

## **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	<p>A complaint must be defined as:</p> <p><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></p>	Yes	<p>3.1 - Effective complaint handling should be a resident friendly process that enables residents to be heard and understood. The starting point for this is a mutual understanding of what constitutes a complaint. As stated in the Housing Ombudsman Complaint Handling Code, a complaint shall 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>” Innisfree prioritise complaint handling and a culture of learning from complaints.</p>	Included in the Complaints Policy, paragraph 3.1
1.3	<p>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</p>	Yes	<p>5.1. We want it to be easy for anyone to let us know that something has gone wrong for them. All members of Innisfree staff will take complaints from residents in writing, in person, over the telephone, by email, online via our</p>	Included in the Complaints Policy, paragraphs 5.1, 5.2, and 5.5

	<p>handled in line with the landlord's complaints policy.</p>		<p>website and social media channels, or through a third party.</p> <p>5.2. With third-party complaints, we will need to ensure that the person has permission to act on the complainant's behalf before we respond and will handle the complaint in line with this Policy. If we receive a complaint.</p> <p>5.5. Our staff are encouraged to actively identify complaints. A resident will not have to use the word "complaint" or to ask to "make a complaint." Staff will record any expression of dissatisfaction as a complaint and respond using this approach. Once received, a complaint will be passed onto the appropriate member of staff to investigate the concerns raised.</p>	
1.4	<p>Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored, and reviewed regularly.</p>	Yes	<p>3.2 - A complaint could be made when a resident feels;</p> <ul style="list-style-type: none"> <li>▪ Dissatisfied with the standard of service provided by us or our contractors, even if the handling of the service request remains ongoing.</li> <li>▪ Unhappy with our actions or decisions.</li> </ul>	<p>Included in the Complaints Policy, paragraphs 3.2 and 4.1</p>

			<ul style="list-style-type: none"> <li>▪ Unhappy with a situation that they wish to have rectified</li> <li>▪ We have failed to do something we should have done or have acted inappropriately.</li> <li>▪ We have treated them unfairly or disrespectfully.</li> <li>▪ We have failed to respond to their initial enquiries.</li> <li>▪ We have failed to meet one of our resident service promises.</li> <li>▪ We have failed to follow our policies or procedures.</li> </ul> <p>4.1 - Issues which we do not deal with under this process are:</p> <ul style="list-style-type: none"> <li>▪ A first request for a service, such as a repair.</li> </ul>	
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	<p>3.2. A complaint could be made when a resident feels;</p> <ul style="list-style-type: none"> <li>▪ Dissatisfied with the standard of service provided by us or our contractors, even if the handling of the service request remains ongoing.</li> </ul>	Included in the Complaints Policy, paragraphs 3.2
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though	Yes	If we receive feedback through a survey that a resident is dissatisfied about something:	Template response letters in place for the Resident Engagement Officer to contact dissatisfied residents that

	<p>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.</p>		<ul style="list-style-type: none"> <li>▪ Our Resident Engagement Officer will initially contact the residents by telephone where they have given us permission to speak to them.</li> <li>▪ The Resident Engagement Officer will pass the concerns onto the relevant team to rectify where possible.</li> </ul> <p>The resident will be informed that they can escalate their dissatisfaction to a stage one complaint if they wish to. This will be followed up in writing.</p>	<p>have completed the Acuity survey.  <u>Template Letter - Response to Dissatisfied Resident Following Acuity Survey.docx</u></p>
--	--	--	--	---

## 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	<p>4.1 - Issues which we do not deal with under this process are:</p> <ul style="list-style-type: none"> <li>▪ A first request for a service, such as a repair.</li> <li>▪ Neighbour disputes and anti-social behavior.</li> <li>▪ Where 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.</li> <li>▪ When our insurers are dealing with an issue.</li> <li>▪ Where the issue giving rise to the complaint occurred over twelve months ago.</li> <li>▪ Where the issue giving rise has previously been considered under the complaints policy.</li> </ul> <p>4.9 - We do not take a blanket approach to excluding</p>	<p>Included in the Complaints Policy paragraph 4.1 we outline what is not considered under the Complaints Policy.</p> <p>Included in the Complaints Policy, paragraph 4.9, we ensure that we inform the resident why we cannot accept the complaint.</p>

			complaints and will consider each case individually. When we are unable to accept a complaint, we will provide an explanation setting out the reasons why the matter is not suitable for the complaints process.	
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"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<p>4.1 - Issues which we do not deal with under this process are:</p> <ul style="list-style-type: none"> <li>▪ A first request for a service, such as a repair.</li> <li>▪ Neighbour disputes and anti-social behavior.</li> <li>▪ Where 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.</li> <li>▪ When our insurers are dealing with an issue.</li> <li>▪ Where the issue giving rise to the complaint occurred over twelve months ago.</li> <li>▪ Where the issue giving rise has previously been considered under the complaints policy.</li> </ul>	Included in the Complaints Policy paragraph 4.1 we outline what is not considered under the Complaints Policy.
2.3	Landlords must accept complaints referred to them within 12 months of	Yes	4.8 - If a complaint is referred to us over 12 months after the	Included in the Complaints Policy paragraph 4.8 we

