

Housing Ombudsman Complaint Handling Code – Self-Assessment Form

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

Evidence should be included to support all statements with additional commentary as necessary. Explanations must also be provided where a mandatory ‘must’ requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	We have adopted this complaint definition which is included in our internal policy and reflected in the complaints handling information we publish for customers.
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	All expressions of dissatisfaction, however received, are treated within our complaints policy. This includes issues raised via social media, verbally etc. We encourage customers to tell us where something has gone wrong or they are dissatisfied with our service.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Our policy is to ‘Put it Right’ wherever we can within 48 hours. If this cannot be done, the matter is logged as a Stage 1 complaint.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	We comply with this and clearly state when we will not accept a complaint within the complaints handling information we publish for customers.

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Please see pages 3 and 4 of the complaints handling information we publish for customers. Our full policy is available on our website .
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	This is clearly set out in the standard letter sent to residents in the event that we are unable to accept a complaint.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Please see pages 3 and 4 of the complaints handling information we publish for customers.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	When customers complete a survey they receive information about how to complain if they wish to do so. Survey results are regularly analysed and feedback given to the complaint lead, to pick up any residual issues raised by the customer to close the loop. Survey feedback is shared with service leads to consider opportunities for learning and improvement and implement changes where appropriate.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Customers can complain in person, at our offices, by phone, in writing, by email or our online complaints form. They are encouraged to speak directly to the service concerned in the first instance to try to resolve the issue as quickly as possible. This is confirmed in the complaints handling information we publish for customers.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Please see the complaints handling information we publish for customers. Our full policy is available on our website:
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Our website includes information on how to raise a complaint including information on the policy and process.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Our policy has been subject to an Equality Impact Assessment and directly references our statutory duties on page 7 of the complaints handling information we publish for customers.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	We proactively publicise the complaints policy process on our website and as part of regular correspondence with customers. Please see the complaints handling information we publish for customers.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	This is routinely included in correspondence and available on our website .
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	This is routinely included in correspondence and available on our website .

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain detail of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	We confirm in our policy that customers can message us on social media, that we will be mindful of data protection when responding and will contact them offline. See page 4 of the complaints handling information we publish for customers.

Section 3 - Complaint handling personnel

Mandatory 'must' requirement

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	All complaints are logged by the Customer Focus Team to ensure complaints receive the necessary attention and are responded to appropriately. We have a team of Customer Resolution Co-ordinators dedicated to resolving complex complaints and supporting customers with resolving their complaint. Complaints insight is shared regularly with our National Customer Group and Board.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	Our complaint handlers are trained and supported in effective complaint handling

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Our complaint handlers have access to a wide range of training through our online Places for People internal academy and are actively encouraged to attend external training. Our handlers have autonomy to resolve complaints, achieved through collaboration with colleagues and customers.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Yes	If an issue cannot be resolved to the customer's satisfaction within 48 hours, it is logged as a Stage One complaint within 5 days of receipt. Please see pages 5 and 6 of the complaints handling information we publish for customers.

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This is a standard part of our complaint acknowledgement letter.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Our Customer Resolution Co-ordinators sit within our Customer Focus Team and are independent from frontline services. They are trained to complete an impartial review and follow the principles of put it right, fairness and learning from outcomes.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	This is achieved through initial triage checks and the investigation process.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	This is a standard part of our complaint acknowledgement letter and triage process.
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	We follow good practice guidelines from a 'Being Complained About' guide developed by the SPSO and University of Glasgow with best practise incorporated into our complaints policy and procedure. Our full policy is available on our website .

4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Please see pages 5 and 6 of the complaints handling information we publish for customers.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	Please see pages 3 and 4 of the complaints handling information we publish for customers.
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	All records are stored centrally, in a bespoke complaints handling system, by the Customer Focus Team for audit purposes.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	We make clear in our information for customers that any unreasonable complainant behaviour will be addressed in line with our Unacceptable Behaviour Policy. Before the policy is enforced, we take steps to complete an Equality Impact Assessment to understand customer needs and ensure full accessibility. On implementation of the policy, it is shared with the customer, and they have the right to a review.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	The first engagement with a customer is used to determine their desired outcome and colleagues are trained to manage expectations throughout the complaint handling process.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Our policy is designed to ensure swift resolution. We aim to Put it Right within 48 hours wherever possible and reduce escalations through the complaints process where we can.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	This is enshrined in our complaints policy.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	We would refer to our contractual tenancy or lease agreements and seek further guidance from inhouse or external legal support.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Guidance is given to complaint handlers on identifying colleagues through their job title and role and to avoid any personal references.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	This is enshrined in our complaints policy.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	A customer satisfaction survey is issued following completion of a complaint. Results are shared by our Customer Focus insight team, to service leads on a regular basis.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	A Customer Focus Insight team is in place to identify trends in complaints, gather learning from cases, review particular issues emerging and ensure ownership of changes to processes which are identified.
4.19	Any restrictions placed on a resident's contact due to	Yes	Before action is taken in line with our policy,

	unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010		we take steps to complete an Equality Impact Assessment to understand the customer needs.
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Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Our policy states that we will respond within 10 days to all Stage 1 complaints. Please see pages 3 and 4 of the complaints handling information we publish for customers.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	The outcome of a complaint is communicated to the customer upon completion. The complaint handler is responsible for tracking through any post closure actions and liaise with colleagues for service delivery, to ensure the Code is met.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This process is followed through template complaint response letters which can be amended to meet the needs of any specific customer.

5.8	<p>Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	The template we use for communicating a stage one outcome includes the required information.
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Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	<p>If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances, where a landlord declines to escalate a complaint, it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about is decision.</p>	Yes	The template we use for communicating a stage one outcome includes the required information.
5.10	<p>On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be aspect for clarification and the full definition agreed between both parties.</p>	Yes	This is a standard part of the process, when a complaint is escalated to Stage 2 contact is made with the customer if further clarification is required.

5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	A different manager is assigned to Stage 2 investigations.
5.13	<p>Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated.</p> <p>Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received.</p> <p>This should not exceed a further 10 days without good reason.</p>	Yes	These timescales are set out within our complaint handling policy. We monitor performance against these timescales as a Key Performance Indicator which is reported internally.

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

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	We have a two stage process in operation as set out in our complaint handling policy. Where customers remain dissatisfied, we signpost to the Housing Ombudsman or our Independent Complaints Panel. This information is included on page 6 of the information we publish for customers .
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Not applicable	Not applicable. See above.

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	As part of the process, attempts are made to contact the customer to agree any extension of time beyond 10 working days.

5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We seek to reach an agreement with the customer to avoid this scenario occurring. Where we can't agree a mutually acceptable extension, then the customer has recourse to contact the Ombudsman as required.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	A full investigation of all related information is carried out as well as logging of 'lessons learned' following the completion of Stage 2 complaints.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This is consistent with our policy and the steps we take under such circumstances.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 20 working days is required to enable landlords to respond to the complaint fully, this should be agreed by both parties.	Yes	As part of the process, attempts are made to contact the customer to agree any extension of time beyond 20 working days.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We seek to reach an agreement with the customer to avoid this scenario occurring. Where we can't agree a mutually acceptable extension, then the customer has recourse to contact the Ombudsman as required.

Stage 3

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

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Our process is designed to resolve issues at the earliest possible stage. Where we can, we aim to 'Put it Right' within 48 hours. All issues resolved within 48 hours are still logged for learning purposes.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Training for colleagues on complaint handling covers the need to ensure remedies offered are fair and proportionate. There were 33 referrals to the HO in 2021-22 out of 3729 complaints received from customers in over 71,000 homes. This suggests the vast majority of outcomes were acceptable to residents.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	All remedy actions are set out in our response letters and agreed with our customers where appropriate. Actions are tracked by the complaint handler through to completion.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Our compensation policy sets out how these items will be assessed in a fair and transparent manner.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put it right' in terms of process or systems to the benefit of all residents.	Yes	The Customer Focus Insight team consider trends in types or topic of complaint as well as conducting individual case studies to identify opportunities for improvement. Insight is shared routinely in reports and at regular face to face forums, which include service leads and frontline colleagues.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Where appropriate, we seek legal guidance on any matters relating to redress or complex matters and set our response out in our complaint response letter.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Regular reporting on complaints is taken to the National Customer Group. We also publish information in our Customer Annual Report .

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Scott Black, Group Executive Director, Chief Operating Officer, has lead responsibility for complaints and complaint handling performance.
7.4	As a minimum, governing bodies should receive: Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable individual complaint outcomes where necessary, including where the	Yes	Board receive the updates and information noted through quarterly reports from the Group Executive Director, which detail volumes, root cause and complaint handling performance.

	Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.		
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Root cause insight and Ombudsman determination outcomes are shared at collaboration meetings for service improvement action planning with overall insight reporting being shared more widely to Executive and Board level.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	Our People First Promise which is adopted across the Group captures this requirement as a key area for improving our customer experience.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This self-assessment fulfils that requirement.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	A self-assessment will be carried out as required under such circumstances.
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self- assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	Yes	<p>Previous self-assessments have been reported to the Group Board and published on our website.</p> <p>This self-assessment will be similarly reported on completion.</p>