

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>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 2</p>	<p>Cambridge City Council uses the Housing Ombudsman’s complaint definition in our Complaints Policy (CCC Policy). The definition used is universal across our complaints service and applies to both Housing and non-Housing related complaints.</p>
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 handled in line with the landlord’s</p>		<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p>	<p>Our complaints policy states that if an issue raised with a staff member</p>

	complaints policy.			
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 3	We clearly define this within our policy, on our complaints web page prior to raising a complaint and in our internal training documents.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.0	CCC policy is clear that we deal with all complaints through the agreed process unless certain conditions apply.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.0	Our Customer Service managers follow up with any negative feedback

	<p>complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.</p>			<p>left on satisfaction surveys to either resolve issues that occurred or raise a complaint if appropriate.</p>
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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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Pages 3-4	CCC policy is clear that we deal with all complaints through the agreed process unless certain conditions apply.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. 	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 4	CCC policy is compliant with this.

	<ul style="list-style-type: none"> • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.5	CCC policy is compliant with this.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.5	CCC policy is compliant with this.

	<p>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>			
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>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 2.5</p>	<p>CCC policy is compliant with this.</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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 6	CCC policy is compliant with this. Our staff at all levels are trained to mediate complaints for residents, and we have accessible complaint forms available online and at reception in our offices.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 6	All staff are briefed on the complaints process, and new starters in frontline services receive in depth training for how to handle complaints and raise them on behalf of a customer. Further guidance is available on out

				internal intranet site.
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	Strategy and Resources Scrutiny Committee - Monday, 1st July, 2024 5.30 pm - YouTube 16:34 in this video of our committee meeting Cllr Bennett mentions this point and is agreed with by the Complaints Officers and other Councillors, including the Leader of the Council	Our Members and staff support this. Regular Corporate Management meetings are focused on what we can learn from the complaints we have received.
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	Compliments, complaints and suggestions - Cambridge City Council	Our easy-read complaints form contains a quick guide to the complaints policy to ensure it is accessible to all.
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	https://www.cambridge.gov.uk/media/55jk2qt5/complaints-policy.pdf Section 1.0	CCC policy is compliant with this.
3.6	Landlords must give	Yes	Case details - CaseTracker	Complainants have

	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.			the option on the complaints form for a “on behalf of” complaint, where a representative can raise a case on their behalf.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Page 8	The contact details for the Ombudsman are also included in every stage 2 complaints response

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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	The Customer Services Development Manager is responsible for complaint handling within the Council and reports to committee and senior management on a regular basis
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC policy is compliant with this.

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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC policy is compliant with this. We have enough resource to manage the complaints process from an investigation and administration perspective.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	We only have one formal complaints policy which covers all service areas.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	We only have two formal complaint stages.

	handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	CCC policy is compliant with this. See 5.2 comments
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	N/A	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.4	The Council handle complaints relating to third parties in line with their policy. Third parties do not handle cases as they are considered to be acting on behalf of the Council

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 2.4	See 5.4 commentary
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	CCC policy is compliant with this.
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.		https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2	CCC policy is compliant with this.

5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 		<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 4.0</p>	<p>CCC policy is compliant with this.</p>
5.9	<p>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</p>	<p>Yes</p>	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 3.0</p>	<p>CCC policy is compliant with this.</p>

	about their complaint.			
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	<p>Our equality and diversity policies and plans - Cambridge City Council</p> <p>And</p> <p>https://www.cambridge.gov.uk/media/55jk2qt5/complaints-policy.pdf</p> <p>Section 3.0</p>	<p>All employees must adhere to the equality and diversity policies for all aspects of their work.</p> <p>A new section is in development on our complaints form for complainants to outline any adjustments they require separately to the body of their complaint so it is clearer to case owners on the system.</p>
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	Yes	<p>https://www.cambridge.gov.uk/media/55jk2qt5/complaints-policy.pdf</p> <p>Section 4.1</p>	<p>CCC policy is compliant with this.</p>

	Code.			
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 3.0	All customer contact relating to a case is recorded within our case management system, and communications are sent directly to and from this system.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2.3	CCC policy is compliant with this.
5.14	Landlords must have policies and	Yes	https://www.cambridge.gov.uk/media/vn4joh1q/unreasonable-complainants-policy.pdf	This policy was written based on

	<p>procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.</p>			<p>Ombudsman guidance. We have an internal process with calendar review reminders for any restrictions placed on residents contact.</p>
5.15	<p>Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.</p>	Yes	<p>https://www.cambridge.gov.uk/media/vn4joh1q/unreasonable-complainants-policy.pdf</p>	<p>Policy was written based on Ombudsman guidance</p>

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	Customer Feedback Report 2023/24 - Cambridge City Council	Our complaints policy supports this by encouraging complainants to contact the Council to resolve requests for service first if they have not already been raised with the Council. 90% of complaints in 2023-24 were resolved at the first stage.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Complaints are registered in the system as soon as they are submitted with no further internal triage.

6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Our policy is compliant with this.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.1	CCC policy is compliant with this. We do not extend past ten working days.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.1	CCC policy is compliant with this. Our template for formulating an extension notification contains this information.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known,	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	CCC policy is compliant with this.