	<p>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>		<p>issue occurring or the complainant becoming aware of the issue, we may apply discretion to accept a complaint outside of this time limit where there are good reasons to do so.</p>	<p>explain where we might apply discretion.</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 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.</p>	Yes	<p>4.10 - Residents have the right to challenge the rejection of their complaint by referring their complaint to the Housing Ombudsman. If the Ombudsman does not agree that an exclusion has been fairly applied, the Ombudsman may tell us to take on the complaint.</p>	<p>Included in the Complaints Policy paragraph 4.10</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>4.9 - We do not take a blanket approach to excluding complaints and will consider each case individually. When we are unable to accept a complaint, we will provide an explanation setting out the reasons why the matter is not suitable for the complaints process.</p>	<p>Included in the Complaints Policy paragraph 4.9</p>



### 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	<p>5.1 - We want it to be easy for anyone to let us know that something has gone wrong for them. All members of Innisfree staff will take complaints from residents in writing, in person, over the telephone, by email, online via our website and social media channels, or through a third party.</p> <p>5.6 – We are committed to embedding the 2010 Equality Act into our Policies and Procedures. As part of this commitment, we will anticipate and facilitate reasonable adjustments and adapt our standard policies and procedures wherever possible, in order to ensure every individual can make a complaint.</p> <p>5.7 - To make an adjustment means to change work practices</p>	Included in the Complaints Policy paragraph 5.1, 5.6, and 5.7

			<p>to avoid or correct the disadvantage to a person with a disability.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>▪ Allowing more time than we would usually for someone to provide information that we need.</li> <li>▪ Providing specialist equipment or additional support, such as a sign language interpreter.</li> </ul>	
3.2	<p>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.</p>	Yes	<p>5.1 - We want it to be easy for anyone to let us know that something has gone wrong for them. All members of Innisfree staff will take complaints from residents in writing, in person, over the telephone, by email, online via our website and social media channels, or through a third party.</p> <p>5.5 - Our staff are encouraged to actively identify complaints. A resident will not have to use the word "complaint" or to ask to "make a complaint." Staff will record any expression of dissatisfaction as a complaint and respond using this</p>	<p>Included in the Complaints Policy paragraph 5.1 and 5.5, we explain how all staff can accept a complaint, are aware of the Complaints Policy, and will pass the complaint onto the relevant Complaints Officer to investigate.</p>

			approach. Once received, a complaint will be passed onto the appropriate member of staff to investigate the concerns raised.	
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	5.5 - Our staff are encouraged to actively identify complaints. A resident will not have to use the word “complaint” or to ask to “make a complaint.” Staff will record any expression of dissatisfaction as a complaint and respond using this approach. Once received, a complaint will be passed onto the appropriate member of staff to investigate the concerns raised.	Included in the Complaints Policy paragraph 5.5, we explain how all staff can accept a complaint, are aware of the Complaints Policy, and will pass the complaint onto the relevant Complaints Officer to investigate.
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	Section 7 – Stage One Section 8 – Stage Two	Included in the Complaints Policy, sections 7 and 8 These sections make it clear what steps are taken at stage 1 and stage 2. We include audio guidance in video format on our website. Our website link is included in all staff email signatures and advertised in our newsletters.
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	Section 11 – Housing Ombudsman	We include details of how to contact the Housing Ombudsman in section 11 of the Complaints Policy.

				We also include our Complaints Policy, and link to the Ombudsmans' Complaint Handling Code on our website: <a href="https://www.innisfree.org.uk/residents/complaints-and-compliments/">https://www.innisfree.org.uk/residents/complaints-and-compliments/</a>
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	<p>5.1 - We want it to be easy for anyone to let us know that something has gone wrong for them. All members of Innisfree staff will take complaints from residents in writing, in person, over the telephone, by email, online via our website and social media channels, or through a third party.</p> <p>5.2- With third-party complaints, we will need to ensure that the person has permission to act on the complainant's behalf before we respond and will handle the complaint in line with this Policy. If we receive a complaint.</p>	Included in the Complaints Policy paragraphs 5.1 and 5.2.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes		We include the Ombudsman's contact details in letters when acknowledging a complaint,

	individual can engage with the Ombudsman about their complaint.			and when providing a full response to a complaint, as well as in our Complaints Policy (section 11), and on our website: <a href="https://www.innisfree.org.uk/residents/complaints-and-compliments/">https://www.innisfree.org.uk/residents/complaints-and-compliments/</a>
--	---	--	--	---

