# 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

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| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The council's Comments, Compliments, and Complaints policy aligns with the new definition. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The council's Comments, Compliments, and Complaints policy states that a customer does not need to use the word "complaint" for their feedback to be considered a complaint. The council also accepts complaints from third parties, as outlined in the 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is outlined in the Council's Comments, Compliments, and Complaints Policy. Service requests submitted through the complaints process are recorded, acknowledged, and forwarded to the relevant team for review and response.Once RCC receives a service request, it is reviewed in the system to determine if repairs need to be initiated or if any follow-up work is required.Where a service request is identified and requires a repair, this is reported and monitored following standard reporting procedures through the repairs contact centre.Across the Neighbourhood Team, (including all tenancy & estate management, ending of tenancies, ASB & income services - service requests are recorded and monitored and reviewed on a monthly basis to ensure a timely response is given, and to identify any areas for improve.  |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Councils Comments, Compliments, and Complaints Policy outlines its approach in this regard.  If a service request is received through the complaints channel and no response is provided to the contact, or if the contact is dissatisfied with the response, the complaints team will escalate this matter as a formal complaint. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is detailed in the Councils Comments Compliments, and Complaints Policy.Where we ask residents to complete surveys – for example, after major maintenance or improvement works have been carried out. Any dissatisfaction expressed through these surveys would not be defined as a complaint although we will make you aware of how you can pursue a complaint if you want to.For example: any requests for contact following satisfaction surveys distributed via the councils Repairs Contact Centre, an option for a call back is offered to the customer discuss the dissatisfaction or any other queries they may have.Annually all sheltered housing tenants receive a sheltered handbook, and all high-rise living tenants receive a high-rise health & safety handbook delivered to their homes – both handbooks provide details on how a resident can complain.  |

# Section 2: Exclusions

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| 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  | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Exclusions are outlined in the Council’s Comments, Compliments, and Complaints Policy.If there are valid reasons for not accepting a complaint, the customer will be informed with an explanation.An issue reported for the first time may be treated as a service request rather than a complaint, as specified in the 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:* The issue giving rise to the complaint occurred over twelve months ago.
* Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
* Matters that have previously been considered under the complaints policy.
 | Yes  | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is detailed in the Councils Comments Compliments, and 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Council's Comments, Compliments, and Complaints Policy outlines its approach in this regard. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Complainants are informed if their complaint is not accepted and advised about their right to appeal to the Ombudsman |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Each complaint is assessed based on its individual merit. Communications received through the complaints process are reviewed, acknowledged, and where it is classified as a complaint, documented and managed in accordance with policy. |

# Section 3: Accessibility and Awareness

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| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf)[Diversity-and-Equality-Strategy-2025-2028](https://www.tamworth.gov.uk/sites/default/files/misc_docs/Diversity-and-Equality-Strategy-2025-2028-final-for-publishing.docx)[Reasonable-Adjustments-for-customer-guidance](https://www.tamworth.gov.uk/sites/default/files/misc_docs/Reasonable-Adjustments-for-customer-guidance.doc) | Complaints can be made using various channels, and these outlined in the Council's Comments, Compliments, and Complaints Policy. Tamworth Borough Council has implemented its EDI Strategy 2025-2028 to ensure services meet individual needs, focusing on community cohesion and social inclusion. The council is dedicated to supporting vulnerable people and delivering good equality outcomes. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is detailed in the Council's Comments, Compliments, and Complaints Policy.All staff have the necessary access to log a complaint, (including face to face to face or over the telephone).The Comments, Compliments, and Complaints Policy is mandatory for all staff to be familiar with. |
| 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 |  | We encourage customers to tell us about their experience, good or bad, and/or suggest ways to improve our service delivery.  This feedback can help us to: • improve our performance • improve our business processes • re-design our services • enhance our reputation • train and develop our employees • share good practice • demonstrate service excellence • support diversity and inclusion  Customer feedback supports development of the customer experience in the Councils desire to improve service, satisfaction, and to ensure the Council is utilising the feedback provided by customers when planning, designing services and improving services. The Council will benchmark against baseline data. How to make a complaint is published on the Councils website and provides details of the Housing Ombudsman. In 2024/2025, a number of contacts received through the complaints process were categorised as service requests. To ensure consistency in the council's approach to identifying complaints, a review will be conducted. |
| 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 | [Comments, Compliments & Complaints | Tamworth Borough Council](https://www.tamworth.gov.uk/comments-compliments-complaints) | This is outlined in the Councils Comments, Compliments, and Complaints Policy and available on the council’s 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 | [Comments, Compliments & Complaints | Tamworth Borough Council](https://www.tamworth.gov.uk/comments-compliments-complaints) | This is outlined in the Councils Comments, Compliments, and Complaints Policy and available on the 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is outlined in the Councils Comments, Compliments, and 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf)[Comments, Compliments & Complaints | Tamworth Borough Council](https://www.tamworth.gov.uk/comments-compliments-complaints) | This is outlined in the Councils Comments, Compliments, and Complaints Policy and available on the website. |

