

## 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	<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	See The Complaints Procedure Policy – Section 1	<p><b>NOTE: Bradford Flower Homes Development Ltd (BFHD) are a very small provider of 10 units. In total during 2023-2024 we received a total of 37 service requests.</b></p> <p>The definition of a complaint is clearly stated within the policy</p>
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	<p>See The Complaints Procedure Policy – Section 1</p> <p>See The Complaints Procedure Policy – section 4.</p>	

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	See The Complaints Procedure Policy – Section 2 Work Control Log and Complaint Log	It clearly outlines in the policy what a tenant can and cannot complain about.  Work Control Log Sheets are kept for tracking service requests and service levels. A new complaint Log was developed for recording dissatisfaction and complaints from 1/4/2024.
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	Work Control Log  See The Complaints Procedure Policy – section 5	We have adopted two separate Logs to distinguish between a service request and a dissatisfaction. Staff are assessed on performance of timescales in dealing with service logs whilst the complaint officer is responsible for timescales of complaint handling.
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	Newsletter Updates and Tenant Meetings	The Complaints Procedure Policy will be displayed in Landlord areas, the website and through Newsletter channels. We will also feedback through tenant's meetings on how complaints can be pursued. Please note we are a small provider of only 10 units (12 tenants).

## 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	See Complaints Procedure Policy – section 6	<p>What can and cannot be considered a complaint is recorded within the policy.</p> <p>It is also recorded within the policy that written confirmation will be given if a complaint is not accepted.</p>
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"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been</li> </ul>	Yes	See Complaints Procedure Policy – section 6	<p>“What you cannot complain about” is clearly stated within the policy.</p>

	<p>filed at court.</p> <ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			
2.3	<p>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.</p>	Yes	See Complaints Procedure Policy – section 5	The policy states a complaint must be made within 12 months of the event.
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>	Yes	See Complaints Procedure Policy – section 6	The policy states that written confirmation will be provided in instances where the landlord will not take on the complaint.
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>		See Complaints Procedure Policy – Section 5	The policy states each case will be dealt with individually.

### 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	See Complaints Procedure Policy – section 5	<p>The policy states complaints can be made via phone, writing or by email.</p> <p>Note: the provider only has 10 properties (12 tenants) who are all satisfied that they can use at least two of these methods to contact us. We monitor the requirements of new and existing tenants in case the accessibility requirements change.</p>
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	See Complaints Procedure Policy – section 5	<p>All methods of communication are listed in the policy. Staff undertook training on 5.6.24 to deal with dissatisfactions and reporting to the Complaints Officer.</p> <p><i>Note – Only 3 administration staff within the Group and</i></p>

				<i>only 10 properties within the Company.</i>
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	Service Levels and Work Control Channels	All queries and complaints are logged through internal processes which allows management to review the number of queries/complaints being raised.  <i>Note – Only 10 properties so the volume of queries received is very low.</i>
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	See Complaints Procedure Policy – section 6	The two stage process we use along with timeframes is clearly stated within the policy and displayed online.
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	See Complaints Procedure Policy – section 7	The policy states where to obtain a copy of the policy, where it is displayed and how to contact the ombudsman.
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	See Complaints Procedure Policy – section 4	The landlord will seek permission to deal with a representative where requested.  The landlord encourages

				representation at any meetings with tenants. It is often necessary to have representation due to Older Person Housing.
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	See Complaints Procedure Policy – section 7	Information is provided within the policy under the section “Still not Satisfied”



## 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	Complaints Officer appointed	
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	Complaints Officer	The Complaints Officer is the General Manager and is responsible for a team of 4 staff within the group.
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	Complaints Officer	The Complaint Officer is experienced in complaint handling from previous job roles and identified this during the job enrolment process.

## 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	See Complaints Procedure 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	See Complaints Procedure Policy – section 6	There are 2 clear stages identified on the policy.
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	See Complaints Procedure Policy – section 6	There are 2 clear stages identified on the policy.
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	There are 2 clear stages identified on the policy.	The policy clearly states the Complaints Officer will deal with the complaint raised. The Board are satisfied that the Complaint Officer understands the group structure, the stage complaint structure and the timeframes associated with

				the two stages.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Officer appointed	The Board are satisfied that the Complaint Officer understands the group structure, the stage complaint structure and the timeframes associated with the two stages.
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	See Complaints Procedure Policy – section 6	The complaint definition will be provided in writing.
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	See Complaints Procedure Policy – section 6	The Complaints Officer will acknowledge and clarify the areas of complaint that the Landlord will be responsible for.
5.8	At each stage of the complaints	Yes	Complaints Officer appointed	The board are satisfied that

