

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Complaint Policy Section 5.1 Policy is found on our website www.bchg.co.uk	“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 a resident or group of residents”.
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	Complaint Policy Section 5.3 Reasonable Adjustment Policy, which welcomes third party representation. Make things Right Campaign	BCHG has an internal Customer Feedback Improvement Panel to take learning from complaint handling. We promote the Make things Right campaign.
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	Complaint Policy Section 6.1	We are testing a new complaint process at the Customer Scrutiny Conference in September 2024, with two principles: Ask Once – Service Request, Ask Twice – Service Complaint.

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	Complaint Policy Section 6.1	We will record these requests and monitor them. We recognise that service requests can become complaints if we fail to deal with the initial request appropriately or the customer is dissatisfied with the response.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaint Policy Section 6.3	Where dissatisfaction is expressed through survey feedback this will not immediately be defined as a complaint, we will follow this up and be led by the customer if they wish to complain. Our colleagues are trained and able to signpost customers.

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	Complaint Policy Section 6.2	We have not excluded any complaint and would only do so on reasons specified, we allow the process to fairly decide.
2.2	<p>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:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints 	Yes	Complaint Policy Section 6.2.	Exclusions are included within the policy; to date we have not excluded a customer. Should the circumstance arise we are clear that we will support and signpost the customer, this includes to the Housing Ombudsman Service.

	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	Complaint Policy Section 6.2	We will accept complaints and have applied discretion on complaints after 12 months on safeguarding and health and safety. We will consider each case on its own merit.
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	Complaint Policy Section 6.2	Our Customer Relation Manager offer includes a specific point of contact in a geographical locality with face-to-face contact that gives appropriate support and signposting to any customer.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaint Policy Section 6.2 The BCHG Way values-based service standard	We apply discretion, and colleagues are empowered to make decisions.

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	Complaint Policy Section 5.3, 7.1 Reasonable Adjustment Policy	We support this through our Customer Relation Managers tenancy visit programme to record changing needs. Raising awareness internally through our Equality Diversity Inclusion Sounding Board on recognising and responding to needs.
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	Complaint Policy Section 5.3, 7.1	We support this through our Internal Customer Feedback Improvement Panel made up of a cross section of managers to promote a positive complaint culture and continued learning. Team Meetings are used to raise the profile of complaints. We promote the Make Things Right campaign.
3.3	High volumes of complaints must not be seen as a negative, as they can be	Yes	The BCHG Way values-based service standard Tenant Satisfaction Measures Customer Transparency Strategy	We are values run organisation that 'Loves to Learn' and promotes complaints as invaluable feedback for

	indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			learning and improvement.
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	Complaint Policy Section 7.3 https://www.bchq.co.uk/information-and-publications/transparency-policy-and-other-key-policies/	We operate a two-stage process, which is published on our website. Fast Track is a Stage 1 complaint but where a risk is identified and requires mitigation within 48 hours.
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	Complaint Policy Section 15 Reasonable Adjustment Policy Customer Success Strategy https://www.bchq.co.uk/media/qy3i2ft2/complaint-handling-code-24-4.pdf	We support this through the Make things Right campaign. The Complaint Code is available on our 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	Yes	Complaint Policy Section 5.3, 7.3 Reasonable Adjustment Policy	We take a person-centred approach; advocates and third parties are welcomed with the verbal or written permission of the customer.

	landlord.			
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Complaint Procedure includes letter template that includes access detail to the Ombudsman Service. Complaint Policy Section 7.3 Customer Newsletter has also included articles on the Ombudsman Service. https://www.bchg.co.uk/information-and-publications/resident-broadcasts/	Standard paragraph inserted in letters to signpost to the Ombudsman Service.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Complaints are reported to the governing body quarterly through the Customer Voice Report.	The Ombudsman Service has a dedicated BCHG mailbox. Liaison is assigned to the Head of Customer Voice. The CEO is a member of the governing panel and with the Chair of the Board are our Members Responsible for Complaints.
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	Senior colleagues assigned. Complaint Policy Section 7.3 Financial authorisation limits Resolution and Remedy Policy	Heads of Service and Deputy Chief Executive involved in Stage 2 Review. Head of Customer Voice has oversight with other Heads of Service.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	https://www.housing-ombudsman.org.uk/centre-for-learning/ TPAS membership First Impression Training – Customer Excellence	Colleagues and Tenant panel Members reviewing complaints are encouraged to access courses through the centre for learning. There is continued learning promoted from complaints through the Customer Feedback Improvement Panel. The Resident Scrutiny Voice Panel check standards.

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	Single Complaint Policy Transactional survey	To support this, we have neutral people not involved in the complaint to investigate. Members of the Scrutiny Panel are involved in Stage 2 reviews.
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	Quick fix or an informal stage is not included in the Complaint Policy	Our Customer Relation Manager offer aims to give early and local resolution. We empower colleagues to make decisions backed with delegated budgets.
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	Complaint Policy only includes two stages	We only operate a two-stage process.
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	Complaint Policy Section 7.2	Our gas contractor Sure Maintenance might handle a response to a complaint, but this would form part of the two-stage process and supported by BCHG colleagues.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		Contractors are asked to follow our policy.
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	Complaint Procedure includes templates	The acknowledgement sets out issues and remedy as the complaint definition.
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	Acknowledgement Letter	We accept everything on face value and then let the process clarify.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Customer Voice Quarterly Report to the BCHG Board of Management	Neutral person is assigned to investigate Stage 1 and Stage 2. We seek feedback following the close of a complaint. We take learning to continuously improve.

