

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: '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.'	Yes	Our Policy states "An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents" Complaints & Compliments Policy - June 2024.docx	The complaint definition is clearly defined as such in our Complaints Policy
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	Our policy states "A resident does not have to use the word 'complaint' for it to be treated as such." Complaints & Compliments Policy - June 2024.docx	This is clearly defined in our Complaints Policy
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	Yes	Complaints & Compliments Policy - June 2024.docx	This is clearly defined in our Complaints Policy

	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	Complaints & Compliments Policy - June 2024.docx	This is clearly defined in our Complaints Policy and we do not refuse a request to escalate a service request to a formal complaint if we have failed to resolve the 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.	Yes		Transactional surveys such as repairs and TSMs include details of how to make a complaint should residents wish to

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	Recorded in a defined tab on our Complaints spreadsheet	We triage each complaint and, where we do not accept it as a complaint, we inform the residents and record the reason
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	Complaints & Compliments Policy - June 2024.docx	This is clearly defined in our Complaints Policy
2.3	Landlords must accept complaints referred to them within 12 months of	Yes	Complaints & Compliments Policy - June 2024.docx	We accept all complaints within 12 months of the

	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.			issue. For complaints raised outside of the timescale, we review each complaint to decide if we should accept it as a complaint
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	Complaints & Compliments Policy - June 2024.docx	Our policy states reasons under which we may refuse to accept a complaint. When replying to the complainant, we include the Ombudsman details
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes		Each complaint is triaged and takes into account the specific circumstances

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	Complaints & Compliments Policy - June 2024.docx	We accept complaints through a variety of channels including verbally, in person, in writing by post, email and webchat. We promote our complaints process via our website which includes accessibility software and via our resident newsletter "My Teign".
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		<p>All staff have received Complaints Handling training and we have a dedicated complaints team and email address for staff to raise complaints on resident's behalf.</p> <p>Repairs operatives and Grounds & Caretaking teams are issued with complaints cards. If a resident wishes to complain the repairs</p>

				operative can provide details on how they can make a complaint.
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		We recognise that complaints should be welcomed if we wish to continually improve our services and we promote a positive complaints culture throughout the organisation
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	https://www.teignhousing.co.uk/about-us/our-performance/policies-and-procedures/	Our policy is available on our website and is available in different formats on request. Our website includes an Accessibility Tool to enable viewers to read it in a format of choice.
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	Complaints & Compliments Policy - June 2024.docx	This is clearly defined in our Complaints Policy
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	Complaints & Compliments Policy - June 2024.docx	This is stated in our Policy and our complaints acknowledgements include to option to have a representative at meetings.

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		Our Stage one and Two responses contain Ombudsman Service contact details as does our website
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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		The Customer Insight and Resolution Manager working alongside our Customer First Team Leaders are responsible for complaints handling including Ombudsman liaison.
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		The Customer Insight and Resolutions Manager has access to staff at all levels and has the authority and autonomy to resolve disputes.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes		We have an annual complaints refresher training module for all staff to undertake. The Resolutions Team have undertaken Stage One and Two Investigation training.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints & Compliments Policy - June 2024.docx	No resident will be subject to any adverse treatment by Teign Housing or Templer HomeBuild as a direct result of them making a complaint.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
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	Complaints & Compliments Policy - June 2024.docx	We are compliant as we only operate one complaints policy in line with the Ombudsman Complaint Code
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		All complaints are handled through our complaint

				handling process not through any third party.
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		All acknowledgements and responses include details of the complaint along with the desired outcome
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		All responses state the details of the complaint. In instances where there are aspects which would not be covered by the complaints process this is detailed within the acknowledgement.
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; 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		All complaints investigators are supported to take an open, unbiased approach to each complaint

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		This is agreed with the complainant, and we always give the complainant the Ombudsman's details.
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	Customers & Communities - Vulnerable Persons	We have a Vulnerable person policy and also record protected characteristics, disabilities and communication preferences on our customer database We also have an alerts process on our CRM to confirm any adjustments required which residents are aware of. All Alerts have review dates.
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	Complaints & Compliments Policy - June 2024.docx	We do not refuse requests to escalate to Stage Two and this is set out in our Policy & Procedure
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	Yes		All records relating to a complaint are recorded on our housing management system against the residents' record. The information is also retained by the complaints team in

	any relevant supporting documentation such as reports or surveys.			line with our document retention policy.
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		Staff are empowered to remedy a complaint at any stage.
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	Customers & Communities - Contact Management	We have a Contact Management Policy which supports managing unacceptable behaviour and prescribes reasons for imposing any necessary restrictions
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	Customers & Communities - Contact Management	We have a Contact Management Policy which supports managing unacceptable behaviour and prescribes reasons for imposing any necessary restrictions

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		We aim to resolve complaints at stage 1 in full as soon as possible and sooner when this is achievable.
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> .	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code, however performance is not fully compliant with the requirement and we will continue to aim to achieve this target
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code, however performance is not fully compliant with the requirement and we will

				continue to aim to achieve this target
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
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	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
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		We recognise that some remedial actions take longer to resolve. We work with the resident to make sure that the remedial action is completed, to their satisfaction, even if this takes longer than the complaints process. Our complaints team and repairs teams work collaboratively to ensure that any remedial works are monitored through to completion and that the resident is fully satisfied.

