

Rochdale Boroughwide Housing self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Complaints Policy 4.1. The Housing Ombudsman’s (HO’s) definition is included in Section 4.1 in our Complaints Policy, as linked above.	RBH ensures that all colleagues and contractors working on behalf of RBH understand the definition of a complaint and how to raise complaints. This is done via training, team briefs and our internal communications channels. It has also been written into our contracts and onboarding with contractors from April 2024.
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 4.1, 4.2 & 4.4	This is explained clearly 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 are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Complaints Policy 4.3	Explained clearly in our Complaints Policy, which states that a service request is “a request from a customer requiring action to put something right” and adds that service requests are not considered as complaints.

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 Policy 4.3	This is explained clearly in our Complaints Policy.
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	Complaints Policy 4.2	Wherever possible, RBH follows up on all surveys where dissatisfaction is reported. Initially RBH will endeavour to respond to resolve the issue and escalate to a complaint if our customer wishes to do so. Details of how customers can complain are made available through all communication channels when surveys are carried out.

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	Complaints Policy 4.1, 4.2 & 4.5	Our policy sets out the reasons for which we would refuse to accept a complaint. Each complaint will be considered on its own merits. When refusing we will clearly set out the reasons why and our complaints manager quality checks the refusals.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	Complaints Policy 4.2	Our Complaints Policy clearly sets out where we will not consider a complaint.

2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Complaints Policy 4.2	We may accept complaints outside this time limit when there are good reasons to do so, for example if the complaint relates to safeguarding or health and safety.
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 Policy 4.2, 4.5, 4.7 & 5.3	Our policy clearly states the reasons for excluding a complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy 4.4 & 4.5	Our policy clearly states the reasons for excluding a complaint. We will consider the individual's circumstances for each complaint made and will not take a blanket approach to exclusions.

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 Policy 2.3, 4.2, 4.4	Complaints can be made by phone, email, in person with any RBH colleague, through the RBH portal, through an electronic form on our website and on social media. RBH utilises translation tools if customers prefer to communicate in a language other than English. Language and accessibility tools are available on our website to ensure information about complaints can be accessed in a variety of ways e.g. large print, screen reader, and a dyslexia friendly font. We will also always consider all requests to make a complaint through any other channel the customer is more comfortable with.
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	Complaints Policy 4.4	All RBH team members have received training and reminders through our internal communications channels about how to refer a complaint for a customer.

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	Complaints Policy 4.4	We welcome complaints and the opportunities to learn from them. Colleagues encourage customers to complain when dissatisfied with a service so that we can act and learn from customer feedback.
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	Our Complaints Policy is available on our website. The two-step process is set out at 4.5 of the policy. Feedback and Complaints RBH	Our Complaints Policy is available on our website in a clear format. We use translation tools if customers prefer to communicate in a language other than English. Accessibility tools are also available on our website to ensure the policy can be accessed in a variety of ways e.g. large print, screen reader, and a dyslexia friendly font. We will also always consider all requests to make a complaint through any other channel the customer is more comfortable with.
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 Policy 1.3 & 1.4	Full information is available on our website, including information on how to contact the Ombudsman, and information on the Complaint Handling Code.

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 Policy 4.4	RBH will accept representatives dealing with complaints on behalf of our customer, as set out in our Complaints Policy.
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	Complaints Policy 1.3, 4.5, 4.6 & 4.7 RBH's website advises how a customer can contact the Housing Ombudsman.	We provide full information on our website, including accessible information and with translations available, on how to contact the Housing Ombudsman.

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 Policy 4.3, 4.5 & 4.6	RBH have a dedicated complaints handling team, with Complaints Resolution Officers (CROs) being fully trained on how to handle complaints, and with the training reviewed regularly. RBH reports complaints performance to the Board, to the Customer Services Committee (CSC) and to monthly internal senior leadership meetings.
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 Policy 4.5	Complaints Resolution Officers have access to colleagues at all levels of the organisation in order to thoroughly investigate complaints. They also have the authority and autonomy to resolve disputes promptly and fairly.
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 Policy 4.4 and Section 5	Trends are analysed and shared with RBH teams so they can build these into service improvement plans. Colleagues have undergone extensive training and mentoring for Complaints Handling that meet the requirements of the CHC. Resources are monitored regularly to ensure that we maintain an effective complaint handling service.

