

Appendix B – Self-Assessment Form 24 July 2023

This self-assessment form should be completed by the complaints officer and discussed at the landlord’s governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory ‘must’ requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.’</i>	Yes	Complaints Policy 4.1 A complaint is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by RBH, including staff and those acting on our behalf, affecting customers or group of customers”. RBH ensure that all employees understand the definition of a complaint and how to raise complaints. Difference needs to be understood between complaint, service requests and appeals. Customers don't need to specify the word complaint
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	Complaints Policy 4.1 The tenant does not have to use the word ‘complaint’ for it to be treated as such. Complaints Policy 4.2 Customers requiring support to make a complaint may ask someone to act as an advocate such as a family member, friend,

			external organisation or Councillor/ MP. In these instances, we will treat the complaint in the same way as we do other complaints if asked to do so.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Complaints Policy 4.1 A complaint is raised when the customer raises dissatisfaction with the response to their request or because they have asked for one to be raised.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Complaints Policy 4.4
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Complaints Policy 4.1 & 4.8
1.9	If a landlord decides not to accept a complaint, a detailed 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.	Yes	Complaints Policy 4.4

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Complaints Policy 4.1
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	RBH follow 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.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Complaints Policy 4.2 Complaints can be made by phone, email, in person through appointments, through the RBH portal, through an electronic form on our website and on social media. We have supporting guidelines to let you know how we handle complaints online and we maintain confidentiality and privacy
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	We will publish our policies on our website with a policy summary for accessibility
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	How to raise a complaint can be found here on our website. Comments, complaints and compliments RBH RBH
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Complaints Policy 2.2, 4.4 & 4.8 Complaints handlers have regular and appropriate training that includes dealing with requests with respect, empathy and equality.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	We commit to investigating wider ways to publicise around complaint awareness, including but not excluded to leaflet drops, back of letters, standard text on newsletters, posters, IVR messages.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Complaints Policy 4.6 Our correspondence in our letters and on our information, pages provide further detail on how customers can contact the Housing Ombudsman

2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Complaints Policy 4.6 We provide information about how to access the ombudsman at Stage 1, Stage 2 and our information pages online
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Complaints Policy 4.2 Microsoft Word - RBH Social Media Guidelines

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Complaints Policy 4.4 RBH have a dedicated complaints handling team. RBH will report complaints performance to the newly established Tenant Services Committee.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Complaints Policy 4.4 RBH ensure that the Complaints Resolution Officers (CRO's) will have no conflict of interest when dealing with a complaint. Regular training for CRO's includes dealing with complaints with equality, respect, empathy and unconscious bias.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Complaints Policy 4.4

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	<p>Complaints Policy 4.3 & 4.4 We will always try to find an early resolution for customers, but where a Stage 1 complaint is raised, we will acknowledge in full within 5 working days.</p>
4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	Yes	<p>Complaints Policy 4.4 RBH have a dedicated complaints handling team. Where a Stage 1 complaint is logged, will speak to the complainant before the acknowledgement is sent, so that we gain a full understanding of the</p>

			customers concerns, including requested resolution. This will be clearly explained in our acknowledgement response
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Complaints Policy 4.4 RBH have a dedicated complaints handling team that will impartially investigate all customer complaint concerns. The team are independent of any other service.
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	Complaints Policy 4.4 As 4.6
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Complaints Policy 4.4
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	Complaints Policy 4.4 Our complaints team will always contact customers before we send a resolution to allow your voice to be heard and to discuss any proposed resolutions before a complaint is closed.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Complaints Policy 4.4 Our policy explains the timeframes we adhere to when a customer wishes to escalate a complaint
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to	Yes	Complaints Policy 4.4 Our complaints policy explains why we may refuse to escalate a complaint. We

	escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		would always communicate this with our customer.
4.15	A full record must be kept of the complaint, any review 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 reports or surveys prepared.	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
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Complaints Policy 4.8 RBH's Complaints Policy sets out how we manage unacceptable behaviour from customers and/or their representatives when pursuing a complaint.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Complaints Policy 4.8 The Complaint Resolution Officer (CRO) will speak with customers throughout the complaint investigation. Where an unreasonable or unrealistic outcome is desired, the CRO will explain to the tenant why and this will also be explained in the complaint resolution at the relevant stage.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Complaints Policy 4.3 & 4.4 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 to our resident and the safety of the building.