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	Complaint Procedure	We have developed letter templates to confirm where an extension is agreed and specify the date agreed.
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	Reasonable Adjustment Policy Safeguarding Panel	Colleague training in place. New Housing System will further develop this area.
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	Complaint Procedure	All cases escalated where requested. Fast Track, that are cases that identify risk will include a member of the Executive Team. All other cases are escalated to a Head of Service.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Complaint Feedback platform on SharePoint	The Complaint Record enables attachment of all appropriate correspondence to colleagues with permission to access.

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	Resolution and Remedies Policy	This is supported by empowering colleagues with decision making and spending power given to front line officers. Customer Feedback Improvement Panel takes learning in this area.
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	Unacceptable Behaviour Policy Reasonable Adjustment Policy	We use risk-based approach and consider any special requirements in a person-centred approach.
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	Unacceptable Behaviour Policy Reasonable Adjustment Policy	This is considered at the outset.

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	Complaint Policy Section 7.3 Screening	We support this in the policy by adopting a risk filter to establish Fast Track to prioritise any risk.
6.2	Complaints must be acknowledged, defined, and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received.</u>	Yes	Complaint Procedure 7.3	We have a complaint recording platform which colleagues that deal with complaints have access to.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaint Procedure 7.3	
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	Yes	Complaint Policy 7.3 Complaint Procedure	An extension is agreed with the customer and the reasons explained and date agreed.

	of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
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	Complaint Policy 7.3 the rights to access the Ombudsman throughout the complaint process.	Standard letter used that does this
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	New Housing System project plan	We are introducing a new housing system in October 2024 that will give a better line of sight of actions.
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	Complaint Procedure	Investigation report template includes this. We have a sign off process to stage 1 letter.
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	Yes	Complaint Procedure	The complaint procedure inserts this to clarify this point.

	investigated or it would unreasonably 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: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Standard templates appended to Complaint Procedure.	Letter template outline is set to include this.

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	Complaint Policy 7.3	Stage 2 is our final response, and the letter includes the customer right to the Ombudsman Service.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	Complaints Policy 7.3	

	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	Complaints Policy 7.3	We will not ask reasons why but do ask for how we can achieve to make things right.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaint Policy 7.3	Reviews are always carried out by a person not previously involved and includes a member of the Tenant Panel.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Complaint Policy 7.3	2023/2024 there were 7 stage 2 reviews 100% responded within timescale.
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	Complaint Procedure	
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	Complaint Procedure	
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	Yes	Complaint Procedure	

	the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			
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	Complaint Procedure	We continue to take learning from customer feedback, and stage 2 escalation to improve our response.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Complaint Focus Group	Standards template letters outline this, but we expect a personalised and responsive approach in the style of letter writing. We are working with customers to check the tone of voice in our letters is appropriate and empathetic.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy 7.3	Stage 2 involves senior staff with appropriate authorities to make things right.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Resolution and Remedy Policy	We support this through the Complaint record learning. You Said we Did, We're Learning
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Resolution and Remedy 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	Resolution and Remedy Policy	

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Resolution and Remedy Policy	
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Section 8: Putting things right


Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	Tenant Annual Report	<p>We support this through the production of an annual complaint learning report. You Said, We Did include cases escalated to the Ombudsman.</p> <p>Customer Scrutiny Conference in September 2024 will include theme on complaint and repairs</p>

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	Annual complaint learning Report Quarterly Customer Voice Report	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaint Policy 10.1	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Complaint Policy 10.1	
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	Customer Transparency Strategy	

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	Customer Feedback Improvement Panel	
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	Complaint Log learning You Said We Did	
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	Customer Feedback Improvement Panel, RSVP reviews	
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	Complaint Policy 10.1	MRC is in place and receives quarterly Customer Voice report that is combined with TSM and complaints feedback.

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	Complaint Policy 10.1	MRC is in place.
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	Customer Feedback Improvement panel	MRC is a member of the internal Customer Feedback Improvement Panel where regular insight and learning reports are received.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Customer Feedback Improvement Panel Report	MRC is part of the internal Customer Feedback Improvement Panel where the report framework is based on the code. A quarterly customer voice report includes complaint learning and analysis. An annual complaint performance and learning report is received by the Board of Management. The first Customer Scrutiny Conference is taking place in September 2024 where an improvement plan will be developed with customers and the Board will have oversight of this.

9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none">a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; andc. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	<p>We have a values-based service standard The BCHG Way that all employees are expected to work to.</p>  <p>The icons are arranged horizontally. From left to right: 1. A group of three stylized people with a heart above them, labeled 'We not me'. 2. A speech bubble with a checkmark inside, labeled 'We do what we say we will'. 3. A house with a heart inside, labeled 'We care'. 4. A thumbs-up hand, labeled 'We do the right thing'. 5. A lit lightbulb, labeled 'We love to learn'.</p>	<p>Third party customer service excellence training to be delivered through FIT in 2024/25</p>
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