	<p>process, complaint handlers must:</p> <ol style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ol>			<p>the complaint officer is sufficiently trained to respond appropriately. A Complaint Log system has been introduced with guidance notes/checklists introduced to assist with each query.</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>See Complaints Procedure Policy – section 6</p>	<p>This is stated within the policy.</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 of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.</p>	Yes	<p>Tenant Register</p>	<p>Any Reasonable Adjustments are recorded on the Tenant Register along with any declared disabilities.</p>
5.11	<p>Landlords must not refuse to escalate a complaint through all stages of the</p>	Yes	<p>See Complaints Procedure Policy – See section 6</p>	<p>The Policy identifies that the Landlord has no right to</p>

	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.			refuse the escalation of a complaint 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	Complaint Log System	A Complaint Log System has been introduced that records all key data in relation to the complaint.
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	See Complaints Procedure Policy – See Section 5	We will try to resolve all complaints before they are escalated.
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	Neighbourhood Community Policy Internal Procedure for Dealing with Anit Social Behaviour	BFHD has adopted a Neighbourhood Community Policy. The Complaint Officer is trained to follow internal procedures in dealing with Anit Social Behaviour.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be	Yes	Internal Procedures	Older Persons Living - No restrictions have been

	proportionate and demonstrate regard for the provisions of the Equality Act 2010.			implemented previously. Internal procedures will be followed for any restrictions placed on unacceptable behaviour which will be in line with provisions of the Equality Act 2010.
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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	See Complaints Procedure Policy – section 6  Complaint Log System	The complaint Logging system will identify which complaints will require further investigation.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	See Complaints Procedure Policy – section 6	The Complaint Logging System will ensure complaints are acknowledged within the 5-day period.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	See Complaints Procedure Policy – section 6	The Complaint Logging System will ensure complaints are responded to within 10 working days.
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	Yes	See Complaints Procedure Policy – section 6	The Complaint Logging System will ensure any extensions do not exceed a further 10 working days.

	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.			
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	Internal Procedures	All correspondence is issued with a copy of the complaint policy which displays the Ombudsman contact details.
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	Complaint Log System and Work Control Log	We have adopted two separate Logs to distinguish between a service request and a dissatisfaction. Staff are assessed on performance of timescales in dealing with service logs whilst the complaint officer is responsible for timescales of complaint handling.
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	See Complaints Procedure Policy – section 6 “Communication”	
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	Yes	Complaint Log System	This will be identified in the Complaint Logging System.



	unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	See Complaints Procedure Policy – section 6	

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	See Complaints Procedure Policy – Section 6	
6.11	Requests for stage 2 must be acknowledged, defined and logged at	Yes	See Complaints Procedure Policy – Section 6	

	stage 2 of the complaints procedure within five working days of the escalation request being received.			
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	See Complaints Procedure Policy – section 6	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	See Complaints Procedure Policy – Section 6	The complaint will be referred to the Board.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	See Complaints Procedure Policy – section 6	
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	See Complaints Procedure Policy – Section 6	
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	Internal Procedures	All correspondence is issued with a copy of the complaint policy which displays the Ombudsman contact details.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the	Yes	Complaint Log System and Work Control Log	We have adopted two separate Logs to distinguish between a service request

	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.			and a dissatisfaction. Staff are assessed on performance of timescales in dealing with service logs whilst the complaint officer is responsible for timescales of complaint handling.
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	See Complaints Procedure Policy – section 6 “Communication”	
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	See Complaints Procedure Policy – Section 6	
6.20	Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.	Yes	See Complaints Procedure Policy – section 6	

## 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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	See Complaints Procedure Policy – section 6 “Resolution”	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	See Complaints Procedure Policy – section 6 “Resolution”	
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	Yes	See Complaints Procedure Policy – section 6 “Resolution”	

	be followed through to completion.			
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Housing Ombudsman Remedies guidance PDF document downloaded.	

## 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	See website	

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	See website	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	No significant restructure, merger or change in procedures to report.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	No request received to review or update the self-assessment to date.	
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		

## 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	All complaints are referred by Management to the Board each quarter for discussion.	
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	All complaints are referred by Management to the Board each quarter for discussion.	
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 meetings held each quarter with Management and Board Representative.  All complaints are referred by Management to the Board each quarter for discussion.	
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 Complaint Officer is the highest level member of staff within the group.	



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 Chairman is the Member Responsible for Complaints (MRC)	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes		
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 investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes		

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		
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