#### 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	6.3 - The member of staff will treat the enquiry as a formal complaint and pass it to the appropriate member of staff, who will function as the impartial investigating Complaints Officer for your complaint.	Included in the Complaints Policy, paragraph 6.3.  Complaints are reported to all members of our Board on a quarterly basis, including: <ul style="list-style-type: none"> <li>▪ Regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders.</li> <li>▪ Regular reviews of issues and trends arising from complaint handling.</li> <li>▪ The annual performance report produced by the Ombudsman, where applicable</li> </ul>

				<ul style="list-style-type: none"> <li>▪ Individual complaint outcomes where necessary, including where the Ombudsman made findings.</li> <li>▪ The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>
4.2	<p>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.</p>	Yes	<p>6.3 - The member of staff will treat the enquiry as a formal complaint and pass it to the appropriate member of staff, who will function as the impartial investigating Complaints Officer for your complaint. The investigating Complaint Officer will:</p> <ul style="list-style-type: none"> <li>▪ be able to act sensitively and fairly</li> <li>▪ be trained to manage complaints and deal with distressed and upset residents</li> <li>▪ have access to staff at all levels to facilitate quick resolution of complaints</li> <li>▪ have the authority and autonomy to act to resolve disputes quickly and fairly</li> </ul>	<p>Included in the Complaints Policy, paragraph 6.3</p>

			If a resident requests that we contact them in a specific way or at certain times, we will endeavour to contact them in that manner where reasonable to do so.	
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	3.1 - Effective complaint handling should be a resident friendly process that enables residents to be heard and understood. The starting point for this is a mutual understanding of what constitutes a complaint. As stated in the Housing Ombudsman Complaint Handling Code, a complaint shall 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> ” Innisfree prioritise complaint handling and a culture of learning from complaints.	Included in the Complaints Policy, paragraph 3.1

## 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		Innisfree have one Complaints Policy, here: <a href="https://www.innisfree.org.uk/residents/complaints-and-compliments/">https://www.innisfree.org.uk/residents/complaints-and-compliments/</a>
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	Sections 7 and 8.	Innisfree have only two complaint stages – stage 1 and stage 2.
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.			
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	Yes	N/A	Not applicable, Innisfree manage complaint responses internally and do not use a third party.



	process set out in this Code. Residents must not be expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.			
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	<p>Stage One:</p> <p>7.1 - When we receive a complaint, the investigating Complaint Officer will acknowledge the complaint within 2 working days – they will outline complaint definition, confirm which aspects of the complaint Innisfree are, and are not, responsible for, explain how the complaint will be investigated, and inform the complainant that we aim to issue a full response within 10 working days.</p> <p>7.2 - If any aspect of the complaint is unclear, the Complaint Officer will speak to the complainant for clarification and a full complaint definition will be agreed between both parties.</p>	Included in the Complaints Policy, paragraph 7.1 and 7.2 (stage 1), and 8.3 and 8.4 (stage 2)

			<p>Stage Two:</p> <p>8.3 - The Complaint Officer will acknowledge the complaint within 2 working days – they will outline the complaint definition and the remedies that the complainant is requesting to resolve the outstanding issues. They will explain how the stage 2 complaint will be investigated and inform the complainant that we aim to issue a full response within 20 working days.</p> <p>8.4 - If any aspect of the complaint is unclear, the Complaint Officer will speak to the complainant for clarification and a full complaint definition will be agreed between both parties.</p>	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	<p>7.1 - When we receive a complaint, the investigating Complaint Officer will acknowledge the complaint within 2 working days – they will outline complaint definition, confirm which aspects of the complaint Innisfree are, and are not, responsible for, explain how the complaint will be investigated, and inform the</p>	Included in the Complaints Policy, paragraph 7.1.

			complaint that we aim to issue a full response within 10 working days.	
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ol>	Yes	<p>Stage One: 7.4 - In their response to the stage 1 complaint, the Complaint Officer will address all points raised in the complaint and:</p> <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 1 of Innisfree's Complaint Policy</li> <li>▪ Define the complaint</li> <li>▪ Deal with the complaints on their merits</li> <li>▪ Act independently, in an impartial manner, and have an open mind</li> <li>▪ Take measures to address any actual or perceived conflict of interest</li> <li>▪ Consider all relevant information and evidence carefully</li> <li>▪ Give the resident a fair chance to set out their position</li> <li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to</li> </ul>	Included in the Complaints Policy, paragraph 7.4 (stage 1), and 8.6 (stage 2).

