

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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage
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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage
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	Yes	Make a complaint - Broadland Housing Association	Included in the procedure contained within the complaint webpage

	recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within the complaint webpage
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	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within this complaint webpage

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	Make a complaint - Broadland Housing Association	Included in the procedure contained within the complaint webpage
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.	Yes	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within this complaint webpage

	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	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within this complaint webpage
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	Acknowledgement letter template for complaints Broadland do not accept	Letter template accessible to complaints staff & Included in the revised policy
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within the complaint webpage Covered in more detail in the revised policy

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	Make a complaint - Broadland Housing Association Reasonable Adjustments - Broadland Housing Association	Broadland accept complaints via the following channels: Tenant online portal / email / phone call / report to employee / social media / letter Reasonable adjustments are covered in our complaints policy and information is available on our 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	Make a complaint - Broadland Housing Association	Broadland accept complaints via the following channels: Tenant online portal / email / phone call / report to employee / social media / letter

				Employees dealing with complaints and new starters receive complaints awareness training
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	Make a complaint - Broadland Housing Association	Broadland have a well-publicised and accessible complaints process Broadland received 366 stage 1 complaints & 44 stage 2 complaints - FY 25-26
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	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within the complaint webpage
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within the complaint webpage
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	Make a complaint - Broadland Housing Association	Included in the procedure contained within the complaint webpage

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	Make a complaint - Broadland Housing Association	Included in the policy and procedure contained within the complaint webpage Information about the tenants rights to contact the Housing Ombudsman are included in in our stage 1 & stage 2 acknowledgement and response letters
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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	Broadland have a Customer Experience Manager who is responsible for overseeing complaints. The team include three complaints handlers who are responsible for ensuring complaints are dealt with as per the Complaints Handling Code	Senior managers across Broadland are trained to manage complaint where demand requires, or if they're the subject matter expert for the type of complaint A member of the complaints team is responsible for corresponding with the Housing Ombudsman for stage 2 escalations and determinations
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	Staff received regular complaints training, which include the timescales as defined under the Complaint Handling Code	Staff at all levels are accessible to facilitate prompt resolution
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	Yes	Complaints are recognised as a core service, and resource has been provided for a dedicated complaints team	Our revised policy includes a more thorough approach to learning from complaints

	important that complaints are seen as a core service and must be resourced to handle complaints effectively		Employees dealing with complaints and new starters receive complaints awareness training	
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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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage All complaints are treated fairly and in line with our 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.	Yes	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage Broadland have a 2 stage complaints process
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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage Broadland have a 2 stage complaints process

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	Broadland do not allow third parties to respond to formal complaints	Where evidence from a third party is required, Broadland will request and manage the complaint within the timescales of the Complaint Handling Code
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Broadland do not allow third parties to respond to formal complaints	Where evidence from a third party is required, Broadland will request and manage the complaint within the timescales of the Complaint Handling 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	Can be evidenced in our stage 1 & stage 2 acknowledgement letters	"The complaint definition" is also included in our stage 1 & stage 2 response 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 for and clarify any areas where this is not clear.	Yes	Acknowledgement letter template	Broadland will confirm the "the complaint definition" in stage 1 & stage 2 acknowledgement and response letters. Where Broadland does not accept

				the complaint, reasons why will be provided
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	Broadland actively encourages a fair and transparent complaints process	Should a conflict of interest appear upon receipt of a complaint, an impartial complaint handler will be allocated
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	Communication preferences are agreed with the complainant where an extension is required	Where delay to a stage 2 response due to exceptional circumstance i.e. a thorough investigation is required, a time will be agreed with the complainant to provide updates
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Make a complaint - Broadland Housing Association Reasonable Adjustments - Broadland Housing Association	Reasonable adjustments are covered in our complaints policy and information is available on our website Reasonable Adjustments procedure evidences how staff update records following a reasonable

				adjustment request – this is available via Broadlands website
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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage <i>“A resident can escalate their service complaint to the next stage of the complaint process regardless of the outcome, and does not have to provide the reason they are escalating the complaint.”</i>
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	System and software	Broadland store all relevant complaints details across our housing management system and Microsoft Teams
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	Make a complaint - Broadland Housing Association	Broadland aim to resolve complaints in a timely manner Included in the procedure contained within the complaint webpage

				A resolution can be agreed at any stage of the complaint
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	Unacceptable behaviour guidance is available for all staff Wider action to explore whether Broadland require a standalone policy and procedure for unacceptable behaviour Reference Action Plan
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	Unacceptable behaviour guidance is available for all staff Wider action to explore whether Broadland require a standalone policy and procedure for unacceptable behaviour Reference Action Plan

