

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	The definition of a complaint set by the Housing Ombudsman is set out in Your Place (YP) Complaints Policy.	
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes		
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	No	Section 2.2 of our Policy contains the following definition " is a request from a resident asking us to take action to put something right. We record and monitor service requests in our case management system and will	We will create a new service request recording in our case management (In-Form) by October 2024 to ensure it is distinct from complaint.

	action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		raise a complaint if the complainant is dissatisfied with our response."	
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Section 2.2 of our policy states that "we will raise a complaint if the complainant is dissatisfied with our response."	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	No	The wording in our Tenant Survey Measurement 2024 states that if resident is dissatisfied with any of our services they can raise the issue as a complaint, and provided the details on how to make a complaint.	We will produce an easy-to-understand leaflet for our residents on how to submit a complaint. This leaflet will accompany all surveys conducted within YP by September 2024.

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	Section 3.1 of our policy states that "We will accept complaints as defined above, relating to incidents or issues that have occurred within the past 12 months", section 3.4, and 3.5 states that " We won't universally reject complaints; each will be evaluated based on its unique circumstances. We'll assess whether to exercise discretion in accepting complaints made outside the time limit if there are valid reasons to do so (3.4)." If we decide not to accept a complaint, we will provide an explanation to the resident setting out the reasons why the matter is not suitable for the complaints process (3.5)..	
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or	Yes	Section 3.3 of our Policy outlines the list matters excluded from our complaints services.	

	<p>escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 			
2.3	<p>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.</p>	Yes	<p>Section 3 of our policy excludes complaints about issues where more than 12 months has passed, unless they form part of an ongoing issue. We may apply discretion in considering whether to exclude or progress a complaint about issues older than 12 months.</p>	
2.4	<p>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</p>	Yes	<p>Section 3.5 of our policy outline actions we will take when we decides not to accept a complaint, and they can contact</p>	

	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.		to Housing Ombudsman to review our decision.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Section 3.4 states " <i>We won't universally reject complaints; each will be evaluated based on its unique circumstances</i> "	

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.	No		<p>We will ensure our residents are well informed about our complaints services through multiple channels namely:</p> <ul style="list-style-type: none"> • Posters and leaflets in services. • Induction procedures. • Our website. <p>The action will be done by September 2024.</p>
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.	No	Section 4.4 of our policy states that our residents will be able to make a complaint by speaking to any member of our staff.	Our staff will be trained in the new policy and process to reflect the new complaint handling code by December 2024.
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	No	Section 1.4 of our complaint policy states that ". We welcome complaints, as well as Feedback (or also known as compliments) and comments, as an opportunity to listen to what our resident say is important to them, and to improve our services"	Quarterly complaint performance data, both qualitative and quantitative, will be provided to the Board & SMT. The data will be benchmarked against previous years to identify

	volumes are potentially a sign that residents are unable to complain.		Section 10 outlines our approach to scrutiny and oversight.	whether the number of complaints raised is comparable to historic data. This will be done by September 2024.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Our complaint policy has been published in our 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	Both our complaint policy and self-assessment are published in our website.	
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Section 4.6 states of our policy states that "Residents have the right to appoint a representative to handle their complaint on their behalf and can be accompanied by a representative at any meeting with us."	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage	No		We will provide signposting to the Housing Ombudsman in all stages of complaints-related correspondences by July 2024.

	with the Ombudsman about their complaint.			
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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	Section 4 of our complaint policy outlines the roles and responsibilities of a dedicated complaint handler within YP. The officers are Resident Service Manager (Lead complaint officer), and Director of Frontline Services as lead Senior Management Team (SMT) complaint officer.	
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	Section 4.2 of our complaint policy states that "The Complaint Officer and Director of Frontline Services [as lead SMT complaint officer] will have access to staff at all levels to allow prompt resolution of complaints, and provided authority, and autonomy to resolve dispute fairly and promptly. which may Include but not limited to: Calling a complaints case meeting. Escalating Issues for ownership. Challenging statements or findings.	

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	Section 1 of our complaint state that "We welcome and will use complaints, as well as Feedback (or also known as compliments) and comments, as an opportunity to listen to what our resident say is important to them, and to improve our services".	
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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	Section 1.3 of our policy outlined that the scope of the policy, and 1.4 our statement that we recognise that complaints form an integral part of improving our services and delivery.	
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.	No		We are in the process of changing our complaint case management to reflect the new code. This will be completed by October 2024.
5.3	A process with more than two stages is not acceptable under any circumstances as	No	Section 5.4 of our policy states that Your Place operates a two stage complaints process	See Commentary for 5.2

	this will make the complaint process unduly long and delay access to 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	All complaints are handled within Your Place.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	All complaints are handled within Your Place.	
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	No		See Commentary for 5.2

	unclear, the resident must be asked for clarification.			
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.	No		We will include these requirements at all stages of complaints so they are reflected in the acknowledgement letter templates by July 2024.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	No		We will train all our complaint handlers by December 2024 to ensure that they meet the expectations and standards required for our complaint handling staff.
5.9	Where a response to a complaint will fall outside the timescales set out in this	No		When we are unable to respond within the timescales set out, we will agree with the resident suitable

	Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.			interval for keeping them informed and follow through our extension process by October 2024.
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	Section 4.5 outlined the types of adjustment we can provide.	We will record any reasonable adjustment applied during complaint handling process in our new complaint handling module in our case management system by October 2024. We will publish our reasonable adjustment policy to all staff and residents by October 2024.
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	As per our complaint policy published in our website.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original	No	-	To achieve this, we will: 1. Change our case management system to reflect the new

	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			complaint requirement by October 2024. 2. Establishing internal process of complaint handling by September 2024.
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.	No		To achieve this, we will: 1. Develop and publish our compensation policy by October 2024. 2. Change our case management to ensure remedies are reflected by October 2024.
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.	No		To achieve this, we will develop and publish our Unreasonable Behaviour policy by October 2024.
5.15	Any restrictions placed on contact due to unacceptable	No		See explanation for 5.14

	behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.			
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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		
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>	No		See commentary and explanation for code provision 5.12
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No		See commentary and explanation for code provision 5.12
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	No		See commentary and explanation for code provision 5.12

	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.	No		See commentary and explanation for code provision 5.12
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.	No		To fully comply, we will: <ol style="list-style-type: none"> 1. Make changes in our case management system, and record any actions outstanding from the complaint are recorded in our case management system by October 2024. 2. Relevant department lead to provide regular updates to the complainer, and such update to be recorded in our case management system by October 2024.
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.	No		We will develop complaint templates for both stage 1 and stage 2 which clearly require all complaint leads to address every point of the complaint scope by July 2024.

				We will train all staff on complaint handling code by December 2024.
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.	No		We will train all staff on complaint handling code by December 2024.
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. 	No		We will develop a Stage 1 and 2 Template letters responses using the requirements specified by July 2024 to ensure standardise response to all complaints.

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.	No	.	Our new policy and procedure will be operational by August 2024.
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.	No		See explanation for code 5.12
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.	No		We will publish and communicate our new complaint process to our residents and all staff by August 2024 hence they will be aware of this
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	No		See explanation for code 5.12
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	No		We will develop a Stage 2 Template letter responses using the requirements specified by July 2024 to ensure standardise response to all complaints
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	No		Our new policy and procedure including how extension applies will be operational by August 2024.

	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.			
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.	No		To be compliant, we will include contact details of the ombudsman in our extension letter template by July 2024.
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.	No		See explanation for code 6.6
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.	No		See explanation for code 6.7
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; 	No		See explanation for code 6.9

	<p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	No		This process will be implemented and communicated to the resident by August 2024.

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; 	No	Section 8.4 of our complaint policy directs all our complaint handling staff to refer to the guidance from the Housing Ombudsman. This ensures that remedies provided align with the guidelines and accurately reflect the impact of identified faults on the resident.	<p>To comply, we will:</p> <ol style="list-style-type: none"> 1. Ensure staff are trained to “put things right” by December 2024. 2. Publish our compensation policy (financial remedy) by October 2024. 3. Record how we “put things right” in our case management system by October 2024.

	<ul style="list-style-type: none"> • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	No		See explanation for code 7.1
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.	No	Section 8.3 states our action where remedy might require a commitment to a longer-term action.	See explanation for code 7.1
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Referenced in our section 8.4 of our complaint policy.	

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		We will produce an annual complaints and service improvement report for scrutiny and challenge by March 25.
8.2	The annual complaints performance and service improvement report must be	No		See explanation for code 8.1 and we will

	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.			publish the report online by April 25.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We will repeat the self-assessment if there's a significant change.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We will comply with Housing Ombudsman investigations, orders, and recommendation.	
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	If we are unable to comply due to exceptional circumstances, we will inform the Ombudsman and residents and identify the timescale for returning to compliance with the code.	

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.	No	Section 10.5 and 10.7 highlight our dedication to leveraging insights from complaints to drive service improvement.	See explanation for code 8.1. We will also communicate this report with our stakeholders by August 2024.
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		See explanation for code 8.1.
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		See explanation for code 8.1.

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	Section 10.4 states "This insight will inform the assessment of trends, identification of systemic issues, serious risks, and the revision of policies and procedures as necessary by the Director of Frontline Services."	
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	Section 11 outlines the appointment of MRC in details The Chair of our Frontline Services subcommittee is our MRC.	
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	Section 11.1 "A member of the governing body (also known as Member Responsible for Complaints (MRC) is designated to oversee complaints and foster a positive complaint handling culture.." The MRC and the other trustees who are part of the sub-committee received quarterly complaint performances prepared by our Impact & Performance team.	

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	<p>The MRC and the other trustees who are part of the sub-committee received quarterly complaint data (A&B) prepared by our Impact & Performance team.</p>	<ul style="list-style-type: none"> • See explanation for code 8.1.
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 	No	<p>Section 1.2 outlines these standards applicable for Your Place.</p>	<p>We will train all staff to ensure standards for complaint handling are followed through by December 2024.</p>

	<p>across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			
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