

Appendix B – Self-Assessment Form

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

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

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

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	This definition of a complaint is on the website and the Complaints policy
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	LH does not insist on residents using the word "complaint". This is covered in our Complaints policy
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Service failures will be captured as a complaint. This is detailed within our Complaints policy.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	LH accept a complaint, unless the matter falls within the exclusions as set out within the Complaints policy.

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	The Complaints policy explains exclusions but allows for exceptions in exceptional circumstances or where appropriate (determined by the Customer Relations Manager / Head of Governance and Assurance).
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	In cases where complaints are rejected, residents will be informed of the decision and told of their right to take the matter to the Ombudsman.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Where an issue may be quickly resolved it may be registered as a 'pre complaint' and rectified within two working days. Service requests may also be registered as a General Enquiry as these are not service failures. Failure to respond to a service request and/or dissatisfaction with the outcome of a General Enquiry, will result in the issue being escalated to a complaint.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Outsourced surveyors are instructed to record any dissatisfactions, which should be passed to the Customer Relations Team and investigated as a complaint.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Complaints can be received, via email, phone, letter to a freepost address and made to any member of staff. Complaints can also be received on our website at https://www.lewishamhomes.org.uk/contact-us/complaints-and-compliments/ .
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	The Complaints policy is available on our website and details the stages, timeframes for responding to each stage and the escalation process.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	The Complaints policy is available on our website. A 'factsheet' is on the website at https://www.lewishamhomes.org.uk/contact-us/complaints-and-compliments/definition-of-a-complaint/complaints-factsheet/ and explains the process simply.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	An equality assessment was carried out as part of the review of the Complaints policy to identify any negative impacts it may have on individuals or groups, and none were identified. The process is designed to be accessible, with complaints being accepted in a variety of ways. We may also offer an adjusted service where necessary, for example to accommodate a specific health or vulnerability. All complaints staff have undertaken equality training.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Information on complaints can be found on the website and is regularly featured in resident communications.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Information is provided on the website, when complaints are acknowledged and in Lewisham Homes residents' magazine. Guidance for officers on handling complaints also includes information about the right to contact the Housing Ombudsman at any stage of the process.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	When acknowledged, complainants are given the information below.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Complaints made by social media are directed to the appropriate contact/online form or passed to the relevant team for action. To protect privacy, complainants are asked to send any private information via direct message, for example address and telephone number

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	The Customer Relations Team manages the complaints process across the organisation. In addition, a specialist Repairs Complaints Team responds to complaints received by the Property Services directorate.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All staff have been trained in complaint handling, with no conflicts of interest.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	The Customer Relations and Repairs Complaints teams are all trained to work on a range of complaints-related matters. Escalation processes are in place to ensure all complaints are dealt with in line with timeframes.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	The 'pre-complaint' stage is not part of the formal complaints process. It is a way of registering issues raised, which may be quickly rectified outside of the complaint process. It also allows for areas of improvement to be identified without a formal complaint being necessary. We aim to log and acknowledge complaint within five days of receipt.

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Most complaints are received by email or via the online form where complainants provide details of the complaint in their own words. Where clarification is necessary, complainants will be contacted by the Customer Relations team or the investigating officer. The guidance notes for complaint handling also recommends contacting the complainant by telephone to understand their complaint and how they would like it to be resolved.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Staff who may be the subject of the complaint, will not be involved in the complaint investigation.
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	Complaints are logged on a secure system all staff trained in the principles of GDPR. Lewisham Homes also has a specialist Data Protection Officer to refer to for advice and guidance.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	The Customer Relations team ensures that any reasonable arrangements are adhered to, and preferred method of communication is used where reasonable, along with ensuring that complaint timeframes are met.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	Staff who are the subject of the complaint, will be interviewed as part of any investigation. All investigations will be handled in accordance with the appropriate HR policies.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Timescales are included in the Complaints policy, section 4.

4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	The Complaints policy explains exclusions but allows for exceptions in exceptional circumstances or where appropriate (e.g. falls outside the given timescales for escalation). The complainant will always be given the reason for any refusal, as well as their right to contact the Housing Ombudsman for further guidance.
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	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Each complaint is logged and stored, with any corresponding information on our secure system.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Lewisham Homes has a policy on managing unreasonable behaviour, and section 9 of the Complaints policy covers this.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Unrealistic outcomes will be managed as and when received. This will be managed as part of the stage 1 process. The guidance for staff on handling complaints also makes this clear.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	This forms part of our complaints process and our aim is to resolve all complaints at the stage 1 process.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any	Yes	Section 2.5 of the Complaints policy sets out the residents' right to be represented and includes details of who may act on their

	meeting with the landlord where this is reasonable.		behalf (with appropriate resident authorisation).
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Legal obligations are communicated in correspondence with complainants, where appropriate.