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 Policy April is on our website along with the CHC self assessment for 2025. Complaints Policy 3.1	We have a single Complaints Policy in place. This self-assessment and the policy have been reviewed by the our Board Member Responsible for Complaints and our Customer Service Committee.
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 Policy 4.1 – 4.3	RBH will always try to find an early resolution for customers, but where a complaint is made, we will acknowledge in full within 5 working days. There is no Stage 0 or informal complaints.
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 Policy 4.3 - 4.6	RBH has a two-stage process and we make it clear how to escalate to the Ombudsman if the customer is dissatisfied after Stage Two.
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 Policy 1.4	RBH will lead on complaints that involve third parties, such as contractors in line with the Code. Customers will not need to go through two separate complaints processes.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy 1.4	Our Complaints Policy makes it clear that the policy also applies to organisations providing services on behalf of RBH e.g. contractors.
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	Complaints Policy 4.4 & 4.5	The complaint definition is clearly set out in our complaint acknowledgement at both stages of the complaints process.
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	Complaints Policy 4.4 & 4.5	We are clear in our communications as to which aspects of the complaint we are and are not responsible for. If any aspect of the complaint is unclear, our customer will be asked for clarification.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Complaints Policy 4.5	Complaints Resolution Officers will handle the complaint in a way that covers points a-d. This is set out in our Complaints Policy.

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	Complaints Policy 4.5 & 4.6	Throughout the course of a complaint response, our Complaints Resolution Officers will agree with the complainant the frequency and method of communication. They will manage expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic; and within communications to residents regarding complaints that have been extended, the customer will always be informed of an expected timescale.
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	Complaints Policy 2.3	We will anticipate the needs and reasonable adjustments of customers who may need to access the complaints process. RBH will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments will be kept under active review.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints Policy 4.1, 4.4 & 4.5	Our policy explains the timeframes we adhere to when a customer wishes to escalate a complaint. Our complaints policy explains why we may refuse to escalate a complaint. We would always communicate this with our customer.

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	Complaints Policy 4.4	All interactions with customers are recorded on our Customer Relationship Management (CRM) system and the Complaints team are fully trained in the use of CRM. This system was updated in June 2026, with Complaints being one of the first functions to move onto the refreshed system.
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	Complaints Policy 4.3, 4.4 & 4.5	The CRO will always contact customers at the start of the complaint to discuss it in more detail. This conversation could lead to early resolution or highlight actions that need to be handled urgently. For example, where there is a health and safety risk, our priority is always our customer's safety and wellbeing.
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	Complaints Policy 4.9	On very rare occasions the behaviour of a customer making a complaint or contact may become unreasonable or unacceptable that may impact on our ability to continue delivering services to other customers. In these instances, we reserve the right to restrict or change the way in which a customer makes contact with us. We will evidence reasons for putting any restrictions in place and will keep restrictions under regular review.

5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Complaints Policy 4.9	Any restrictions placed on a customer's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010. Guidance is available to support colleagues in managing such circumstances
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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	Complaints Policy 1.3, 4.5	RBH will respond to complaints as early as possible. This is clearly set out in our Complaints Policy.
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 Policy 4.5	RBH will respond to complaints in line with CHC timescales, as clearly set out in our Complaints Policy.
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 Policy 4.5	RBH will respond to complaints in line with CHC timescales, as clearly set out in our Complaints Policy.
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 Policy 4.5	Where a complaint is more complex and RBH require more time to respond we of will liaise with the Customer as set out in our policy.

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 Policy 4.5	We always supply the Ombudsman's contact details when extending the timescale for a complaint.
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	Complaints Policy 4.5, 4.8	RBH will track outstanding actions and follow up with a call to confirm with the customer once completed (if a call is the preferred method of communication – if not, communications preferences will be adhered to)
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	Complaints Policy 4.5	We will address all points raised in our response with clear reasons for our decisions.
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	Complaints Policy 4.5	Where customers need to raise further relevant concerns to an ongoing complaint, this will be considered when they are related. Where outside of the existing complaint, a new complaint will be raised.