	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.			
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.		https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	CCC policy is compliant with this.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2.1	Our Triage Admin team are notified of all new cases and merge where appropriate. Case investigators are required to quote which case numbers they are responding to at the start of their responses. If a customer raises a new unrelated

	delay the response, the new issues must be logged as a new complaint.			issue within a case it is raised as a new stage 1 complaint.
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 		<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 4.0</p>	<p>CCC policy is compliant with this. Our template to assist with formulation of a stage 1 response contains bullet point reminders of the things to include in the response and some standard text for escalating to stage 2.</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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2.1	The sign-off text on a stage 1 response instructs complainants how to request escalation.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	Our Triage Admin team are notified immediately when an escalation request is made and it is assigned to the appropriate Officer straight away who will acknowledge the escalation.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2	We do ask for why the complainant remains unhappy, but it is made clear that this is not a requirement, it is to help us understand
6.13	The person considering the complaint at stage 2	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Each service has an Officer at stage

	must not be the same person that considered the complaint at stage 1.		Section 4.2	two with a higher seniority than the person at stage 1
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Our target time is ten working days at stage 2
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Our policy and internal guidance is compliant with this.
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.		https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	CCC policy is compliant with this.
6.17	A complaint response must be provided to the resident when the answer	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf	Our policy states that the point of resolution is when a

	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.		Section	solution to the issues has been identified or when any follow on works have been booked rather than when they have been completed.
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	Our guidance and training internally states that all issues within a complaint must be addressed. There are also prompts within our case management system for formulating a response
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.0	All of these items are prompted within a response template in our case management system.

	<p>complaint;</p> <p>d. the reasons for any decisions made;</p> <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>			
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p>	<p>Staff at stage 2 are members of our Corporate Management Team and have the authority to make any relevant decisions.</p>

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</p>	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 4.2.3</p>	<p>CCC policy is compliant with this. This is highlighted in</p>

	<p>already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			<p>training, and case owners are reminded of these things in the response template</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 4.2.3</p>	<p>CCC policy is compliant with this. Remedial action is based on Ombudsman guidance, or actions which will resolve the issue(s) raised.</p>

7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2.3	CCC policy is compliant with this.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 4.2.3	CCC policy is compliant with this. See 7.2 comments

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; 	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 5.0</p>	CCC policy is compliant with this.

	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>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.</p>	No	<p>Annual Report: Compliments, complaints and suggestions - Cambridge City Council</p> <p>And</p> <p>Agenda for Strategy and Resources Scrutiny Committee on Monday, 1st July, 2024, 5.30 pm - Cambridge Council</p> <p>Self-Assessment to be reported by 29th November 2024</p>	<p>CCC is currently non-compliant with this part of the code as this self-assessment has not been reported to committee. This will be reported and published by 29th November 2024</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 2.0</p>	<p>If this situation arises we would be compliant.</p>
8.4	<p>Landlords may be asked to review and update the self-assessment following an Ombudsman</p>	Yes	<p>https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf</p> <p>Section 2.0</p>	<p>If this situation arises we would be compliant.</p>

	investigation.			
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	Should this occur a message would be put on the main page of our website and all complaints related pages to inform residents.	CCC Policy is compliant with this.

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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC Policy is compliant
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC Policy is compliant
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	Yes	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC Policy is compliant

	residents' panels, staff and relevant committees.			
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	https://www.cambridge.gov.uk/media/55jk2gt5/complaints-policy.pdf Section 5.0	CCC Policy is compliant
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Partially	Responsibility for complaints sits with Officers from Customer Services and the Exec Cllr for Customer Services receives updates, as does the Leader of the Council Executive post - Executive Councillor for Finance and Resources - Cambridge Council	To be appointed at future Civic Affairs committee meeting.
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.	Partially	Responsibility for complaints sits with Officers from Customer Services and the Exec Cllr for Customer Services receives updates, as does the Leader of the Council Executive post - Executive Councillor for Finance and Resources - Cambridge Council	To be appointed at future Civic Affairs committee meeting.

	This person must have access to suitable information and staff to perform this role and report on their findings.			
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	https://www.cambridge.gov.uk/media/55jk2qt5/complaints-policy.pdf Section 5.0	CCC Policy is compliant
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant	Yes	The Council has an overall objective which is “All colleagues will work together as a whole council to live our values and behaviours in all that we do.”	By living our values in all that we do and meeting our corporate objective

	<p>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>		<p>Our values and behaviours fall into four categories:</p> <p>Collaborative</p> <ul style="list-style-type: none"> • I actively participate in team working. • I work with colleagues, external partners and customers to achieve agreed outcomes. • I share my knowledge and experience with others. • I enable opportunities for internal and external partnership working. • I make time to consult with networks to inform my decisions. • I create opportunities for knowledge and experience to be shared. <p>Courageous</p> <ul style="list-style-type: none"> • I identify and embrace new and better ways of doing things. • I question and challenge constructively when needed. • I act quickly to resolve issues when they arise. • I act boldly to achieve positive impacts and results • I drive change, and support others to engage in change. • I embrace challenges and challenge others, taking balanced risks when needed. <p>Compassionate</p> <ul style="list-style-type: none"> • I treat others fairly and respectfully • I act inclusively and challenge discrimination • I care about myself, others and my impact on the environment • I foster a culture of respect, diversity and inclusion 	<p>these behaviours will meet this requirement.</p>
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			<ul style="list-style-type: none">• I champion the wellbeing of others• I take actions which reduce the effects of climate change <p>Accountable</p> <ul style="list-style-type: none">• I am responsible for my own actions and performance• I focus on delivering outcomes and I'm not easily deterred• I actively seek development opportunities• I'm responsible for the delivery and performance of my team• I act quickly when standards are not met• I'm responsible for decision making and accountable for the outcomes	
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