			<p>thoroughly investigate the matter</p> <ul style="list-style-type: none"><li>▪ Outline the findings of their investigation, the reasons for any decisions made, and acknowledge where things have gone wrong</li><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li><li>○ Providing an explanation, assistance, or reasons</li><li>○ Taking acting action if there has been a delay</li><li>○ Reconsidering or changing a decision</li><li>○ Amending a record or adding a correction or addendum</li><li>○ Providing financial remedy</li><li>○ Changing policies, procedures, or practices</li></ul></li><li>▪ Detail any outstanding actions – including any actions if there has been a delay</li></ul>	
--	--	--	--	--

			<ul style="list-style-type: none"><li>▪ Explain how to escalate the matter if the complainant remains dissatisfied</li></ul> <p>Stage Two: 8.6 - As stage 2 is Innisfree's final response, the Complaint Officer must involve all suitable staff members needed to issue such a response. In their response to the stage 2 complaint, the Complaint Officer will address all points raised in the complaint, the stage 1 complaint, and any remedies requested by the complainant to resolve the complaint. Their response will:</p> <ul style="list-style-type: none"><li>▪ Explain that the complaint is being considered at Stage 2 of Innisfree's Complaint Policy</li><li>▪ Deal with the complaints on their merits</li><li>▪ Act independently, in an impartial manner, and have an open mind</li><li>▪ Take measures to address any actual or perceived conflict of interest</li></ul>	
--	--	--	--	--

			<ul style="list-style-type: none"><li>▪ Consider all relevant information and evidence carefully</li><li>▪ Give the resident a fair chance to set out their position</li><li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter</li><li>▪ Outline the findings of their investigation and the reasons for any decisions made – they will include whether they agree or disagree with the findings made in the stage 1 complaint. Referencing relevant policy, law, and good practice where appropriate.</li><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li></ul></li></ul>	
--	--	--	--	--

			<ul style="list-style-type: none"> <li>○ Providing an explanation, assistance, or reasons</li> <li>○ Taking acting action if there has been a delay</li> <li>○ Reconsidering or changing a decision</li> <li>○ Amending a record or adding a correction or addendum</li> <li>○ Providing financial remedy</li> <li>○ Changing policies, procedures, or practices</li> <li>▪ Detail any outstanding actions</li> <li>▪ Explain how to escalate the matter to the Housing Ombudsman if the complainant remains dissatisfied</li> </ul>	
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	<p>Stage One:</p> <p>7.7 - If they feel a full reply is not possible within the 10 working days, the Complaint Officer will explain this to the complainant and will remain in contact until a full reply is issued. The</p>	Included in the Complaints Policy, paragraph 7.7 (stage 1), and 8.9 (stage 2).

			<p>extension period should be agreed by both parties, and suitable intervals for keeping the complainant informed about the complaint must be agreed. We aim to issue a full response in the following 10 working days; if this needs to be extended it must be for good reason and the reason(s) must be clearly explained to the resident.</p> <p>Stage Two: 8.9 - If they feel a full reply is not possible within the 20 working days considering the complexity of the complaint, the Complaint Officer will explain this to the complainant and will remain in contact until a full reply is issued. The extension period should be agreed upon by both parties, and suitable intervals for keeping the complainant informed about the complaint must be agreed. We aim to issue a full response in the following 20 working days; where this deadline must be extended with good reason, the reason(s) must be clearly explained to the complainant.</p>	
--	--	--	---	--



5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	<p>5.6- We are committed to embedding the 2010 Equality Act into our Policies and Procedures. As part of this commitment, we will anticipate and facilitate reasonable adjustments and adapt our standard policies and procedures wherever possible, in order to ensure every individual can make a complaint.</p> <p>5.7- To make an adjustment means to change work practices to avoid or correct the disadvantage to a person with a disability. This may include:</p> <ul style="list-style-type: none"> <li>▪ Allowing more time than we would usually for someone to provide information that we need.</li> <li>▪ Providing specialist equipment or additional support, such as a sign language interpreter.</li> </ul> <p>5.8 - Where a reasonable adjustment is agreed, we will keep a record of this in our</p>	Included in the Complaints Policy, paragraphs 5.6, 5.7, and 5.8

			Housing Management system and keep the adjustments under active review.	
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	<p>7.11 - The Complaints Officer will not escalate the complaint to stage 2 of this Policy if:</p> <ul style="list-style-type: none"> <li>▪ It is the first request for a service, such as a repair.</li> <li>▪ The complaint is regarding neighbour disputes and anti-social behavior.</li> <li>▪ Legal action is being taken.</li> <li>▪ Our insurers are dealing with an issue.</li> <li>▪ The cause of dissatisfaction occurred more than twelve months ago.</li> </ul> <p>Please refer to Section 4 for full details of exceptions under our Complaints Policy.</p>	Included in the Complaints Policy, paragraph 7.11 and section 4.
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		Innisfree use our Housing Management systems to log and manage each complaint at every stage.