6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; 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	Complaints Policy 4.5	A response will be sent to all customers following the completion of an investigation at Stage 1 with all of the points a to g; including details of how to escalate to Stage 2 if not satisfied.
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Complaints Policy 4.5	This is clearly set out in our Complaints Policy
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints Policy 4.5 - 4.6	We follow the guidelines of the Complaints Handling Code when dealing with Stage 2 Complaints; as set out in our Policy.
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 Policy 4.5 - 4.6	This is clearly set out in our Complaints Policy.

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 Policy 4.6	At Stage 2, another CRO or equivalent will investigate the complaint and respond – a different CRO to the one who considered the complaint at Stage 1.
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 Policy 4.6	This is clearly set out in our Complaints Policy.
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	Complaints Policy 4.6	This is clearly set out in our Complaints Policy.
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	Complaints Policy 4.6	We will always supply the Ombudsman's contact details when extending the timescale for a complaint.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy 4.5 & 4.6	We will not delay responses to complaints because of outstanding actions. We will monitor all actions that we commit to carrying out in our complaints response.
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	Complaints Policy 4.5 & 4.6	We will respond to all points raised in the complaints definition and give clear reasons for our decisions.

6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Complaints Policy 4.5 & 4.6	We will confirm all points a g in our complaints responses.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy 4.6	We will involve all appropriate team members to ensure the best possible responses for our customers.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: - Apologising; - Acknowledging where things have gone wrong;	Yes	Complaints Policy 4.5, 4.6	RBH are committed to working with customers to resolve complaints and set out clearly what we are doing to put it right.

	• Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy 4.5 Goodwill and Compensation Policy 4.10	RBH are committed to working with customers to resolve complaints and set out clearly what we are doing to put it right. We have a detailed goodwill and compensation policy which further breaks down what measure this may involve. Our compensation matrix aligns with the Ombudsman's compensation guidance, as refreshed in April 2026.
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	Complaints Policy 4.5	We will clearly set out what will happen and by when in our response and with our customers agreement where possible.

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Policy 1.3; 4.5	RBH take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	This information is all published on our website here: Feedback and Complaints RBH	All of this information is published on our website; as well as being presented to our Customer Services Committee, along with all performance reports referred to in points a to f.

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	This information is all published on our website here: Feedback and Complaints RBH	The annual complaints report to the CSC will be published, along with the Committee's response to the report.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Not applicable at present	RBH commit to a review of this self-assessment following any future restructure / merger or changes in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Not applicable at present	RBH commit to reviewing the self-assessment following an Ombudsman's 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.	Yes	Not applicable at present	If we are unable to comply with the code due to exceptional circumstances will inform the Ombudsman, and provide information to our customers with timescales for returning to compliance.

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	Complaints Policy 5.1 – 5.7	RBH is committed to learning and improving from our complaints. This is detailed in Section 5 of our Complaints Policy
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	Complaints Policy 5.1 – 5.7	We will use intelligence gleaned from complaints to inform service improvements. We will contact each customer who expresses dissatisfaction and ask how we can put the issue right for each individual and make changes where appropriate. Learning from individual complaints as well as trends are shared with teams and the required improvements feed into service improvement plans. Learning from complaints is not just a focus for our complaints team but a focus for all teams within RBH. We will continue to share

				insight and collectively agree on the learnings with our colleagues and our Customer Complaints Panel.
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	Complaints Policy 5.1 – 5.7	RBH will publish performance of complaints. Further to this RBH will run quarterly complaint sessions through the Customer Complaints Panel, for customers to scrutinise and review learnings.
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		RBH's Executive Director of Customer and Communities is accountable for complaints handling.
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		A key member of the Board and the Customer Services Committee is RBH's MRC and supports a positive complaint handling culture. The MRC ensures we are acting on our insight and demonstrating learnings from customer complaints.

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		Our MRC and Customer Services Committee (which includes customers) receives regular complaints handling performance reports. The MRC has access to staff and information to perform this role, and reports their findings into the Board.
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		The CSC receives all information set out in points a-d and feeds back to board at each meeting cycle.
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:	Yes	Our Corporate Strategy: Our Corporate Strategy RBH	RBH has a complaints team dedicated to complaint handling. Our CRO's actively working in collaboration with teams

	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.			and customers to resolve complaints. We take full responsibility for shortfalls and actively promote complaints learning across all teams. Our Corporate Strategy 2025-28 sets out our commitment to improving our responses to complaints and learning from those complaints that are made.
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