Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'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.'*	Yes	We have adopted the definition of a complaint as set out in the Complaint Handling Code. This is set out in part 3 of our Complaints Policy. **Evidence:** **Complaints Policy**	
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	Part 3 of our policy reflects the fact that the word 'complaint' does not have to be used for a complaint to be identified and treated as such. The requirement to give residents the choice as to whether to make a complaint is also set out in part 3 of our Complaints Policy underneath the complaint definition. Part 4 of our Complaints Policy explains that we will accept complaints via third party advocates. It sets out the	

			requirements around ensuring any third party has legitimate authority to bring a complaint on someone else's behalf. **Evidence:** **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	Section 3 of our Complaints Policy sets out the need to recognise the difference between a complaint and a service request and provides examples. **Evidence: Complaints Policy**	
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	Section 4 of our Complaints Policy makes it clear that complaint responses will not be placed on hold due to outstanding actions and that any actions agreed in the response will be monitored to completion. **Evidence: 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	Yes	We have an external partner that carries out customer satisfaction surveys covering a number of different service areas such as antisocial behaviour.	

	complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.		We have provided our external partner with guidance on how to signpost residents regarding complaints and we monitor all dissatisfied feedback and the appropriate service areas engage with residents and complaints are raised where appropriate.	

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	Circumstances under which we may decide not to accept a complaint are minimal - as set out in part 3 of our Complaints Policy. In such cases the resident will be provided contact details for the Ombudsman. **Evidence:** **Complaints Policy**	
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:	Yes	Part 3 of our Complaints Policy sets out the circumstances in which we will not accept a complaint, and these include the examples given in the Complaint Handling Code. **Evidence: Complaints Policy**	

	• 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.			
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	Our complaints policy clearly sets out that we may not accept a complaint if the issue giving rise to the complaint happened, or was first found, over twelve months ago. **Evidence: Complaints Policy**	
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	As set out above, any decision taken to exclude a complaint will be clearly explained to the resident – as set out in our Complaints Policy. They will also be recorded on our CRM system. **Evidence: Complaints Policy**	

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	The need to consider each case on its merits and not to take a blanket approach to excluding complaints is set out in part 3 of our Complaints Policy. **Evidence:** **Complaints Policy**	

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 can be raised via our contact centre and the dedicated complaint handling area on our website. Complaints can also be raised with us in person, social media and in writing. TCH has a Tenancy Support Team that provides support for residents and advice to staff regarding reasonable adjustments. All staff receive annual Equality and Diversity Training. **Evidence:** **TCH website** **Equality, Diversity and Inclusion Policy** **Reasonable Adjustments for Customers Policy**	

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	Part 4 of our Complaints Policy makes it clear that residents can raise a complaint via any means with any member of staff. **Evidence: Complaints Policy**	
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 volumes have steadily increased year on year and this is set out in the Annual Complaints Performance & Service Improvement Report which accompanies this self-assessment. **Evidence:** **Annual complaints performance & service improvement report**	
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 electronically on our website and via email. It is also available in printed form and by post. We can also make it available in other formats, such as braille, when required. The policy clearly sets out the two-stage process, including the timeframes for responding.	

			Evidence: TCH website	
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	Part 4 of our Complaints Policy explains that we publicise details of the policy on the dedicated complaints page on our website. It also explains how that page includes links to the Housing Ombudsman Service as well as the Complaints Handling Code. **Evidence: Complaints Policy TCH Website**	
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	Part 4 of our Complaints Policy makes it clear that residents should have the opportunity to be accompanied at meetings and represented in bringing a complaint where any such reasonable request is made. **Evidence: 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	We have templates that we use for relevant correspondence advising residents of their right to contact the Ombudsman Service at any point during the complaints process. The dedicated complaints handling page of our website	

			also includes a link to the Ombudsman Service. Our website also explains that a resident can contact the Ombudsman at any stage. Our customer service advisors and other customer facing colleagues are trained to discuss our complaints service and the right to access the ombudsman service to residents. We periodically provide information about our complaints service/the Ombudsman service in mass mailouts such a rent/service charge letters to ensure our non-digital residents are informed. **Evidence: TCH Website**	