# Section 4: Complaint Handling Staff

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| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Information Governance Manager (Monitoring Officer) is the designated complaint officer, supported by a central team for corporate complaints. The Assistant Director - People acts as the Ombudsman link officer. Designated Officers within each service area are responsible for conducting complaint investigations and evaluating each complaint in accordance with the Council's Comments, Compliments, and Complaints Policy. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The centralised team has access to all services and landlord functions.Clear processes are established to define the management level required for complaint handling at each stage of the process. These procedures are detailed in the policy. |
| 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 |  | Officer competence is monitored through performance management processes to ensure they are trained to required levels, with any identified training needs addressed accordingly.A dedicated resource for complaint handling is situated in the Information Governance team, and a tenant analyst supports at the service level within Housing.The Information Governance team staff have completed the training on Effectively Handling Complaints in Housing. Designated officers within service areas are responsible for investigating and responding to complaints.This being further strengthened with the roll out of training in 2025. |

# Section 5: The Complaint Handling Process

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| --- | --- | --- | --- | --- |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Tamworth Borough Council has a single policy for all complaints |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The policy details the 2-stage process. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The council’s complaint process consists of two stages, with residents being informed of their rights to contact the Ombudsman. |
| 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 |  | Contracts with 3rd parties advise on the requirements of the council comments, compliments and complaints policy.When a complaint is received that requires input or response from a third party, a notification is sent along with detailed information, including specified timescales as part of the notification process. A newly implemented procedure to support this, involving the Council's housing contractor Equans, has demonstrated an improvement in the timely sharing of information. |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.   | Yes |  | Contracts with 3rd parties advise on the requirements of the council comments, compliments and complaints policy.Meetings with the council's housing repairs contractors were conducted to reinforce the council's commitment to improving complaint response times and furnishing details to enhance the contractors' understanding of Housing Ombudsman Service (HOS) processes.A new contractor carrying out duties for the Housing Compliance team conformed to the council's policy on complaint handling. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Outlined in the Council's Comments, Compliments and Complaints Policy.Acknowledgment letters record the information given by the complainant. If additional clarification is needed, it is requested through the Information Governance team or by the designated complaint handler as part of their investigation. The details of the complaint are outlined in the stage 1 or stage 2 responses. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Acknowledgment letters document the details provided by the complainant. If further clarification is required, this is requested though the Information Governance team or the complaint handler as part of their investigation.Response letters reviewed to include details of the complainants' concerns. |
| 5.8 | At each stage of the complaints process, complaint handlers must:  1. deal with complaints on their merits, act independently, and have an open mind;
2. give the resident a fair chance to set out their position;
3. take measures to address any actual or perceived conflict of interest; and
4. consider all relevant information and evidence carefully.
 | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The current policy details what the complaint handlers’ responsibilities are. A complaint handling survey is scheduled to begin in the later part 2025. The feedback from this survey will be reviewed and considered for any identified improvements. