

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting</i>	YES	Complaints Policy Complaint policy section 1.2	We have adopted the Housing Ombudsman's definition of a Complaint and a service request in our Complaints Policy.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	<i>a resident or group of residents.'</i>			
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	Complaints Policy Complaint policy section 1.3	Our complaints policy details how we'll deal with a resident's expression of dissatisfaction. Any enquiry fitting the definition of a complaint will be raised and handled as such. We accept complaints via third parties.
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	Complaints Policy Complaint policy sections 1.5 & 1.6	This is set out in section 1.5 and 1.6 of our complaints Policy. We also detail this on our website. Our procedure details how we will use appendix B of the HOS Complaint Handling Code 2024 as guidance for identifying service requests and complaints. We record and monitor service requests on our Electronic Responsive repairs log
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	Y	Complaints Policy Complaint policy section 1.7	Our complaints policy details how we'll escalate a service request to a complaint.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.			
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.	Y	Complaints Policy Complaint policy section 1.8	Our management team are trained to make residents aware that they can make a complaint. Any surveys we conduct with tenants explain how their feedback will be used and provides information on where to access our complaints policy and procedures via the website or office on how they can make a complaint

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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	Y	Complaints Policy Complaint policy section 2.1	This is set out in section 2.4 of our complaints policy, and each case is considered on its own merits.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <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	Y	Complaints Policy Complaint policy section 2.2	Where we do not accept a complaint, we will explain why and give advice and support to tenants to help resolve the matter. We will also give the option to contact the Housing Ombudsman.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	<p>Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
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>	Y	<p align="center">Complaints Policy Complaint Policy section 2.3</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>	Y	<p align="center">Complaints Policy Complaint Policy section 2.4</p>	
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they</p>	Y	<p align="center">Complaints Policy Complaint Policy section 2.1</p>	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	must consider the individual circumstances of each complaint.			
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FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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.	Y	Complaints Policy Complaint policy sections 1.4, 4.1 & 4.2	
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.	Y	Complaints Policy Complaint policy sections 1.4 & 5	All staff are familiar with the complaints policy and procedures and understand how tenants can submit a complaint through telephone, in person, by letter, or via email.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Y	Complaints Policy Complaint policy section 4.3	Complaints are accepted in many ways. For example, via our website, phone,

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			letter, email or in person. We accept complaints to all staff. All staff are made aware of the complaints policy, procedure and process for raising a complaint. All staff have an objective set to embed the complaints policy and process.
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.	Y	Complaints Policy Complaint policy section 4.4	Our complaints policy outlines our two-stage process, with details of each stage. It can be printed, translated, or provided in large print, when required by tenants.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	Complaints Policy Complaint policy section 4.4	Section 4.4 of our complaints policy details that this information is on our website, tenant handbook and published in our communal areas.
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	Y	Complaints Policy Complaint policy sections 3.2 & 4.5	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	at any meeting with the landlord.			
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.	Y	Complaints Policy Complaint policy sections 7.2, 8.5, 8.7 & Section 13	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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.	Y	Complaints Policy Complaint policy Sections 5 & 6	Our Complaint officer stage 1 and Appeals officer stage 2 are responsible for the management and oversight of complaints, including liaison with the Housing Ombudsman.
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.	Y		Our Complaint officer stage 1 and Appeals officer stage 2 liaise with all levels of appropriate staff members and have the authority and autonomy to resolve disputes. Complaint handlers are empowered to act quickly and fairly including the delegated authority to make compensation payments.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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	Y	Complaints Policy Complaint policy section 5.4	Training has been provided to all staff members dealing with complaints. All staff members are required to read and sign they have read the complaints policy, any extra training will be provided for all staff if there are any changes to the policy.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Y	Complaints 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.	Y	Complaints Policy Complaint policy section 7 & 8	We clearly define the stages of our complaint procedure in our complaints policy which is available on our website in the tenant handbook and published in our communal areas.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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.	Y	As above	As above
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.	Y	Complaints Policy The complaint policy section 7.4	We handle all complaints ourselves. No complaints are handled by a third party.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	As above	
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.	Y	Complaints Policy Complaint policy sections 7.1 & 8.3	
5.7	When a complaint is acknowledged at	Y	Complaints Policy	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	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.		Complaint policy sections 7.1 & 8.3	
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. 	Y	Complaints Policy Complaint policy section 6	
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.	Y	Complaints Policy Complaint policy section 7.2 & 8.5	
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	Y	Complaints Policy Complaint policy sections 4.1 & 4.2	We ask tenants if there are particular circumstances that we need to be aware of when we are contacting them about a complaint. This information is recorded

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	has disclosed. Any agreed reasonable adjustments must be kept under active review.			by complaint handlers and reasonable adjustments are made, as well as a record of any disabilities a resident has disclosed. This includes how we communicate during the complaints process and making reasonable adjustments, the frequency of updates and best method of communications with the resident.
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.	Y	Complaints Policy Complaints policy section 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	Y		All formal complaints are logged by the complaints Officer stage 1 of the Complaints policy and all correspondence is saved to the tenants file. Additional communications are saved

