

## Self-assessment against the requirements of the Code

| Code section  | Action  | Do we follow the Code:<br>Yes/No | Explanations and Commentary   |
|---|---|----------------------------------|---|
| <b>1: Definition of a service request and complaint</b> | We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.                              | Yes                              | Section 2.4 of the complaint policy states the definition of a complaint.<br><br>Section 2.8 of the complaint policy states the difference between and complaint and a service request and provides an example of what a service request may be<br><br>**ACTION – To include a definition of a service rest, as well as an example. |
| <b>2: Exclusions</b>                                    | Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress. | Yes                              | Section 4 refers to Exceptions and provides a number of examples of when this be relevant.  |
| <b>3: Accessibility and awareness</b>                   | We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary  | Yes                              | Complaints can be made in any form. Section 2.10 provides details of how customers may make complaints and Section 2.11 states that we will ensure that the complaints policy and process is readily available to all residents   |

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| <b>4: Complaint handling resources</b>   | We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.   | Yes                                      | There is a designated Corporate Complaints Team in the Local Authority. This consists of 1 Manager and 5 Complaints Officers.  |
| <b>5: The complaint handling process</b> | We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy. | Yes                                      | There is a single complaints policy for the Local Authority, which has been updated to reflect the new Ombudsman codes. Residents are able to make a complaint whenever and however they wish to do so.  |
| <b>6: Complaints stages (Stage 1)</b>    | We process stage 1 complaints in line with timescales and processes set out in the Code.   | No                                       | Stage 1 Housing complaints currently have a 10 working day timescale for response, in line with the Housing Ombudsman code.<br>All other corporate complaints currently have a 20 working day target for response. The Local Authority will be looking to review this in 2025 and before the LGSCO start to apply this to their case work in 2026. |
| <b>6: Complaints stages (Stage 2)</b>    | We process stage 2 complaints in line with timescales and processes set out in the Code.   | Yes                                      | The current response timescale for Stage 2 complaints is 20 working days, in line with the code.   |

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|---|--|----------------------------------|--|
| <b>7: Putting things right</b>                      | When something has gone wrong we take action to put things right.  | Yes                              | The Local Authority encourages early resolution for customer complaints. Communication is encouraged and there has been a recent review of the compensation guidance, which has been circulated to all complaint handlers within the Council. Stage 2 feedback forms are sent to services for service improvement and learning purposes.   |
| <b>8: Performance reporting and self-assessment</b> | We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code. | Yes                              | Quarterly and annual complaints reports are generated, and attendance made at DMT and CMT. A yearly scrutiny report, which includes service improvements, is also generated and published online. Self assessment forms will be included in the annual scrutiny report.  |
| <b>9: Scrutiny &amp; Oversight</b>                  | We have appropriate senior leadership and governance oversight of the complaints process and performance.  | Yes                              | In addition to the comments in section 8 above, weekly reporting is made organisation wide to include all senior management, Senior management are made aware of Stage 2 and Ombudsman investigations at an early stage and we have implemented an escalation policy to improve oversight to senior management and response to complaints. |