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	<p>6.3 - The member of staff will treat the enquiry as a formal complaint and pass it to the appropriate member of staff, who will function as the impartial investigating Complaints Officer for your complaint. The investigating Complaint Officer will:</p> <ul style="list-style-type: none"> <li>▪ be able to act sensitively and fairly</li> <li>▪ be trained to manage complaints and deal with distressed and upset residents</li> <li>▪ have access to staff at all levels to facilitate quick resolution of complaints</li> <li>▪ have the authority and autonomy to act to resolve disputes quickly and fairly</li> </ul> <p>If a resident requests that we contact them in a specific way or at certain times, we will endeavour to contact them in that manner where reasonable to do so.</p>	Included in the Complaints Policy, paragraph 6.3. Innisfree ensure that the Complaints Officer has the ability to remedy a complaint at any stage, without the need for escalation.
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	Yes		Innisfree have an Unacceptable Behaviour Policy. This policy sets out the provisions that we have in place to deal with

	reasons for putting any restrictions in place and must keep restrictions under regular review.			customers who display unacceptable behaviour in their contacts and requests for service. However, this does not affect their ability to engage with the Complaints Policy. Restrictions in place under the Unacceptable Behaviour Policy are reviewed at agreed intervals.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes		Innisfree have an Unacceptable Behaviour Policy. This policy sets out the provisions that we have in place to deal with customers who display unacceptable behaviour in their contacts and requests for service. However, this does not affect their ability to engage with the Complaints Policy Restrictions in place under the Unacceptable Behaviour Policy are considered for their proportionality and demonstrating regard for the provisions of the Equality Act 2010.



## 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	Sections 7 and 8.	Innisfree meet the Ombudsman's guidelines to issue a full complaint response within 10 working days (stage 1), or 20 working days (stage 2). Where is possible to do so and resolve the complaint ahead of these dates, we will do so promptly.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	7.1 When we receive a complaint, the investigating Complaint Officer will acknowledge the complaint within 2 working days – they will outline complaint definition, confirm which aspects of the complaint Innisfree are, and are not, responsible for, explain how the complaint will be investigated, and inform the complaint that we aim to issue a full response within 10 working days.	Innisfree have aligned the timeframe for acknowledgement with our Service Standards. We require staff to acknowledge a complaint within two working days of the complaint being received.

6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	7.1 When we receive a complaint, the investigating Complaint Officer will acknowledge the complaint within 2 working days – they will outline complaint definition, confirm which aspects of the complaint Innisfree are, and are not, responsible for, explain how the complaint will be investigated, and inform the complainant that we aim to issue a full response within 10 working days.	Included in the Complaints Policy, paragraph 7.1
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	7.7 - If they feel a full reply is not possible within the 10 working days, the Complaint Officer will explain this to the complainant and will remain in contact until a full reply is issued. The extension period should be agreed by both parties, and suitable intervals for keeping the complainant informed about the complaint must be agreed. We aim to issue a full response in the following 10 working days; if this needs to be extended it must be for good reason and the reason(s) must be clearly explained to the resident.	Included in the Complaints Policy, paragraph 7.7

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	Section 11	We include the Ombudsman's contact details in letters when acknowledging a complaint, when extending a response deadline, and when providing a full response to a complaint, as well as in our Complaints Policy, section 11, and on our website.
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	<p>7.4 - In their response to the stage 1 complaint, the Complaint Officer will address all points raised in the complaint and:</p> <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 1 of Innisfree's Complaint Policy</li> <li>▪ Define the complaint</li> <li>▪ Deal with the complaints on their merits</li> <li>▪ Act independently, in an impartial manner, and have an open mind</li> <li>▪ Take measures to address any actual or perceived conflict of interest</li> <li>▪ Consider all relevant information and evidence carefully</li> </ul>	Our Complaint Policy sets out the required timescales to respond to a complaint. Outstanding actions will continue to be tracked and actioned, and updates provided to the resident.



			<ul style="list-style-type: none"><li>▪ Give the resident a fair chance to set out their position</li><li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter</li><li>▪ Outline the findings of their investigation, the reasons for any decisions made, and acknowledge where things have gone wrong</li><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li><li>○ Providing an explanation, assistance, or reasons</li><li>○ Taking acting action if there has been a delay</li><li>○ Reconsidering or changing a decision</li><li>○ Amending a record or adding a correction or addendum</li><li>○ Providing financial remedy</li></ul></li></ul>	
--	--	--	--	--

			<ul style="list-style-type: none"> <li>○ Changing policies, procedures, or practices</li> <li>▪ Detail any outstanding actions – including any actions if there has been a delay</li> <li>▪ Explain how to escalate the matter if the complainant remains dissatisfied</li> </ul>	
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	<p>7.4 - In their response to the stage 1 complaint, the Complaint Officer will address all points raised in the complaint and:</p> <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 1 of Innisfree’s Complaint Policy</li> <li>▪ Define the complaint</li> <li>▪ Deal with the complaints on their merits</li> <li>▪ Act independently, in an impartial manner, and have an open mind</li> <li>▪ Take measures to address any actual or perceived conflict of interest</li> <li>▪ Consider all relevant information and evidence carefully</li> <li>▪ Give the resident a fair chance to set out their position</li> <li>▪ Keep the complaint confidential as far as possible,</li> </ul>	Included in the Complaints Policy (paragraph 7.4) and our complaint response template letters.

