

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><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></p>	Yes	Complaint clearly defined in our Complaints Policy	The complaint handler will consider this definition when deciding whether to take forward a complaint
1.3	<p>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.</p>	Yes	Highlighted in our Complaints policy and at training events with all Qualitas Housing staff	All staff are made aware of the importance of recognising and handling any handling of dissatisfaction expressed.
1.4	<p>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</p>	Yes	Definition clearly set out in our Complaints policy.	Service requests handled through housing management system (CRM)

	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.			
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	Definition clearly set out in our Complaints policy.	Often the service request is completed before the complaint response, however this does not stop the process
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	The Feedback form sets out how to make a complaint, this is also included in the Feedback Leaflet.	Housing officers and support workers remind tenants how to make a complaint. Easy read leaflet provided

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	All complaints received are assessed by the Housing Manager. Exclusions are set out in the Feedback Policy	We have not yet refused a complaint
2.2	<p>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:</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. 	Yes	Definition and expectations clearly set out in our Complaints policy.	Should this be the case we would always discuss this and explain to the resident.
2.3	Landlords must accept complaints referred to them	Yes	We have not excluded any	We would also always

	<p>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.</p>		<p>complaints on this basis.</p>	<p>consider complaints on its own merits and have not recently refused a complaint due to how long ago the issue was.</p>
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>	<p>Yes</p>	<p>We have not received any complaints that we have decided not to accept. Definition clearly set out in our Complaints policy and advice on next steps for complainant provided.</p>	<p>This would be undertaken by the Operations Manager and Managing Director</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	<p>Yes</p>	<p>We have not received any complaints that we have decided not to accept. Definition clearly set out in our Complaints policy and advice on next steps for complainant provided.</p>	<p>Monitored by the operations team</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.	Yes	Qualitas Housing make it easy for tenants to complain. Our policy sets out our responsibility and we have made it easy for tenants to raise concerns via our website and Tenant management system. We have also created an easy read complaints leaflet for tenants to follow.	Multiple channels available to complainants, including email, face to face, telephone, letter.
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	All staff have access to a copy of the complaints policy and this has been highlighted and worked through during staff training days	Central email address Feedback@qualitashousing.com
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	Yes	No target set to aim to keep complaint figures low, however high volume of complaints at specific schemes will be picked up by KPIs and discussed by Senior	This performance is monitored by SLT and Board

	that residents are unable to complain.		Leadership Team. (SLT)	
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	Complaint policy to be made available through tenant portal on our housing management system.	Recently reviewed Feedback leaflet and Easy Read version
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.		This is included in the complaints policy	Publicised on website and tenant portal through HMS
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	All complainants are welcome to us an individual representative to help deal with their complaint on the resident's behalf. We would happily meet with residents who wish to bring along someone to help them discuss the complaint.	We promote the use of an independent advocate such as Citizens Advice
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage	Yes	At all stages, residents are provided information about the Ombudsman	Website/easy read/tenant portal

	with the Ombudsman about their complaint.			
--	-------------------------------------------	--	--	--

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	Qualitas Housing's housing officers and support workers all adopt this as an additional duty	Supported by service head
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	All housing officers and support workers are able to contact staff at all levels and also have direct contact with managers and directors.	Supported by service head
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must	Yes	Complaints discussed at various levels, including Executive and Board.	Various training sessions have been held with staff on complaints process and key learning

	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			set out.
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	----------

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	Single policy in Place	Available on website and set out on Feedback leaflet
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	Policy has two stages as set advised by the HO	Staff encouraged to deliver early resolution where possible
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	Policy has two stages as set advised by the HO	No additional stages included in the 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	Policy does not allow for third party responses	No third parties used for this purpose
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Policy does not allow for third party responses	No third parties used for this purpose
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	QH will always seek clarification from residents when this is unclear. Responses set out clearly what has been agreed to be considered	Agreement to meet tenants to better understand the complaint so it can be fully investigated
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	Yes	If there issues which QH are not responsible for this will be clearly explained to the resident	We will meet with the resident to provide clarity if needed