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Information Governance team will inform the complainant if the response time for addressing the complaint is anticipated to exceed the established timescales.Whilst we advise the complainant of any updates. The investigation into a complaint may not be complete and any timeframe for completion is in the hands of the nominated officer. Investigations are conducted expeditiously, and any delays are due to complexity and the time spent gathering and assessing the evidence before responding. In more complex cases there is often regular interaction with the complainant. In these cases, delays are often discussed and 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 Guidance](https://www.tamworth.gov.uk/sites/default/files/misc_docs/Reasonable-Adjustments-for-customer-guidance.doc)  | Guidance on reasonable adjustments for all staff is available.In late 2024, a review of procedures and records management for the information governance team was undertaken. Where disabilities have been disclosed, complaint records are being improved to reflect the information provided, and if adjustments are identified at this point, these are captured and shared with the designated complaint handlers.For instance, when a team member was contacted, the individual advised they had hearing difficulties and requested an adjustment in communication methods. The team identified the optimal solution for the customer and implemented it to support them throughout the complaint lifecycle.To better understand our tenants and their needs, the Neighbourhoods team are undertaking a ‘Getting to Know You’ tenants survey with our residents. This includes collecting information on reasonable adjustments, such as language preferences and disabilities. A tenants inclusion action plan informed by what we know about our tenants has been developed to ensure our housing services is accessible and inclusive to all tenants.  |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is detailed in the Councils Comments Compliments, and 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, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.   | Yes |  | Complaints are processed and documented centrally by the Information Governance Team.Designated officers are tasked with investigating and addressing complaints. Relevant information is gathered from appropriate sources, and a response is formulated for review and issuance by the Information Governance Team. |
| 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 |  | The Stage 1 and Stage 2 complaints are delegated and assessed by designated officers within each service area. This allows for any remedy that can be actioned immediately to be carried out / arranged and the customer informed.  For example: a repair requires an inspection, this can be arranged swiftly and does not require an in-depth investigation.If repair or recall is required RCC will raise and inform the investigating officer. Designated officers within each service area have responsibility for responding at the various stages of the complaints process. Information is collated from the relevant sources and a response prepared for review and issue by the Information Governance Team.  If compensation is requested and offered, this is facilitated through the relevant service area in line with the Housing Repairs Compensation 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 | [Managing Unreasonable Customer Behaviour Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/managing-unreasonable-customer-behaviour-policy.docx) | This is detailed in the Managing Unreasonable Behaviour 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 | [Managing Unreasonable Customer Behaviour Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/managing-unreasonable-customer-behaviour-policy.docx) | Detailed in the Managing Unreasonable Behaviour Policy. |

# Section 6: Complaints Stages

Stage 1

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| --- | --- | --- | --- | --- |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Stage 1 and Stage 2 complaints are delegated and assessed by designated officers within each service area. This allows for any remedy that can be actioned immediately to be carried out / arranged and the customer informed. For example: a repair requires an inspection, this can be arranged swiftly and does not require an in-depth investigation.Designated officers within each service area have responsibility for responding at the various stages of the complaints process. Information is collated from the relevant sources and a response prepared for review and issue by the Information Governance Team.  |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaint’s procedure **within five working days of the complaint being received**.  |  | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Detailed in the Councils Comments, Compliments, and Complaints PolicyThe Information Governance team record all communication received through the Comments, Compliments & Complaints process.For the period April 2024 – March 2025 96.68% of complaints were acknowledged within 5 working days |
| 6.3 | Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.   | Area for development | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is detailed in the Councils Comments Compliments, and Complaints PolicyResponse times for complaints has been a key focus for 2024/2025 and while the council recognises it is not where it would like to be. Areas of improvement have been identified, including* Improved performance reporting and senior management oversight
* Weekly & Monthly spotlight reports
* Improved communications with the council housing repair contractor
* Improved internal processes to support the life cycle of the complaint process

