

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	Complaints Policy	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk) Prior to April 2024 landlord complaints were managed by the corporate complaints team. The corporate policy aligns with this definition. We have since brought landlord complaints in-house, with a revised landlord policy and complaint lead role, to enhance our landlord complaint handling.
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	Complaints policy and evidence on respond complaints database	Front-line staff are aware of this requirement, and the difference between a service request and a complaint. Implementing the new complaints policy and complaints lead role has given the opportunity to reinforce this with teams.
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	Yes	Complaints policy and on respond complaints database	See above – front-line teams are supported by the complaints lead to identify

	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.			service requests and highlight the need for recording.
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	Complaints policy and on respond complaints database and communication between the complaints team and frontline staff.	See above
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	Complaints policy and other housing related policies detail how to make a complaint.	Our 2023 TSM survey included a line referring to Housing Officers who can record complaints: <i>“As the survey is confidential, your landlord will not be able to follow up individually on any of your answers. To report a specific issue and get a response, please contact your local area office for assistance”</i> . Going forward any future surveys will detail how to make a complaint.

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	Complaints policy	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk)
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. 	Yes	This is detailed within the complaints policy	

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	
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	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints policy and details on the complaints database. Along with the advice of the Complaints Lead	

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints policy and website outlines how a resident can complain. Housing Offices also have relevant information to help residents make complaints.	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk) Our website is compatible with web-based accessibility tools. Residents can submit a complaint via web-form, letter, in-person, phone, via third party etc. Teams have access to interpreters and translation services. We are using learning gained from the first months of our new landlord complaints service to inform future developments.
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	Complaints policy	All staff are aware of this requirement. Implementing the new complaints policy and complaints lead role has given the opportunity to reinforce this with teams.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Yes		Complaint trends will be monitored to support learning and prevent issues

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.		The HNB Landlord Complaints Service is recording all complaints and enquiries directly since the start of the new service on 1 April 2024.	arising where possible. Extracting and evidencing learning is an area of 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.	No	The full complaints policy is available online, which is compatible with accessibility tools, and we have a dedicated web-page,	We intend to enhance accessibility through the creation of easy-read policies and need to update the corporate complaints leaflets to reflect our new landlord specific complaints handling practice.
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	Complaints policy	
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	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	Complaints policy and within communications to the complainant. Detailed in relevant wider policies. Our webpage also sets out this information.	We intend to publicise this information via our all resident magazine to be distributed in July 24 and have a new social media strategy, which will include

				promotion of complaints and ombudsman
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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 Lead	Prior to April 24 complaints were dealt with by the corporate complaints team and officers however the directorate has recruited a specialist role of Complaints Lead in response to the revised requirements. Improvement to the current team delivery is being monitored and improvements will be based on our continuous learning to ensure our delivery of the handling of complaints is fit for purpose.
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	Complaints Lead job role profile	The complaint lead will work closely with the Lead member, Director and the housing services senior management team but retains operational autonomy to resolve disputes.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant	No	New HNB Landlord Complaints Service in place from 1 April	Working as part of Portsmouth City Council we have an established

	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			complaints handling culture and tools to support this, such as the intranet complaints hub. We are seeking to further enhance this by moving complaint handling closer to the landlord function to build on effective complaint handling and learning from complaints. Continuous learning is taking place to enable us to fully embed this culture.
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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	Complaints policy	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk)
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	Complaints policy	

5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints policy	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Complaints policy	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints policy	Contractors working on our behalf comply with our complaints handling 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	Complaints database and comms with complainants	Supported through templates
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	Yes	Complaints database and comms with complainants	Supported by guidance for managers available on Intranet

	clarify any areas where this is not clear.			
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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	Complaints database and comms with complainants	Supported by complaints guidance on Intranet
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	We will keep the complainant up to date regarding the status of their complaint	
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.	No	We are working on a reasonable adjustments policy and working on improving this process	Reasonable adjustment requirements are captured at the point of contact and adhered to through the complaint handling. They are further flagged on wider systems to ensure that reasonable adjustments can be considered in future

				contact and communication where possible.
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	Complaints database and comms with complainants	
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	Respond complaints database	
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	Complaints database and communications with complainants	
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	No	We are working on an unacceptable behaviour policy and working on improving this process.	We are currently using PCC's corporate unacceptable complainants policy and procedure until

	putting any restrictions in place and must keep restrictions under regular review.			we set out a landlord specific version Corporate complaints policy - Portsmouth City Council
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.	No	We are working on an unacceptable behaviour policy and working on improving this process however, we currently follow corporate process with the allocation of a single point of contact where a continual complainant has additional needs which need to be responded to	We are currently using PCC's corporate unacceptable complainants policy

