
| 9.7 | <p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <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 d. annual complaints performance and service improvement report. | Y | | The CEO and MRC maintain regular contact |
| 9.8 | <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 | Y | | The Charity prides itself on good teamwork and collaboration with contractors. There is no blame culture. We are dedicated to upholding our complaints policy and maintaining our good name. |

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| | as set by any relevant professional body. | | | |
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