

Housing Ombudsman Service Complaints Handling Code Self-Assessment 2024



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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy - 3.1
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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy - 4.1
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	Training has been delivered to reinforce this and is documented in the Complaint Procedure
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	As above
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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy – 4.7
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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy - 4.8 sets out what is not a complaint which will inform a detailed response and right to take that decision to Ombudsman. Set out in Complaint Procedure

Section 1 – Definition of a complaint


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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy – 4.8
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	<p>From the 1st April a script at the end of the Explain survey provides extra information on how the customer can complain : <i>“If you wish to make a complaint regarding the services that Raven offers, you can do so in two ways.</i></p> <p><i>You can visit Raven’s website and look for How to make a complaint or you can call them on 0300 123 3399.</i></p> <p><i>Please make sure to give as much information as possible, such as: what has happened, when it happened, the impact on you and your family and how you would like them to put things right.”</i></p> <p>In addition, we follow up all dissatisfied survey responses offering a formal complaint to be raised.</p>

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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy – 4.3 Complaint Procedure  We have Reach Deck on our policy to facilitate read loud and translation if required.
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	Website - Raven Housing Trust Complaint Policy We have Reach Deck on our website page to facilitate read loud and translation for the policy if required.
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	Website Making a complaint - Raven Housing Trust (ravenht.org.uk) Complaints policy - Raven Housing Trust (ravenht.org.uk)
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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy – 6.1 In addition, we send an email to identify any additional or reasonable adjustments that are required.

Section 2 – Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	Website - Making a complaint - Raven Housing Trust (ravenht.org.uk)
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Website Making a complaint - Raven Housing Trust (ravenht.org.uk) Housing Ombudsman information is also included in acknowledgement letters and Stage 1 and Stage 2 responses.
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	Housing Ombudsman information is also included in acknowledgement letter and Stage 1 and Stage 2 responses

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	Complaint Procedure

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	Raven’s Complaint Team comprises of: <ul style="list-style-type: none"> • Member Responsible for Complaints (Board Member) • Executive Director of Customer Experience – receives regular performance reports. • Head of Customer Experience – senior lead for complaints , accountable for complaint handling and assessment of themes, regulatory quality checks and driving continuous improvement • Complaint Team Leader – responsibility for formal complaint process including adherence to timescales and quality of responses. • Complaint Handlers – acknowledging and responding to formal complaints.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Attends regular Housing Ombudsman virtual and online courses. Complaints handlers’ holders of HOS Complaint Handling Code certification in Centre for Learning

Section 3 – Complaint handling personnel

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	<p>Complaint Handlers have undergone customer service training and have direct access to all senior managers to resolve complaints. Complaints Team Managers attend Insight to Action meetings where all senior managers are present.</p> <p>They have authority and autonomy to authorise compensation payments up to £250.</p>

Section 4 – Complaint handling principles

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	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 .	Yes	<p>Frontline staff are trained to recognise where offering to raise a complaint is appropriate. If the resident is happy for the issue to be resolved without raising a complaint our CRM will document that the complaint process was offered but declined.</p> <p>In Complaint Procedure</p> <p>We operate a 2 Stage Process with no extra stages as set out in our Complaint Policy</p> <p>Website - Complaints policy - Raven Housing Trust (ravenht.org.uk)</p>
4.2	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.	Yes	Our standard acknowledgement letter sets out the reasons for the complaint.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	See below 4.7

Section 4 – Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.7	<p>The complaint handler must:</p> <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	<p>For each complaint received a case review is carried out by the complaints handler where any staff member involved in the complaint is invited. The case review looks at evidence pertaining to the complaint which includes CRM records, repair history and any other relevant information that will be carried from the case review.</p> <p>The complaint handler will decide on whether the complaint is upheld or not based on the information available and what is discussed at the case review interviews.</p>
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	yes	This is agreed when the complaint is acknowledged, and a vulnerability check is completed
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position. • comment on any adverse findings before a final decision is made. 	Yes	<p>A case review is carried out by the complaints handler where any staff member involved in the complaint is invited. The case review looks at evidence pertaining to the complaint which includes CRM records, repair history and any other relevant information that will be carried from the case review.</p> <p>The complaint handler will make a decision on whether the complaint is upheld or not based on the information available and what is discussed at the case review interviews.</p>

Section 4 – Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	<p>This letter is our formal response to your complaint at Stage 1 of our complaint's procedure.</p> <p>I hope we can move to a satisfactory outcome but if for any reason you are not happy with how we have handled your complaint you can escalate your complaint to Stage Two of our complaint's procedure.</p> <p>You can also contact the Housing Ombudsman directly at any time while a complaint is going through the complaints process for advice and to help find a resolution. The contact details for the Housing Ombudsman Service are:</p> <p>Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/</p> <p>Phone: 0300 111 3000</p> <p>Email: info@housing-ombudsman.org.uk</p> <p>Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ</p> <p>A request for Stage 2 must be made within four weeks of this letter telling us why you are not satisfied with your complaint at stage 1 and the outcome you are looking for to resolve your complaint.</p>