 During 2024/2025, overall performance was recorded at 43.52%, with a significant improvement in the fourth quarter when 77.87% of complaints received a response within 10 working days. The council remains committed to fulfilling the requirements, and this being evidenced as we progress through 2025/2026. |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.   | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | Designated complaint handlers are reminded and required to inform the Information Governance team if an extension of time is necessary as part of the service notification procedure. Any extensions of time do not exceed 10 working days.The Information Governance team will communicate with the complainant if an extension is required or agreed upon, providing details of the Housing Ombudsman contact information.In 2024/2025, 3 complaints had their time extended |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | The Information Governance team will communicate with the complainant if an extension is required or agreed upon, providing details of the Housing Ombudsman contact information  |
| 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 |  | The Information Governance team documents actions resulting from complaints and is currently enhancing this process through a review of internal procedures and records. This effort aims to ensure the timely resolution of any actions identified in complaints. |
| 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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This is outlined in the Council's Comments, Compliments, and Complaints Policy. The Information Governance Team reviews all responses to ensure that all points are addressed.  |
| 6.8 | Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.  | Yes |  | Where the centralised team identify additional elements, these are assessed and actioned appropriately. For example, through logging another complaint, adding details to an existing complaint or raising a service request if this is the first time the council is aware of the issue. |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.
 | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy.The Information governance team review all responses, to ensure all relevant details are captured in the response. |

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 | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy. |
| 6.11 | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.  | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy. |
| 6.12 | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy.Template letters reviewed and updated to reflect this requirement. |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.  | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | All stage 2 complaints are dealt with by a senior designated officer (EG: Head of Service / Assistant Director) |
| 6.14 | Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.   | Development area  | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy.Response times for complaints has been a key focus for 2024/2025 and while the council recognises it is not where it would like to be. Areas of improvement have been identified, including* Improved performance reporting and senior management oversight
* Weekly & Monthly spotlight reports
* Improved communications with the council housing repair contractor
* Improved internal processes to support the life cycle of the complaint process

 During 2024/2025, overall performance was recorded at 50%, with a significant improvement in the fourth quarter when 100% of complaints received a response within 20 working days.The council remains committed to fulfilling the requirements, and this being evidenced as we progress through 2025/2026. |
| 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 |  | The Information Governance team write to the complainant if an extension is required.Officers are reminded and required to advise the Information Governance team if an extension of time is required. |
| 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 |  | The Information Governance team will communicate with the complainant if an extension is required or agreed upon, providing details of the Housing Ombudsman contact information. |
| 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 |  | The Information Governance team documents actions resulting from complaints and is currently enhancing this process through a review of internal procedures and records. This effort aims to ensure the timely resolution of any actions identified in complaints. |
| 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 is outlined in the Council's Comments, Compliments, and Complaints Policy. The Information Governance Team reviews all responses to ensure that all points are addressed. |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:  1. the complaint stage;
2. the complaint definition;
3. the decision on the complaint;
4. the reasons for any decisions made;
5. the details of any remedy offered to put things right;
6. details of any outstanding actions; and
7. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.
 | Yes | [Comments-Compliments-Complaints-Policy](https://www.tamworth.gov.uk/sites/default/files/housing_docs/TISCCCP0103_Comments-Compliments-Complaints-Policy.pdf) | This outlined in the Councils Comments Compliments, and Complaints Policy.The Information governance team review all responses, to ensure all relevant details are captured in the response. |
| 6.20 | Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response. | Yes |  |  |

# Section 7: Putting things right

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| 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 |  | All correspondence is facilitated through the Information Governance team, who ensure that it complies with the requirements of Ombudsman’s Code  |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified.  | Yes |  | Proportionate remedies are offered where a complaint is upheld or partially upheld. For example, these can range from an apology, an agreement to carry out or complete repair work, or the payment of appropriate monetary compensation.The council seeks to return the complainant to the position they would have been had the service failure not occurredIn respect of repairs the main aim is to remedy the failing. Where a failing has been identified the Council will acknowledge this and respond with an apology on behalf of the contractor and the council.The Housing Repairs Compensation Policy gives staff clear guidance to ensure remedies fairly reflect the resident's impact. |
| 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 is detailed in the Councils Comments Compliments, and Complaints PolicyThe complaint response details any remedy offered, for example if a new appointment is made for a missed appointment.Any complaint response relating to repairs will clearly set out details of the proposed remedy, who will action this and when it will be actioned by.The HoS will monitor to ensure completion at service level. The Information Governance team record and monitor corporately any actions arising from complaint responses. |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.  | Yes |  | This is detailed in the Councils Comments Compliments, and Complaints PolicyThis is detailed in the Housing Repairs Compensation Policy |