	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>The Housing Officer or Support Worker will work with the operations team to ensure they understand these requirements. All complaint responses are reviewed before they go back to the resident to ensure they are complete and fulfil these requirements</p>	<p>The staff member who receives the complaint will allocate complaints to staff in different parts of the business should there be a potential concern about conflict of interest.</p>
5.9	<p>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.</p>	Yes	<p>The staff member allocated to the complaint will go back to the resident to clarify the need for an extension and the process for keeping them informed</p>	<p>We are committed to responding to complaints within the agreed timescales</p>
5.10	<p>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</p>	Yes	<p>A record of any reasonable adjustments will be set out in writing to the resident and kept on file</p>	<p>This will be communicated to the staff member handling the complaint</p>

	of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.			
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	QH will not refuse any resident who wishes to escalate their complaint	The Stage 1 response specifically sets out how to escalate to stage 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 received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	The complaint record will be logged on our HMS and will include all time stamps and notes of staff who have accessed the complaint. The system also has document storage for any report, surveys and images	All complaints have their own case number and can be assigned to staff.
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	Yes	We always seek to remedy a complaint at the earliest possible stage and continue a discussion with	We often seek to resolve the underlying issue to the complaint in parallel with the complaints investigation.

	provided at any stage of the complaints process without the need for escalation.		residents throughout the process	
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	We have an existing ASB policy	The ASB policy and process is routinely under review
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	We have not refused anyone contact to a complaints process as a result of unacceptable behaviour and would always seek to adapt our approach if required	ASB policy considered by SLT from a equality perspective

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	Yes	Where complaints are straight forward, the operations team can work with other departments to	Where vulnerabilities are known we adapt our approach to support the complainant.

	<p>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>		<p>provide an early response. As a result we have responded to some complaints within a couple of days.</p>	
6.2	<p>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></p>	Yes	<p>Under the Complaints Policy we seek to do this within 2 working days, however this can be longer if we need to clarify the response</p>	<p>This process is managed by the operations team</p>
6.3	<p>Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.</p>	Yes	<p>This is set out in our complaints policy</p>	<p>We aim to have 100% being completed within timescales</p>
6.4	<p>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</p>	Yes	<p>The operations manager will liaise with the housing officers and support workers together to make a decision on whether an extension is needed. This will be fully communicated to the resident and a copy of this</p>	<p>Extensions are set as low as possible with anything more than a couple of days unusual</p>

	without good reason, and the reason(s) must be clearly explained to the resident.		communication saved on the file.	
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	Residents will be provided with a complaints easy read leaflet where this information is included and a copy of the communications is saved on the system	This information is provided at several stages in the process.
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	Outstanding actions are tracked and managed through our housing management system.	We would encourage the complainant to escalate to stage 2 if the actions were not carried out.
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	Where this is necessary we will store the relevant documents which all staff involved will have access to against the complaint case	Where appropriate colleagues will arrange to meet with residents to ensure they fully understand the reasons behind a decision
6.8	Where residents raise additional complaints during the investigation,		Where possible we will attempt to deal with multiple issues in one	We keep a record of all separate

	<p>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.</p>		<p>complaint. However, we will investigate multiple complaints all based on the individual merits of the complaints.</p>	<p>communications with residents</p>
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <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 		<p>Copies of our letters are held on our housing management system</p>	<p>All of these elements are included in our complaints letter template and support is provided by the operations team to ensure compliance</p>

	stage 2 if the individual is not satisfied with the response.			
--	---------------------------------------------------------------	--	--	--

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is set out in our Complaints Policy	This is set out in our Complaints Policy
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	Our Complaint Policy encompasses this	Managed by the operations manager
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	We understand that we accept stage 2 complaints without clear reasons	We will speak to the resident if they wish to clarify areas of specific focus for stage 2
6.13	The person considering the complaint at stage 2 must not be the	Yes	We keep a clear record of who is investigating each complaint	The person who investigates Stage 2 is

	same person that considered the complaint at stage 1.			a more senior individual than that allocated as Stage 1 investigator
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	We work to 15 days as set out in our Policy	No complaints have reached stage 2
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	The operations team will liaise with the housing officers and support workers together to make a decision on whether an extension is needed. This will be fully communicated to the resident and a copy of this communication saved on the file.	Extensions would be set as low as possible with anything more than a couple of days considered unusual
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	Residents are provided with the Complaints Leaflet which includes this information. A copy of this communication is saved on file.	This information is provided at several stages in the 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		Copies of our letters are held on our housing management system	We would encourage the complainant to escalate to stage 2 if the actions were not carried out.