			<p>with information only disclosed if necessary to thoroughly investigate the matter</p> <ul style="list-style-type: none"><li>▪ Outline the findings of their investigation, the reasons for any decisions made, and acknowledge where things have gone wrong</li><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li><li>○ Providing an explanation, assistance, or reasons</li><li>○ Taking acting action if there has been a delay</li><li>○ Reconsidering or changing a decision</li><li>○ Amending a record or adding a correction or addendum</li><li>○ Providing financial remedy</li><li>○ Changing policies, procedures, or practices</li></ul></li><li>▪ Detail any outstanding actions – including any actions if there has been a delay</li></ul>	
--	--	--	--	--

			Explain how to escalate the matter if the complainant remains dissatisfied	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	7.6 - If the complainant wishes to add additional points to their complaint, the Complaint Officer will include the points into the stage 1 response if they are relevant and the stage 1 complaint has not been issued. If the stage 1 complaint has been issued or it would unreasonably delay the response, we will consider the newly raised points as a new complaint.	Included in the Complaints Policy, paragraph 7.6
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	7.4 - In their response to the stage 1 complaint, the Complaint Officer will address all points raised in the complaint and: <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 1 of Innisfree's Complaint Policy</li> <li>▪ Define the complaint</li> <li>▪ Deal with the complaints on their merits</li> <li>▪ Act independently, in an impartial manner, and have an open mind</li> <li>▪ Take measures to address any actual or perceived conflict of interest</li> </ul>	Included in the Complaints Policy (paragraph 7.4) and our complaint response template letters.

			<ul style="list-style-type: none"><li>▪ Consider all relevant information and evidence carefully</li><li>▪ Give the resident a fair chance to set out their position</li><li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter</li><li>▪ Outline the findings of their investigation, the reasons for any decisions made, and acknowledge where things have gone wrong</li><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li><li>○ Providing an explanation, assistance, or reasons</li><li>○ Taking acting action if there has been a delay</li><li>○ Reconsidering or changing a decision</li></ul></li></ul>	
--	--	--	---	--

			<ul style="list-style-type: none"> <li>○ Amending a record or adding a correction or addendum</li> <li>○ Providing financial remedy</li> <li>○ Changing policies, procedures, or practices</li> <li>▪ Detail any outstanding actions – including any actions if there has been a delay</li> </ul> <p>Explain how to escalate the matter if the complainant remains dissatisfied</p>	
--	--	--	---	--

## 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	7.10 - If the complainant is dissatisfied with the response to the stage 1 response, they can let the Complaints Officer know that they would like the complaint considered at stage 2.	Included in the Complaints Policy, paragraph 7.10
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	8.3 - The Complaint Officer will acknowledge the complaint within 2 working days – they will outline the complaint definition and the remedies that the complainant is requesting to resolve the outstanding issues. They will explain how the stage	Innisfree have aligned the timeframe for acknowledgement with our Service Standards. We require staff to acknowledge a complaint within two working days of the complaint being received.

			2 complaint will be investigated and inform the complainant that we aim to issue a full response within 20 working days.	
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	8.1 - If a complainant remains dissatisfied following a stage 1 complaint response, they can let the Complaints Officer know that they would like the complaint to be considered at stage 2 of the Complaints Policy.	There is no requirement for the complainant to explain their reasons for escalating to stage two, staff will escalate the complaint if the complainant communicates that they remain dissatisfied and would like the complaint escalated.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	8.2 - We will escalate the complaint internally and a member of our Senior Management Team will take on the role of Complaint Officer at stage 2. This investigating Complaint Officer will not be the same person that considered the complaint at Stage 1.	Included in the Complaints Policy, paragraph 8.2
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	8.3 - The Complaint Officer will acknowledge the complaint within 2 working days – they will outline the complaint definition and the remedies that the complainant is requesting to resolve the outstanding issues. They will explain how the stage 2 complaint will be investigated and inform the complainant that	Included in the Complaints Policy, paragraph 8.3

			we aim to issue a full response within 20 working days.	
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	8.9 - If they feel a full reply is not possible within the 20 working days considering the complexity of the complaint, the Complaint Officer will explain this to the complainant and will remain in contact until a full reply is issued. The extension period should be agreed upon by both parties, and suitable intervals for keeping the complainant informed about the complaint must be agreed. We aim to issue a full response in the following 20 working days; where this deadline must be extended with good reason, the reason(s) must be clearly explained to the complainant.	Included in the Complaints Policy, paragraph 8.9
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		We include the Ombudsman's contact details in letters when acknowledging a complaint, when extending a response deadline, and when providing a full response to a complaint, as well as in our Complaints Policy, paragraph 5.8, and on our website.