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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	Make a complaint - Broadland Housing Association	Broadland aim to resolve complaints in a timely manner Included in the procedure contained within the complaint webpage A resolution can be agreed at any stage of the complaint
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	Customer Experience Manager has reviewed current process and improvements have been identified Data improvements will support effective case management of complaints	Whilst performance is consistently high for stage 1 acknowledgment, improvements are required to comply with the Code Broadland will aim for 100% compliance with the Complaint Handling Code Reference Action Plan
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working</u>	No	Customer Experience Manager has reviewed current process	Whilst performance is consistently high for stage 1

	days of the complaint being acknowledged.		and improvements have been identified Data improvements will support effective case management of complaints Complaint performance – year-to-date (August period end) 88.42%	response, improvements are required to comply with the Code Broadland will aim for 100% compliance with the Complaint Handling Code Reference Action Plan
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	Make a complaint - Broadland Housing Association Extension letter templates available	Included in the policy contained within the complaint webpage Letter templates support this process
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	Make a complaint - Broadland Housing Association Extension letter templates available	Included in the policy contained within the complaint webpage Information included in the extension letter
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	Yes	Broadland encourages complaint handlers to close a complaint once answers are provided to the complainant	Actions are tracked through to completion i.e. tracking a complex repair

	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.	Yes	Response letters	This forms part of the training delivered to complaint handlers
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	Staff awareness training	Employees dealing with complaints and new starters receive complaints awareness training
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right;	Yes	Letter templates available	Evidenced in our stage 1 response template

	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.			
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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	Details of how to escalate are included in our stage 1 & stage 2 response letters	Broadland have never refused to escalate a complaint
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	Make a complaint - Broadland Housing Association Performance metrics evidence 100% compliance with stage 2	Included in the policy contained within the complaint webpage
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	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Make a complaint - Broadland Housing Association	Included in the policy contained within the complaint webpage
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	Extension letter templates	Usually an extension will be required due to complainants availability to attend a stage 2 panel hearing
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	Extension letter templates	Letter templates support this process
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	Broadland encourages complaint handlers to close a complaint once answers are provided to the complainant	Actions are tracked through to completion i.e. tracking a complex repair
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	Response letters	This forms part of the training delivered to complaint handlers

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	Stage 2 response letters	Evidenced in our stage 2 response letters
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Make a complaint - Broadland Housing Association	Included in the procedure contained within the complaint webpage

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;	Yes	Evidenced through complaint response	Complaint Handlers identify learnings and improvements to policies and procedures

	• 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.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Remedies are identified using a considered approach based on the cause and impact Compensation policy	Broadland refer to the Housing Ombudsman's remedies for guidance and our compensation policy
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	Response letters	This is consistent in our stage 2 responses
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation policy	Broadland review the Housing Ombudsman Remedies Guidance and benchmark against similar complaints from the Housing Ombudsman to ensure a fair and consistent approach

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	Self-assessment Board reports Broadlands website	a. Our self-assessment against the code is reviewed annually, approved Board and published on our website b. Two reports per year are presented to Board on complaints performance giving analysis of complaint handling performance. c. All Housing Ombudsman Determinations are shared with the Board and included in the 6 monthly complaints update report. d. Service improvements made because of the learning from complaints are detailed in the Board reports e. The annual performance report by the Housing Ombudsman is shared

				with the Board, published on website and circulated to the Tenants Assurance Panel f. Reports or publications produced by the Ombudsman in relation to Broadland Housing will be shared with the Board and Executive Leadership
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	Annual Review Self-assessment action plan	Complaints performance is posted on our website annually Self-assessment action plan 2025 is on our website Service improvement report and the governing body's repose will be published on our website
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	N/A	Will review upon approval of our new policy and procedure
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	N/A	Broadland will review the self-assessment if required 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	Broadland will comply should exceptional circumstances present
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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	Response letters	Each complaint is consistently treated fairly Learnings will be driven from the revised policy and procedure
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	Annual Review	Complaints performance including learnings are posted on our website annually
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	Tenant Assurance Panel Annual review 2025-2026 Board reports	Capturing complaints data to identify learnings commenced in 2021 Engagement with the Tenant Assurance Panel Annual review 2025-2026 is due to be published
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	Yes	The Customer Experience Manager is responsible for analysing complaint trends,	The Customer Experience Manager reports to the Assistant Facilities Director

	identify potential systemic issues, serious risks, or policies and procedures that require revision.		identify areas to improve, and drive change	who is responsible for complaints
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	Broadland have a Member Responsible for Complaints	The Customer Experience Manager and MRC meet monthly to talk through performance and learnings
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	Monthly meetings held between the MRC and the Customer Experience Manager	The Customer Experience Manager and MRC meet monthly to talk through performance and learnings
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	Yes	Meeting report papers can be evidenced	The meetings between the MRC and Complaint Manager/Customer Experience Manager have been in place since 2022

	investigations and progress made in complying with orders related to severe maladministration findings; and 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	Complaints handler's role responsibilities align to these outcomes	Reviewed in appraisals and through regular performance management