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Staff are trained in data protection and information and act in accordance with the Data Protection laws (including GDPR). The guidance on complaint handling also specifies that individual members of staff or contractors should not be named unless absolutely necessary.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We aim to respond to all complaints within the timeframes set out within our Complaints policy. If we are aware that timeframes cannot be met, the complainant will be kept updated.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Complaints handling feedback is sought via regular surveys carried out externally. This information is regularly reported to the Executive Leadership team and the Service and Performance Committee.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	We view complaints as an opportunity to improve service delivery. Staff have received training on the importance of complaints as a learning opportunity, and the Customer Relations team attends team meetings on request to discuss the lessons learnt.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Restrictions are assessed on a case-by-case basis. A procedure is in place under our guidance on dealing with persistent, abusive and unreasonable behaviour.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: YES/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	We aim to respond within 10 working days as a maximum. If the 10 working day timeframe cannot be met,, the investigating officer is responsible for keeping the complainant informed of progress.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	This is part of the complaint policy.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is part of the Complaints policy and included within the complaint handling guidance.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	This is part of the Complaints policy and included within the complaint handling guidance.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	This is part of the Complaints policy and included with the guidance on complaint handling.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This is part of the Complaints policy and included within the guidance on complaint handling.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Any decision not to progress a complaint to the next stage or to deal with it differently from the Complaints policy and/or procedure will be made by the Customer Relations Manager in conjunction with the Head of Governance and Assurance. This is to ensure a fair and consistent approach is taken at a senior level. If this is the case, clear and valid reasons for the decision will be provided, together with the right to contact the Housing Ombudsman
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	This is part of the Complaints policy.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is part of the Complaints policy.

5.16	<p>Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions <p>and</p> <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	This is part of the Complaints policy.
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Lewisham Homes is an Arm's Length Management Organisation, managing homes on behalf of Lewisham Council. The complaints process has three stages, in accordance with the Council's process.

5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Yes	Complaints are handled by an Independent Adjudicator appointed by Lewisham Council at stage 3. The Independent Adjudicator complies with the code requirements.
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**Best practice 'should' requirements
Stage 1**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	For stage 1 complaints, we aim to respond within 10 working days. We do not extend timeframes. If the 10-working day timeframe cannot be met, the investigating team will inform the complainant. This is included within the guidance for officers on complaint handling.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	No	Although Lewisham Homes does not require extensions to be routinely agreed, the complainant would always be advised of their right to contact the Ombudsman at any stage of the process. This has also been included in the complaint handling guidance as best practice.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	We will consider older complaint where relevant to the current complaint, where it meets the terms of our Complaints policy and at the discretion of the Head of Governance and Assurance.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This is part of the Complaints policy.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	For stage 1 complaints, we aim to respond within 20 working days and do not routinely extend timeframes. If the 20-working day timeframe cannot be met, the investigating team is responsible for keeping the complainant updated. This is also included in the guidance on complaint handling as best practice.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	No	Although Lewisham Homes does not require extensions to be routinely agreed, the complainant would always be advised of their right to contact the Ombudsman at any stage of the process. This has also been included in the complaint handling guidance as best practice.

Stage 3

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

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	This is part of the Complaints policy and is detailed in the guiding principles in section 3.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	The Compensation, Remedies and Reimbursement policy sets out a range of remedies that may be considered.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Remedies offered at stage 3 and above are tracked by the Head of Service, to ensure they are actioned by individual service areas
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	This is considered during the investigation of the complaint at each stage, and clarified within the Compensation, Remedies and Reimbursement policy.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Learning from complaints has been incorporated into our regular reporting to the Executive Leadership team, the Service and Performance Committee and are published in an annual complaints report on the website.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Legal advice is obtained as and when required.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Learning from complaints has been incorporated into our regular reporting to the Executive Leadership team, the Service and Performance Committee and published in an annual complaints report on the website.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Two Board members are joint leads for complaints. As well as being board members sitting on the Service and Performance Committee, both are also residents of Lewisham Homes.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	This information is reported to the Executive Leadership team, the Board and Service and Performance committee as appropriate.

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Trends are analysed and presented to senior management by a specialist Data Standards & Insights Team, in addition to the capturing/monitoring of the lessons learnt from complaints by the Customer Relations team.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	This standard objective is in place for all staff who handle complaints, with a more general objective in place for staff across the organisation.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	The self-assessment will be undertaken annually and reported to the Executive Leadership team, the Board and residents via the website.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	The self-assessment will be undertaken in the event of a significant change.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	All self-assessments will be reported to the Executive Leadership team and the Board. They are also published on both Lewisham Council's website and included within Lewisham Homes annual complaints report.