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	We have a specialist Complaints and Feedback team which has responsibility for oversight of the complaints process and providing support to all complaint handlers through all stages of the complaints process. The team also provides quality assurance for all complaint responses. 100% of Stage 1 complaints are managed by trained individuals within the relevant service areas to ensure ownership of the complaints is embedded. Our specialist team is also responsible for managing and assigning all Stage 2 complaints to members of the stage 2 group that is made up of managers and leaders from across the organisation. The Complaints and Feedback Team has responsibility for managing and responding to	

			correspondence with the Ombudsman Service. The Complaints and Feedback Team are responsible for the regular reporting of complaints to the Board and associated committees and for overseeing the annual self-assessment and producing the Annual Complaints Performance & Service Improvement Report. **Evidence:** **Governance structure Chart**	
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	Our Customer Feedback and Information Manager works closely with colleagues of all levels of seniority across the organisation to facilitate the prompt resolution of complaints. Any outstanding issues or concerns are escalated to EMT if required.	
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	Yes	TCH has reacted positively to the ever-increasing volume of complaints through reviewing our resourcing and approach to complaints handling.	

	core service and must be resourced to handle complaints effectively		All staff receive Complaints Training as part of their induction.	

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	We have adopted our parent group (Peabody) complaints policy which was revised to reflect the expectations of the latest version of the Complaint Handling Code. **Evidence: Complaints Policy**	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	We have a two-stage internal complaints procedure. We do not operate any additional (informal) stages, and none are set out in our Complaints Policy. **Evidence: Complaints Policy**	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	**Evidence: Complaints Policy**	

5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	N/A	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	N/A	
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	Colleagues are trained to define the complaint and to check their understanding as well as desired outcome with the resident before providing a response. Our letter templates provide a structured response including the need for the complaint definition and desired outcome.	
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	In our acknowledgements we reflect our understanding of what the complaint is regarding. If anything is identified as being something we cannot consider as a complaint we will inform the resident.	

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	Our complaint handlers receive regular training and updates to keep them informed of current expectations and approaches in complaint handling. We have also published an internal Stage one Investigation Framework document that sets out good practice for investigating complaints.	
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	Colleagues are trained to recognise the importance of regular communication and of keeping residents updated in the event of any extensions to timeframes.	
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	TCH has an Equality Diversity and Inclusion Policy which was updated in April 2024 and a Reasonable Adjustments for Customers Policy both of which are published on our website and set out how we will adjust our normal practices to meet individual customer needs.	

			Where any such arrangements are in place this is flagged on our CRM system alongside any disabilities that a resident may have disclosed. **Evidence: Equality Diversity and Inclusion Policy Reasonable Adjustments for Customers Policy**	
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	Part 4 of our Complaints Policy makes it clear that declining to escalate complaints should be the exception, and that a fair and valid reason should be provided in instances where any such decision is taken. Our Policy also sets out that residents must be provided with contact details for the Housing Ombudsman Service if a decision is taken not to escalate a complaint so that it can be challenged. **Evidence: Complaints Policy**	
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,	Yes	All information relating to each individual complaint is held in one place on our CRM system.	

	correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			
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	Our Compensation and Remedies Policy sets out our approach to providing appropriate redress. Colleagues at every stage of the process are empowered to offer redress that is appropriate and proportionate to the shortfalls in service and impact on the resident. **Evidence: Compensation and Remedies Policy**	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	We have adopted Peabody Group's Unreasonable Communication Policy which sets out what we consider to be unreasonable communication as well as steps we will take to manage any behaviour that falls within this category. Training has been provided on this policy and any decision to restrict contact is taken by the Assistant Director - Housing and any restrictions are flagged on our CRM system.	