Section 4 – Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 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.	Yes	We do not prevent any complaint from being escalated to Stage 2.
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	We record all complaints on our CRM system. This maintains a record of each stage, outcome, all complaint correspondence, and any other relevant documentation.
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	Website - Complaints policy - Raven Housing Trust (ravenht.org.uk) Unacceptable Behaviour Procedure - Raven Housing Trust (ravenht.org.uk)

Section 4 – Complaint handling principles

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 Procedure, where we set out what is in our formal response letter
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 Procedure, where we set out what is in our formal response letter
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	Raven Housing Trust Complaint Policy 01.04.2023 Complaint Policy – 4.1
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	This is set out in Complaint Procedure.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	This is set out in Complaint Procedure.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	This is set out in Complaint Procedure.

Section 4 – Complaint handling principles

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We carry out a quarterly satisfaction survey which is sent to customers who have used the complaint process. In addition, we ask the TSM question for complaint handling, Both these results are communicated internally.
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	We hold a monthly Insight to Action meeting that discussing the impact of complaints and learnings from complaints. This insight along with other customer insight feeds into policy and process decisions.
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	We carry out a vulnerability check to ascertain any support needs. We would follow our Unacceptable Behaviour procedure which would include writing to a customer if contact was restricted during the complaints process.

Section 5 – Complaint stages

Stage 1 - Mandatory 'must' requirements

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	This is set out in our Complaint Policy and Complaint Procedure.
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	This is set out in our Complaint Procedure, and we have maintained an Action Tracker for outstanding actions. Where there are multiple or complex actions outstanding, a case manager is allocated to ensure they are 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	Set out in Complaints Procedure.
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	We use template letters for responses and use these headings. The letter concludes how to escalate to Stage 2 and details of the Housing Ombudsman.

Section 5 – Complaint stages

Stage 2 - Mandatory 'must' requirements

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	This is in our Complaint Policy and in Complaint Procedure.
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	We include this in the Stage 2 response and will clarify this information by means of a phone call or face to face meeting if not clear
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	Set out in Complaint Procedure.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Set out in Complaint Procedure.
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 • 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. 	Yes	We use template letters for responses and use these headings. The letter concludes how to escalate to the Housing Ombudsman if we have not been able to resolve. Set out in Complaint Procedure.

Section 5 – Complaint stages

Stage 3 - Mandatory 'must' requirements

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.	Not Applicable – we do not have Stage 3 in our policy	
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul data-bbox="326 589 1434 872" 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 - we do not have Stage 3 in our policy	

Section 5 – Complaint stages

Stage 1 – Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	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	Complaint Procedure. We write to the customer to agree an extension, and this is recorded our CRM Complaint record
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	Set out in Complaint Procedure
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	Set out in Complaint Procedure
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	Set out in Complaint Procedure

Section 5 – Complaint stages

Stage 2 – Best practice ‘should’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	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	We write to the customer to agree an extension, and this is recorded on our CRM Complaint record
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	Set out in Complaint Procedure

Stage 3 – Best practice ‘should’ requirements

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.	Yes	We do not have Stage 3 in our policy
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.	Yes	Complaint Policy - 4.6

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	We include these sections in Stage 1 and Stage responses
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	We calculate a remedy amount using the Housing Ombudsman Remedy Guidance
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	We include this information in our responses.
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	We consider this point when calculating 6.2 Remedy payments

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	We maintain a Learning Log that captures process improvements, and these are discussed at the Monthly Insight for Action meetings.
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	We have access to legal advice when it is appropriate to respond with this information

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	<p>We publish learnings on our website</p> <p>We Hear You - Raven Housing Trust (ravenht.org.uk)</p> <p>We also share them with our customer voice panel and as part of our annual report.</p>

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	<p>We have appointed a Member Responsible for complaint from our Board.</p> <p>They will receive regular complaint performance reports and metrics including adherence to complaint code timescales and satisfaction with complaint data.</p>
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	<p>The Board receives quarterly operations report which contains this information as well as a biannual and annual complaints performance report. The self-assessment has been approved by the Board.</p>

Section 7 – Continuous learning and improvement

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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	We hold a monthly Insight to Action panel which looks at themes of complaints. They monitor the implementation of learnings within their teams which informs training and process improvements.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <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	We will be rolling out objective which is to ensure that all employees are knowledgeable about the proper procedures for raising a complaint, empowering them to escalate concerns effectively and efficiently through the appropriate channels. This also be in line with our culture statements and behaviours.

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	We have carried out a self-assessment annually and have published these on our website.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Not Applicable	
8.3	Following each self-assessment, a landlord must: <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	First annual report will go to the Board in May 2024 and published report and self-assessment will be on our website after approval.

How to make a complaint

www.ravenht.org.uk/making-a-complaint

Please share your experiences and feedback

raven@ravenht.org.uk

Contact us

0300 123 3399

Joanne Silner
Senior Manager Responsible for Complaints

Joanne Stewart
Member Responsible for Complaints