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	8.3 - The Complaint Officer will acknowledge the complaint within 2 working days – they will outline the complaint definition and the remedies that the complainant is requesting to resolve the outstanding issues. They will explain how the stage 2 complaint will be investigated and inform the complainant that we aim to issue a full response within 20 working days.	Our Complaint Policy sets out the required timescales to respond to a complaint. Outstanding actions will continue to be tracked and actioned, and updates provided to the resident.
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	8.6 - As stage 2 is Innisfree's final response, the Complaint Officer must involve all suitable staff members needed to issue such a response. In their response to the stage 2 complaint, the Complaint Officer will address all points raised in the complaint, the stage 1 complaint, and any remedies requested by the complainant to resolve the complaint. Their response will: <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 2 of Innisfree's Complaint Policy</li> <li>▪ Deal with the complaints on their merits</li> </ul>	Included in the Complaints Policy, paragraph 8.6

			<ul style="list-style-type: none"><li>▪ Act independently, in an impartial manner, and have an open mind</li><li>▪ Take measures to address any actual or perceived conflict of interest</li><li>▪ Consider all relevant information and evidence carefully</li><li>▪ Give the resident a fair chance to set out their position</li><li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter</li><li>▪ Outline the findings of their investigation and the reasons for any decisions made – they will include whether they agree or disagree with the findings made in the stage 1 complaint. Referencing relevant policy, law, and good practice where appropriate.</li><li>▪ Explain the details of any remedy offered to put things right, including:</li></ul>	
--	--	--	---	--

			<ul style="list-style-type: none"> <li>○ Apologising</li> <li>○ Acknowledging where things have gone wrong</li> <li>○ Providing an explanation, assistance, or reasons</li> <li>○ Taking acting action if there has been a delay</li> <li>○ Reconsidering or changing a decision</li> <li>○ Amending a record or adding a correction or addendum</li> <li>○ Providing financial remedy</li> <li>○ Changing policies, procedures, or practices</li> <li>▪ Detail any outstanding actions</li> <li>▪ Explain how to escalate the matter to the Housing Ombudsman if the complainant remains dissatisfied</li> </ul>	
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ol style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> </ol>	Yes	8.6 - As stage 2 is Innisfree's final response, the Complaint Officer must involve all suitable staff members needed to issue such a response. In their response to the stage 2 complaint, the Complaint Officer will address all points raised in	Included in the Complaints Policy, paragraph 8.6

	<p>e. the details of any remedy offered to put things right;</p> <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>		<p>the complaint, the stage 1 complaint, and any remedies requested by the complainant to resolve the complaint. Their response will:</p> <ul style="list-style-type: none"> <li>▪ Explain that the complaint is being considered at Stage 2 of Innisfree's Complaint Policy</li> <li>▪ Deal with the complaints on their merits</li> <li>▪ Act independently, in an impartial manner, and have an open mind</li> <li>▪ Take measures to address any actual or perceived conflict of interest</li> <li>▪ Consider all relevant information and evidence carefully</li> <li>▪ Give the resident a fair chance to set out their position</li> <li>▪ Keep the complaint confidential as far as possible, with information only disclosed if necessary to thoroughly investigate the matter</li> <li>▪ Outline the findings of their investigation and the reasons for any decisions</li> </ul>	
--	---	--	---	--

			<p>made – they will include whether they agree or disagree with the findings made in the stage 1 complaint. Referencing relevant policy, law, and good practice where appropriate.</p> <ul style="list-style-type: none"><li>▪ Explain the details of any remedy offered to put things right, including:<ul style="list-style-type: none"><li>○ Apologising</li><li>○ Acknowledging where things have gone wrong</li><li>○ Providing an explanation, assistance, or reasons</li><li>○ Taking acting action if there has been a delay</li><li>○ Reconsidering or changing a decision</li><li>○ Amending a record or adding a correction or addendum</li><li>○ Providing financial remedy</li><li>○ Changing policies, procedures, or practices</li></ul></li><li>▪ Detail any outstanding actions</li></ul> <p>Explain how to escalate the matter to the Housing</p>	
--	--	--	---	--

			Ombudsman if the complainant 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	8.6 - As stage 2 is Innisfree's final response, the Complaint Officer must involve all suitable staff members needed to issue such a response. In their response to the stage 2 complaint, the Complaint Officer will address all points raised in the complaint, the stage 1 complaint, and any remedies requested by the complainant to resolve the complaint.	Included in the Complaints Policy, paragraph 8.6

### 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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> </ul>	Yes	<p>Stage One:</p> <p>7.4 - Explain the details of any remedy offered to put things right, including:</p> <ul style="list-style-type: none"> <li>○ Apologising</li> <li>○ Acknowledging where things have gone wrong</li> <li>○ Providing an explanation, assistance, or reasons</li> <li>○ Taking acting action if there has been a delay</li> <li>○ Reconsidering or changing a decision</li> </ul>	Included in the Complaints Policy, paragraph 7.4 (stage 1), and 8.6 (stage 2)

