

Self-Assessment Action Plan – September 2026

Code provision	Code requirement	Comply: Yes / No	Reason	Action required	Responsible person	Completion target date	Status
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.	No	Broadland are making final policy amendments following legal advice before publishing, which includes dealing with unacceptable behaviour	Wider action to explore whether Broadland require a standalone policy and procedure for unacceptable behaviour	Customer Experience Manager	31 October 2026	In progress
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.	No	Broadland are making final policy amendments following legal advice before publishing, which includes dealing with unacceptable behaviour	Wider action to explore whether Broadland require a standalone policy and procedure for unacceptable behaviour	Customer Experience Manager	31 October 2026	In progress
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>	No	Whilst performance is consistently high for stage 1 acknowledgements, improvements are required to comply with the Code	Customer Experience Manager has reviewed current process and improvements have been identified	Customer Experience Manager	31 March 2027	In progress

				Data improvements will support effective case management of complaints Broadland will aim for 100% compliance with the Complaint Handling Code			
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No	Whilst performance is consistently high for stage 1 response, improvements are required to comply with the Code Complaint performance – year-to-date (August period end) 88.42%	Customer Experience Manager has reviewed current process and improvements have been identified Revised policy and procedure will place importance on learning, which will reduce complaint demand and improve performance Broadland will aim for 100%	Customer Experience Manager	31 March 2027	In progress

				compliance with the Complaint Handling Code			
--	--	--	--	---	--	--	--