	<p>required to address the issue are completed.</p> <p>Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.</p>			
6.18	<p>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.</p>	Yes	<p>Where this is necessary we will store the relevant documents which all staff involved will have access to against the complaint case</p>	<p>Where appropriate colleagues will arrange to meet with residents to ensure they fully understand the reasons behind a decision</p>
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <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 the Ombudsman Service if the 	Yes	<p>Copies of our letters are held within our HMS</p>	<p>We keep a record of all separate communications with residents</p>

	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	As evidence by complaint letters on file. Stage 2 investigations are managed by a senior member of staff. They are coordinated by the operations team.	The complaint investigator will speak to all relevant staff

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; 	Yes	Set out in complaints letters on file	All promised actions tracked by the operations team to ensure they are fulfilled

	<ul style="list-style-type: none"> 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	As set out in Compensation Policy	Operations manager will review all letters to ensure response is appropriate
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	As set out in complaint letters	Any promised actions tracked by the operations manager to ensure they will be fulfilled
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	We undertake regular self-assessments and HO spotlight reports to ensure we are following best practice	We also take into account the individual needs / expectations of the resident.

Section 8: Self-assessment, reporting and compliance

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> <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 	Yes	<p>Annual report produced for QH Board. Code of conduct self-assessment presented to Board and shared on our website</p> <p>Update report provided at any tenant meets</p> <p>Complaints information included as part of the Board Report</p>	Board report also publicised

	Ombudsman in relation to the work of the landlord.			
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 report produced for QH Board as part of the Governing Body.	Updated report presented to Board on 12/06/2024
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We have recently join the Ombudsman following our exit from the management company Pinnacle. We are now carrying out the management of tenancies in house.	Self-assessment completed – due to the sign up.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	QH will carry out any review of the self-assessment as required	N/A
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	Yes	Following exit from pinnacle QH have received no complaints – complaints are now managed in house	No such incident has occurred at QH

	be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.			
--	------------------------------------------------------------------------------------------------------------------------------	--	--	--

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	SLT meeting where complaint trends are shared and discussed	Introducing a new monthly feedback review which will include complaint trends and lessons learnt
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	SLT meeting where complaint trends are shared and discussed	There are other example of discussions around complaints and service improvements, e.g. staff eLearning on complaint handling
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,	Yes	Complaints reports shared with at tenant meets	Discussions on complaint themes also held at tenant meets and other involved resident groups

	staff and relevant committees.			
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	The operations team is headed up by the operation manager and is overseen by the managing director	Regular updates and discussion about complaints also held with directors and board
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	Daryl Quarry is the Board member appointed to have lead responsibility for complaints	Daryl Quarry is engaged in regular processes with staff.
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	Daryl Quarry has the contact with the operations team and is welcome to contact them with any issues.	As a board member Daryl receives regular updates on complaints
9.7	As a minimum, the MRC and the governing body (or	Yes	Managing Director receives a	Board receive a quarterly complaints

	<p>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. 		<p>weekly update from the Feedback Team, which includes all complaints as written by residents. He is also updated on Ombudsman investigations and regular complaints reports</p>	<p>report</p>
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 	<p>Yes</p>	<p>These objectives are set out in the Complaints Policy and it is expected that all staff get involved with complaints as and where required</p>	<p>Staff are also expected to embrace and implement any lessons learnt.</p>

	c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
--	-----------------------------------------------------------------------------------------------------------------	--	--	--