	<ul style="list-style-type: none"> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>		<ul style="list-style-type: none"> <li>○ Amending a record or adding a correction or addendum</li> <li>○ Providing financial remedy</li> <li>○ Changing policies, procedures, or practices</li> </ul> <p>Stage Two: 8.6 - Explain the details of any remedy offered to put things right, including:</p> <ul style="list-style-type: none"> <li>○ Apologising</li> <li>○ Acknowledging where things have gone wrong</li> <li>○ Providing an explanation, assistance, or reasons</li> <li>○ Taking acting action if there has been a delay</li> <li>○ Reconsidering or changing a decision</li> <li>○ Amending a record or adding a correction or addendum</li> <li>○ Providing financial remedy</li> <li>○ Changing policies, procedures, or practices</li> </ul>	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Stage One: 7.8 - Where a remedy is offered, it must reflect the impact on the	Included in the Complaints Policy, paragraph 7.8 (stage 1), and 8.10 (stage 2)

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.		complainant as a result of any fault identified. The remedy offer will clearly set out what will happen and by when, in agreement with the complainant, where appropriate. Any remedy proposed will be managed through our Compensation Policy, taking into account guidance issued by the Ombudsman when deciding on appropriate remedies, and followed through to completion.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.		<p>Stage Two:</p> <p>8.10 - Where a remedy is offered, it must reflect the impact on the complainant as a result of any fault identified. The remedy offer will clearly set out what will happen and by when, in agreement with the complainant, where appropriate. Any remedy proposed will be managed through our Compensation Policy, taking into account guidance issued by the Ombudsman when deciding on appropriate remedies, and followed through to completion.</p>	



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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	<p>10.2 - We will produce an annual complaints performance and service report for scrutiny and challenge, including:</p> <ul style="list-style-type: none"> <li>▪ A qualitative and quantitative analysis of our complaint handling performance, including a summary of the types of complaints we have refused to accept</li> <li>▪ Any findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman</li> <li>▪ The service improvements made as a result of any learning from complaints received</li> <li>▪ Any annual report, relevant report or publication produced from the Housing Ombudsman regarding our performance or work</li> </ul> <p>We will provide our Board Members with a copy of this report and publish it on our</p>	Included in the Complaints Policy, paragraph 10.2

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	website, alongside the Board's response where available.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	10.3 - We will carry out an annual self-assessment against the Housing Ombudsman's Code to ensure that our complaint handling remains in line with requirements. We will also carry out a self-assessment following any significant restructuring or change in our procedures, or at the request of the Housing Ombudsman following an investigation.	Included in the Complaints Policy, paragraph 10.3
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 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	4.12 - Where we are unable to comply with the Complaints Handling Code due to exceptional circumstances we will inform the Housing Ombudsman, any affected complainants, and publish this on our website alongside a timeframe for returning to compliance with the Complaints Handling Code.	Included in the Complaints Policy, paragraph 4.12

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	9.4 - We will carry out regular complaint reviews to continuously look at how we can improve the delivery of our services. We will look beyond the circumstances of individual complaints and consider whether we need to improve our services. We will report on wider learning and improvements in our annual report, and more frequently to our residents and staff.	Included in the Complaints Policy, paragraph 9.4
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Section 9	Included in the Complaints Policy, section 9.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	10.2 - We will produce an annual complaints performance and service report for scrutiny and challenge, including: <ul style="list-style-type: none"> <li>▪ A qualitative and quantitative analysis of our complaint handling performance, including a summary of the</li> </ul>	Included in the Complaints Policy, paragraph 10.2

			<p>types of complaints we have refused to accept</p> <ul style="list-style-type: none"> <li>▪ Any findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman</li> <li>▪ The service improvements made as a result of any learning from complaints received</li> <li>▪ Any annual report, relevant report or publication produced from the Housing Ombudsman regarding our performance or work</li> </ul> <p>We will provide our Board Members with a copy of this report and publish it on our website, alongside the Board's response where available.</p>	
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	10.1 - Our Operations Director will assess any themes or trends in the complaints that we receive or the outcomes of complaint investigations, to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Included in the Complaints Policy, paragraph 10.1
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		10.4 - Our Board Members have the lead responsibility for complaints to support a positive complaint handling culture, we	Included in the Complaints Policy, paragraph 10.4

	complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').		refer to them as the Member Responsible for Complaints (the MRC). They are responsible for ensuring they receive regular information on complaints that provides insights on our complaints handling performance, including:	
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.		<ul style="list-style-type: none"> <li>▪ Regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance</li> <li>▪ Regular reviews of issues and trends arising from complaint handling</li> <li>▪ Regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings</li> <li>▪ Annual complaints performance and service improvement report</li> </ul>	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>			
9.8	Landlords must have a standard objective in relation to complaint	Yes	9.3 - Innisfree's objective in relation to complaint handling reflects our need to:	Included in the Complaints Policy, paragraph 9.3

	<p>handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues 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>		<ul style="list-style-type: none"> <li>• Have a collaborative and cooperative approach towards resolving complaints, working with colleagues and across teams and departments</li> <li>• Take collective responsibility for any shortfalls identified through complaints, rather than blaming others</li> <li>• Act within the professional standards for engaging with complaints, as set by relevant professional bodies</li> </ul>	
--	---	--	---	--