4.5	Landlords should 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 where this is reasonable.	Yes	Complaints Policy 4.2 Our complaints policy explains how a customer can have third party support.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Complaints Policy 4.2 During an investigation where a legal obligation is required as part of the complaint investigation, the CRO will clearly explain this to a tenant.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	This is not generally done unless there is a complaint about a particular member of staff. All complaints are signed off by another member of staff.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Complaints Policy 4.4 RBH commit to CROs updating customers through the complaint's investigation. A direct number for the CRO will also be provided.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Complaints Policy 5.6 RBH will survey customers around the performance of our Complaints Team. All improvements and findings will be published on our accountability webpage
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	RBH is committed to learning and improving from our complaints. This is detailed in Section 5 of our Complaints Policy
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Complaints Policy 4.8 The Complaint Resolution Officer will speak with customers throughout the complaint investigation. Where an unreasonable behaviour is displayed the CRO will explain to the tenant why and this will also be explained in the complaint resolution at the relevant stage. Consideration of the Equality Act will be reviewed.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Complaints Policy 4.4 RBH will respond to complaints within the recommended timeframes.
5.5	A complaint response must be sent 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 expeditiously with regular updates provided to the resident.	Yes	Complaints Policy 4.4 RBH will track outstanding actions and follow up with a call to confirm with the customer once completed
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy 4.4 The CRO will contact the customer to ensure all concerns are correctly captured. Supported by a call to the customer before a full response is sent to ensure all points have been addressed
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	Complaints Policy 4.4 A response will be sent to all customers following the completion of an investigation at Stage 1 with details of how to escalate to Stage 2 if not satisfied.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Complaints Policy 4.4 RBH will indicate clearly how a complaint can be escalated to Stage 2 in its response. It is also available on our website and contained within our complaints policy. If the request is unreasonable, we will liaise with the customer and inform the reasons why
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Complaints Policy 4.5 A Senior CRO or equivalent will contact the customer to ensure all concerns are correctly captured. Supported by a call to the customer before a full response is sent to ensure all points have been addressed.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Complaints Policy 4.5 RBH will indicate clearly how a complaint can be escalated to Stage 2 in its Stage 1 response. It is also available on our website.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Complaints Policy 4.5 At Stage 2, a Senior CRO or equivalent will investigate the complaint and respond. The CRO's will handle customers Stage 1 responses
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Complaints Policy 4.5 RBH will respond to complaints within the recommended timeframes.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition 	Yes	Complaints Policy 4.5 A clear and thorough response will be sent to all customers following the completion of an investigation at Stage 2

	<ul style="list-style-type: none"> • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions <p>and</p> <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	-	RBH Has no stage three. We outline how to escalate the matter to the Housing Ombudsman Service if our customer is not satisfied after Stage 2.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	-	Not applicable. As 5.17.

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Complaints Policy 4.4 Where a complaint is more complex and RBH require more time to respond we will liaise with the Customer as set out in our policy.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Complaints Policy 4.4 Where a customer declines a request to extend, RBH will provide the details for the Housing Ombudsman
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	The CRO will thoroughly investigate all complaints and will review the background where a recurring issue is identified.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Complaints Policy 4.4 Where Customers need to raise further relevant concerns to an ongoing complaints, this will considered. Where outside of the existing complaint, a new complaint will be raised.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Complaints Policy 4.5 Where a complaint is more complex and RBH require more time to respond we will liaise and agree this with our customer.

5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	Complaints Policy 4.5
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Not Applicable	RBH do not have a Stage 3 for complaints
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Not Applicable	RBH do not have a Stage 3 for complaints

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. 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.	Yes	Complaints Policy RBH are committed to working with customers resolve complaints and set our clearly what we are doing to put it right
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Complaints and Compensation Policy RBH are committed to working with customers resolve complaints and set our clearly what we are doing to put it right. We have a detailed compensation

			policy which further breaks down what measure this may involve
6.5	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 4.7
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Complaints and Compensation Policies RBH have a clear compensation policy and commit to reviewing statutory obligations and any quantifiable losses

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Complaints Policy 5.0
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Compensation Policy

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	RBH will publish performance of complaints, alongside learnings and improvements identified. Further to this RBH will run quarterly complaint sessions for Customers to come and review/challenge learnings.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	A key member of the Tenants Services Committee will have lead responsibility to monitor complaints handling performance.
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	The Tenants Service committee will receive all information highlighted here.
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Monthly reports are circulated and assessed by Senior Management and the Tenants Services Committee. Lessons Learnt from complaints are used as training across RBH's team meetings, identifying key themes.
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes - Partial	RBH has a new team structure and approach to resolve complaints with new CRO's actively working in collaboration with teams and customers to resolve complaints. We take full responsibility for shortfalls and actively promote complaints learning across all teams.

			RBH will be looking to ensure that we meet the CIH standards during this financial year 23/4.
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Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	RBH commit to completing annual or post-restructure reviews against the Complaints Handling Code and publishing the findings on our website
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	As 8.1
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	Yes	<p>The outcome of this self-assessment is referred to the Tenants Services Committee.</p> <p>The outcome is published on our website.</p> <p>This outcome of this CHC will be included in our annual report in the complaints-handling section.</p>