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Comms with complainants, contents of the complaints database	The directorate has recruited a specialist role of Complaints Lead in response to the new requirements. Improvement to the current team delivery is being monitored and will be based on our continuous learning to ensure our delivery of the handling of complaints is fit for purpose.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Complaints policy and respond complaints database	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk)
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints policy and respond complaints database	
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	Complaints policy and respond complaints database	

	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	Complaints policy and respond complaints database	
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	Complaints policy and respond complaints database	
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	Respond complaints database and comms with complainant	Templates support this
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	Yes	Respond complaints database and comms with complainant	

	unrelated to the issues already being 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	Respond complaints database and comms with complainant	Templates support 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	Complaints policy	
6.11	Requests for stage 2 must be acknowledged, defined and logged at	Yes	Respond complaints database and comms with complainant	

	stage 2 of the complaints procedure within five working days of the escalation request being received.			Until April the corporate complaints team have managed this process. No Stage 2 complaints have escalated to stage two since April 24- June 24
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	Until April the corporate complaints team have managed this process. No Stage 2 complaints have escalated to stage two since April 24- June 24
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints policy Respond	Stage 2 complaints are responded to by a more senior officer than stage 1 complaints
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints policy Respond	
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	Complaints policy Respond	

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	Complaints policy sets out that this will be put into practice	No complaints have reached stage 2 for evidence April – June 24
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	Complaints policy Respond action tracker	No complaints have reached stage 2 for evidence April – June 24
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	Complaints Policy	Templates support this practice
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman	Yes	Complaints Policy	Templates support this practice

	Service if the individual remains dissatisfied.			
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	No complaints have reached stage 2 for evidence

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	Complaints policy and responses	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk)

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints policy and responses	
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	Complaints policy and responses	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints policy and responses	Housing ombudsman guidance and website is regularly reviewed

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. 	No	Service has not been in place for a full year	<p>Prior to April 24 this aspect was managed by corporate complaints team however a complaints report pulled from available data has been produced for 23/24 and this will be published in annual report due out in July 24. A landlord specific annual report will be completed for the 1 April 2024 - 31 March 2025. This will include all compliments and complaints received to meet this code provision. This report can be used to populate other relevant reports within the directorate.</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.	No	As above	<p>The annual complaints performance and service report will be reported a Customer Service Board (identified as the governing board). We will also look to take the report through to the Housing Cabinet decision meeting which include resident representatives. The comments and response will be published via our website, Housetalk and our Annual report.</p> <p>Complaint and Compliment measures will be reported quarterly to the councils Governance, Audit and Standards Committee.</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Completed and submitted 28/6/2024	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber	Yes	As per the code	

	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.			
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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	This will be detailed in our annual report	<p>Regular links with the Cabinet member, Director and Housing Services senior management team to share real time learning.</p> <p>Measures will be used to report performance and identify trends.</p>
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.	No	The complaint and compliments system was part of the local authorities corporate policy and process. A new system has been put in place to separate the policy and process. As the new system embeds an area of improvement has been identified in clearly demonstrating how service improvements have been made to services beyond the resolution of individual complaints.	As the service develops and we improve our understanding of customer demand the complaints lead will share reflective learning in all relevant forums, including the customer service board. Data from the service will be used to identify trends and learning which will inform the contents of various reports.

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.	No	This is a new service and is currently under development and working towards embedding a positive culture. Prior to April 24 complaints information was published annually in our resident's magazine HouseTalk and housing complaints featured in the corporate complaints report through the governance structure and democratic process	We are improving our reporting back and transparency to residents. i.e increased visibility at residents consortium and considering ways we can get resident representatives more involved in scrutinising complaints responses / supporting our complaint handling process.
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	There is a Complaints Lead in post	
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').	No	This is under review for our landlord specific complaints however we will continue to report into the city council's corporate centre	Plan to have formally identified body and MRC in place by the end of July
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that	No	This is under review for our landlord specific complaints however we will continue to	MRC will be a suitable person with the relevant position to support this work

	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.		report into the city council's corporate centre	
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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. 	No	This is under review for our landlord specific complaints however we will continue to report into the city council's corporate centre	Regular meetings are planned from July, when there will be data from the new complaints process available for reporting/discussion
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 	Yes	Complaints policy for our landlord specific complaints however we will continue to report into the city council's corporate centre	Landlord-Complaints-Policy-accessible.pdf (portsmouth.gov.uk)

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
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