# Section 8: Putting things right

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| 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: 1. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
2. 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;
3. any findings of non-compliance with this Code by the Ombudsman;
4. the service improvements made as a result of the learning from complaints;
5. any annual report about the landlord’s performance from the Ombudsman; and
6. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.
 | Yes | [Comments, Compliments & Complaints | Tamworth Borough Council](https://infozone.tamworth.gov.uk/comments-compliments-complaints) | Regular reporting is provided to CMT, Cabinet, HHAB and the wider organisation through quarterly performance reports. In addition to regular reporting to the Statutory Officers group.The Annual Complaints Performance and Service Improvement Report is published on the website along with the governing body statement. |
| 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 | [Comments, Compliments & Complaints | Tamworth Borough Council](https://infozone.tamworth.gov.uk/comments-compliments-complaints) | The Annual Complaints Performance and Service Improvement Report is reported to the governing body and published on the Councils Website |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes |  | This requirement has been noted and will be complied with in the event of such circumstances. |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes |  | The self-assessment will be reviewed if requested 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 |  | This requirement has been noted and will be complied with in the event of such circumstances. |

# Section 9: Scrutiny & oversight: continuous learning and improvement

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| 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 |  | Housing Repairs - Most housing related complaints are associated with repair matters. Common issues identified include missed appointments, repeated repairs for the same problem, and instances where repairs are not completed successfully on the first attempt.Actions to learn from these complaints centre around a review of the appointment cards, development of a right first-time protocol, documented process requiring telephone contact with complainants, clear SLAs for contractors (EG Equan's) and regular performance monitoring.Introduction the Housing repairs compensation policy.A review of the Damp and Mould process identifying potential enhancements including prompt diagnostics and the consideration of engaging third-party support for specialised guidance.A continued detailed analysis of a number of complex cases will support the council in identifying any root causes of service failures and identify areas for improvement. |
| 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 |  |  |
| 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  |  | Regular reports to CMT - Performance Board, Statutory Officers, HHAB and Tennant Complaints group. Performance information shared with residents as part of the newsletter available. The newsletter regularly contains articles relating to articles relating to feedback such as “You Said – We Did” Tenants Annual Report includes details on complaint handling, learning and improvement.Tenant Satisfaction Measure data available on the Council’s website. |
| 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 | Zoe Wolicki – Assistant Director People |  |
| 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  |  | Requirement has been identified and member responsible for complaints is the Leader of the Council – Carol Dean as portfolio holder responsible for complaints and the Portfolio Holder for Housing, Homelessness & Planning – Councillor Ben Clarke |
| 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 will receive regular updates through portfolio meetings  |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive: 1. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;
2. regular reviews of issues and trends arising from complaint handling;
3. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and
4. annual complaints performance and service improvement report.
 | Yes |  | The MRC will receive regular updates through portfolio meetings Oversight of quarterly and annual reports, with the aim to further strengthen this as we continue with our commitment. |
| 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: 1. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
2. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
3. act within the professional standards for engaging with complaints as set by any relevant professional body.
 | Yes |  | The Information Governance team is responsible and take ownership for the facilitation of the complaints process.Designated offices within each service area are responsible and take ownership of all aspects of the complaint investigation. Designated officers provide a response for the resident, agreeing on the necessary remedial actions within a specified timeframe. If an agreement cannot be reached, they provide a detailed explanation with complete reasons. Where a response includes issues across other service areas, the Information Governance team will co-ordinate the response, working with service areas to ensure one full response addressed all aspects of a complaint. |