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		Our responses are structured to ensure that all points are responded to.
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		This is in line with our current processes.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes		We use a templated format to ensure that we achieve this standard. Our Stage 1 responses are reviewed by our complaints team before they are sent to ensure that this has been complied with.

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 part of our current process. Information on how to escalate to Stage 2 is included on our templated letters.
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	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
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	Complaints & Compliments Policy - June 2024.docx	Residents do not have to state their reason for escalation at the point they request their complaint is taken to stage 2. The Senior Manager investigating will ask them the reasons they were dissatisfied with the outcome of the Stage 1 review as this will allow us to understand why the resident is still unhappy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints & Compliments Policy - June 2024.docx	All Stage 2 investigations are undertaken by someone from a different business area and be a different person from the Stage 1 review.

				Our response letter to a stage 1 complaint will state that residents can request it be escalated to a more senior manager for the Stage 2 review.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints & Compliments Policy - June 2024.docx	Our complaints policy is compliant with the Ombudsman Complaint Code
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		We will discuss this with the resident and if an extension of time is required, we will agree this with the resident. We do not allow extensions of more than 20 days and always give the resident contact details for the Ombudsman
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		We do provide the Ombudsman's details at this point and the resident will have been provided with them during the Stage 1 response.
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	Yes		We always respond to the resident at the point we know the answer. We recognise that some remedial actions may take longer so we discuss this with the resident, and then

	actioned promptly with appropriate updates provided to the resident.			the complaints team track any remedial works through to completion as part of their collaborative working with our repairs team. A tracker is used to monitor all outstanding actions to completion.
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		We ensure that all responses cover all elements of the complaint.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes		Our responses include all of this detail. We have introduced prompts to ensure that all the salient points are responded to. They are quality checked to make sure plain language is used.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Yes		The Senior Manager will look at all the evidence

	members needed to issue such a response.			previously presented and involve all staff involved in the complaint including the Stage 1 investigator
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes		<p>This is incorporated in the procedure and evidenced in the responses sent out throughout the year. We reviewed and amended our Compensation Policy as a result of learning from complaints.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Customers & Communities - Compensation	We recognise that in some cases it may be appropriate to award compensation in relation to a complaint.

				Compensation will be offered in line with the Compensation Policy and Procedure.
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		Our responses at Stage 1 and 2 complaints detail the remedy, and an agreed action plan to deliver this. Our complaints team review all outstanding action to ensure that all works are seen through to completion
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		We have a comprehensive compensation policy which reflects legislative and discretionary compensation. We monitor Ombudsman guidance when reviewing our procedure to ensure we are line with best practice. For example, we amended our compensation policy to reflect Ombudsman's orders.

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 Ombudsman in relation to the work of the landlord. 	Yes		<p>The annual complaints report is compliant with this provision and was approved by the Board on the 24 July 2025</p>

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		The annual complaints report is compliant with this provision and was approved by the Board on the 24 July 2025
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		We would comply with this provision following any change
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would co-operate with the Ombudsman on any recommendations received.
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		We would co-operate with the Ombudsman due to any exceptional circumstance and publish information to residents where able to do so.

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		We have introduced a more robust approach to lessons learnt and service improvement plan. These are shared with senior managers and regularly monitored.
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		We promote complaints as the voice of our customers and use the learning as a valuable resource to improve our services.
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		We report on our complaints and on our responses to reports such as the Ombudsman's spotlight reviews to our residents, staff and to our Board. We also report to our Customer Experience Committee and a Complaints Handling at Teign & Templar groups which involves residents
9.4	Landlords must appoint a suitably senior lead person as accountable for	Yes		The Customer Insight and Resolutions Manager has

	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.			accountability for complaints handling and reviews trends and issues.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		The Member Responsible for Complaints is a board member and attends the Complaint Handling group. The MRC is also a member of our Customer Experience Committee and Complaints Handling at Teign & Templar groups which involves residents and receives the quarterly complaints report; the report incorporates lessons learnt and service improvement plans
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		The MRC and Complaints team meet and the MRC has access to all information.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive:	Yes		We report quarterly to Board on our complaint handling performance.

	<p>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			<p>We report on all findings from the Ombudsman relating to complaint handling and the reports are circulated to the Board alongside our response and resulting action plan.</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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes		<p>Relevant staff have this within their job description and receive support from the complaints team</p>