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	such as reports or surveys.			to a dedicated complaints file in the tenant's folder.
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.	Y	Complaints Policy Compensation Policy See 10.2 of complaints policy	Our aim is to resolve the complaint as quickly as possible at every stage, in accordance with our complaints policy.
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.	Y	Complaints Policy Unacceptable Behaviour Policy Complaint Policy section 3	We have an unacceptable behaviour policy. In line with our unacceptable behaviour policy, we will evidence any behaviour that has led to a restriction being put in place and provide a timeline for a review of that decision.
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.	Y	As above	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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.	Y	Complaints Policy	All complaints are assessed to understand what is required to fully consider the issues and resolution actions. Actions are prioritised to ensure the complaint is resolved as quickly and as possible. Complaints resolution leads identify vulnerabilities and risk during communication with tenants.
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>	Y	Complaints Policy Complaint policy Section 7.1	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working</u>	Y	Complaints Policy Complaint policy Section 7.2	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	days of the complaint being acknowledged.			
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.	Y	Complaints Policy Complaint policy Section 7.2	
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.	Y	Complaints Policy Complaint policy Section 7.2	
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.	Y	Complaints Policy Complaint policy Section 7.3	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Y	Complaints Policy Complaint policy Section 7.8	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	referencing the relevant policy, law and good practice where appropriate.			
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.	Y	Complaints Policy Complaint policy Section 7.7	
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 	Y	Complaints Policy Complaint policy Section 7.8	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	not satisfied with the response.		
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Y	Complaints Policy Complaint policy Section 8.1	
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.	Y	Complaints Policy Complaint policy Section 8.3	
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.	Y	Complaints Policy Complaint policy Section 8.2	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaints Policy Complaint policy section 8.1	Our complaints policy states that an appropriately trained Appeals office stage 2 with no previous involvement in the complaint will conduct

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

				the review.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Y	Complaints Policy Complaint policy 8.4	
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.	Y	Complaints Policy Complaint policy section 8.5	
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.	Y	Complaints Policy Complaint policy section 8.5	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Y	Complaints Policy Complaint policy section 8.6	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Y	Complaints Policy Complaint policy section 8.7	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	referencing the relevant policy, law and good practice where appropriate.			
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Y	Complaints Policy Complaint policy section 8.7	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	Complaints Policy Complaint policy section 8.4	

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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. 	Y	<p style="text-align: center;"> Complaints Policy Compensation Policy </p> <p style="text-align: center;">Complaints policy Section 9.1</p>	<p>In our responses to tenants, we will apologise, acknowledge where things went wrong and say what we will do to fix the problem. We will offer compensation in line with our complaints and compensation policies. We will outline in our response, where lessons have been learnt, and any improvements that have been made as a result of the complaint, where applicable.</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Y	<p style="text-align: center;"> Complaints Policy Compensation Policy </p> <p style="text-align: center;">Complaint policy section 9.2</p>	<p>We use our complaints and compensation policy to offer consistent remedies that reflect the extent of service failure and detriment caused</p>

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

				to the resident.
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.	Y	Complaints Policy Complaint policy section 9.3	We send a response as soon as we know the outcome of the complaint. This may be before we have completed all the actions required to remedy the issue. Our responses include an action plan for any remaining actions with expected completion dates Offer of compensation in a response will detail the next steps, if the resident wishes to accept the offer.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Complaints Policy Compensation Policy Complaint policy section 9.4	Our compensation policy and framework designed using the Housing Ombudsman remedies guidance, redress framework and right to repair.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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 	Y	<p>Annual Complaints Performance and Service Improvement Report providing all the information requested</p> <p>Paper copies also available on request</p>	<p align="center">Submission Date: 30th April 2025</p> <p>We provide an annual report to board on complaints. We will ensure that the annual report to the board in December 2024 includes the self- assessment and all points in 8.1 a- f.</p>

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	f. any other relevant reports or publications produced by the 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.	Y	<p>Complaints performance and service improvement report 2023-2024 and Boards response to the report.</p> <p>Annual Complaints Performance and Service Improvement Report</p> <p>Board Response to Annual Complaints Performance and Improvement Report 2023-2024</p>	<p>The annual complaints performance and service improvement report are available on our website and reported to the Board annually alongside the Boards response to the report.</p> <p>Our self-assessment will also be available to view on The Five Villages website after submission to the Housing Ombudsman.</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Y	N/A	We will review and update this self- assessment if the organisation has a significant restructure, merger and/or change in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Y	N/A	We will review and update this self- assessment following an Ombudsman

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

				investigation.
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.	Y	N/A	We are able to comply with the code. We will inform the Ombudsman where we are not able to and provide a timescale for compliance.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

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.	Y	Annual complaint's performance and service improvement report	We are committed to learn and improve from the complaints and feedback we receive from tenants about complaint handling.
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.	Y	Annual complaint's performance and service improvement report	We review lessons learnt from complaints and take action to make improvements to tenant experience to prevent further complaints. We ensure that any lessons learnt from complaints are discussed with all staff members and documented at the point of case closure. The Appeals Officer will oversee our lessons learnt

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

				framework which helps us to discover, agree and track improvements.
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.	Y	Annual complaint's performance and service improvement report Annual Complaints Performance and Service Improvement Report	We will cover complaints, or the absence of them, and the lessons learned in our annual report to residents.
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.	Y	Complaints Policy Complaint Policy Section 10.1	Mrs Barbara Ford General Manager
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').	Y	Complaints Policy Complaint Policy section 10.2	Mr D Smith Board Member Responsible for Complaints ('the MRC') who is provided with regular information to ensure oversight and insight for the Board.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that	Y		The MRC will discuss complaints at quarterly

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	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.			board meetings
9.7	<p>As a minimum, the MRC and the governing body (or 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. 	Y		Our MRC and the board will receive and review points A-D during board meetings, via emails, and through quarterly updates.
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 	Y		All staff members have a standard objective in relation to complaints.

FIVE VILLAGES HOME ASSOCIATION LIMITED

Self-assessment form

Registered charity number: IP21187R

	<p>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>			
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