			We also have a Cautionary Contact Policy which has a register of residents and customers who we are engaging with under this policy. The focus of this policy is on other matters such as the need for joint visits. Any evidence, such as relevant correspondence relating to both policies, is stored on our CRM system so that we have an audit trail relating to any decisions we may take. **Evidence: Unreasonable Communication Policy Cautionary Contact Policy**	
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	The Unreasonable Communication Policy makes it clear that any restrictions should be proportionate to the behaviour being reported and appropriate to the individual - showing due regard for the Equality Act. **Evidence: Unreasonable Communication Policy**	

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	The complaints handlers will always look to provide a resolution as quickly as possible within the timeframes set out in the Code. If they can provide a response sooner, they are trained to do so.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	This requirement is reflected in Part 4 of our Complaints Policy. **Evidence: Complaints Policy**	
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	This requirement is reflected in Part 4 of our Complaints Policy. **Evidence: 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	Yes	This requirement is reflected in Part 4 of our Complaints Policy. **Evidence: Complaints Policy**	

	10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This requirement is reflected in Part 4 of our Complaints Policy. **Evidence: Complaints Policy**	
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	This requirement is set out in Part 4 of our Complaints Policy **Evidence: Complaints Policy**	
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	This requirement is set out in Part 4 of our Complaints Policy and Procedure **Evidence: Complaints Policy, Complaints Procedure**	
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	Yes	This requirement is reflected in Part 4 of our Complaints Policy. **Evidence: Complaints Policy**	

	delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: 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	Our stage 1 response template outlines all these points with additional guidance. All complaint response letters are checked by the Complaints and Feedback Team for these points prior to being sent.	

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	This requirement is set out in Part 4 of our Complaints Policy **Evidence: Complaints Policy**	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	This requirement is set out in Part 4 of our Complaints Policy **Evidence: Complaints Policy**	

	within five working days of the escalation request being received.			
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This requirement is set out in Part 4 of our Complaints Policy **Evidence: 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	We have a panel of complaint handlers for Stage 2 of our complaints procedure made up of members of the leadership team and managers.	
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	This requirement is set out in Part 4 of our Complaints Policy **Evidence: 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	This requirement is set out in Part 4 of our Complaints Policy **Evidence: 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	This requirement is set out in Part 4 of our Complaints Policy **Evidence: Complaints Policy**	

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	This requirement is set out in Part 4 of our Complaints Policy **Evidence: Complaints Policy**	
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	This requirement is set out in Part 4 of our Complaints Policy and Procedure **Evidence: Complaints Policy, Complaints Procedure**	
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	All complaint response letters are checked by the Complaints and Feedback Team for these points prior to being sent.	

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	We have a separate team managing responses at Stage 2 of the complaints process. **Evidence: Complaints Policy, Complaints Procedure**	

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; • 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.	Yes	Our Compensation and Remedies Policy sets out our approach to providing appropriate redress. **Evidence: Compensation and Remedies Policy**	

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	**Evidence: Compensation and Remedies Policy**	
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	This requirement is set out in Part 4 of our Complaints Policy and Procedure **Evidence: Complaints Policy, Complaints Procedure**	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Our current Remedies and Compensation Policy is based on the Ombudsman's own Remedies Guidance. **Evidence: Compensation and Remedies Policy**	

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	Our Annual Complaints Performance and Service Improvement Report has been submitted alongside this self-assessment and includes all the information listed in points a to f. **Evidence: Annual Complaints Performance and Service Improvement Report 2024-2025**	

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	**Evidence:** **TCH's website** **Annual Complaints Performance and Service Improvement Report**	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	No changes that would have prompted this occurred in 2024/2025	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We will comply with any request to update the self-assessment as directed by the Housing Ombudsman.	
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	We will comply with any request to update the self-assessment as directed by the Housing Ombudsman.	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	All learning is recorded in a tracker and examples are shared through our resident newsletter. **Evidence: TCH's website**	
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	**Evidence: TCH's website**	
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	EMT, Board and our Resident Experience Committee receive periodic reporting around complaints and lessons learned. TCH has also created a resident complaints panel.	
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	Our Director of Operations is accountable for TCH's complaint 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	We have appointed a member of our Board who has lead responsibility for 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	The MRC is provided monthly complaints information.	
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	Yes	The MRC receives monthly updates and the Board and the Resident Experience Committee receive quarterly updates on performance on complaints including all the requirements set out in b, c and d.	

	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	All colleagues involved in managing complaints have these objectives in place.	