

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council Housing Complaints Policy - March 2024	The Council recognises the difference between a complaint and service request. These definitions are set out in Section 4.1 of the Housing Complaints which is available on the Council’s website and was last updated in March 2024. They are also published on the Council’s Housing Complaint web page.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 4.7 of the Housing Complaints Policy which is available on the Council’s website and was last updated in March 2024.

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	Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council Housing Complaints Policy - March 2024	The Council recognises the difference between a complaint and service request. These definitions are set out in Section 4.1 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. This is also published on the Council's Housing Complaint web page.
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	Housing Complaints Policy - March 2024 Supplementary evidence can be extracted from our Housing Management System upon request.	This information is set out in Section 4.4 of the Housing Complaints Policy which is available on the Council's website and this was last updated in March 2024. Our Housing Management system will evidence that a service continues to be delivered when a customer has logged a complaint. Evidence of this can be demonstrated if required.

1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Housing Complaints Policy - March 2024 Supplementary evidence of various communications can be provided upon request.	This information is set out in Section 5.0 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. All written communications issued by the Council include details of how to make an expression of dissatisfaction and how to complain. Information about the Housing Ombudsman is also included on all written communications. Examples of the information to comply with section 1.6 of the Housing Ombudsman Code are available upon request.

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	Housing Complaints Policy - March 2024 Annual Housing Complaint Handling and Performance Report - 2024-2025	This information is set out in Sections 4.5 and 4.6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. As reported in the Annual Housing Complaint Performance & Improvement Report, one complaint was not accepted in 2024/2025, and this was because it was from a third party that did not have the required permissions to handle the complaint on behalf of the initial complainant.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances	Yes	Housing Complaints Policy - March 2024	This information is set out in Sections 4.5 of the Housing Complaints Policy which is

	must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			available on the Council's website and was last updated in March 2024.
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	Housing Complaints Policy - March 2024	This information is set out in Section 4.5 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Lead Investigators have discretion to consider complaints received as to whether to accept complaints raised outside of the requirements under section 2.3 of the Housing Ombudsman Code.

2.4	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.	Yes	Housing Complaints Policy - March 2024 Annual Housing Complaint Handling and Performance Report - 2024-2025	This information is set out in Section 4.5 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. As reported in the Annual Housing Complaint Performance & Improvement Report, one complaint was not accepted in 2024/2025, and this was because it was from a third party that did not have the required permissions to handle the complaint on behalf of the initial complainant.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Housing Complaints Policy - March 2024 Supplementary evidence of various complaints and responses can be provided upon request.	This information is set out in Section 4.5 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Examples of the complaints received and the Council's

				responses to the complaints can be provided to evidence compliance with section 2.5 of the Housing Ombudsman Code, upon request.
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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	Housing Complaints Policy - March 2024 Vulnerable Persons Policy 2024-2027 Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council	This information is set out in Section 5 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Details of how to make a formal complaint to the council are published on the Council's website and included as standard in all written communications, e.g. letters, newsletters, email footers, surveys, consultations. The Council has a Vulnerable Persons Policy for identifying vulnerable persons and ensures that communication needs are met and/or reasonable adjustments are made.

				All Council policies have Equality and Impact assessments carried out, along with including a statement of our compliance with the Equality Act 2010. All Council policies are available on our website.
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	Housing Complaints Policy - March 2024	All staff have individual training records that can be shared upon request. All Housing staff have access to the Housing Ombudsman e-learning facilities. Complaint training is part of the mandatory induction training for our Customer Services team. All “frontline” staff have mandatory training on “Making Every Contact Count” and Frontline Communications training and this is saved on individual training records.

				All Council staff who have contact with residents are aware of what a request for service is and a complaint about our service. They are also aware of the complaints process and understand they must raise the concerns shared with the appropriate team within the Council to raise a complaint. We are reviewing our training provision for all staff on complaints handling and this will be done by March 2026.
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	Housing Complaints Policy - March 2024 Make Things Right Campaign	We welcome feedback from our customers, including complaints, compliments Tenant Satisfaction Measures (TSM) Surveys and other perception surveys, e.g. for Anti-Social Behaviour (ASB). The Council supports and promotes the Governments

				'Make Things Right' campaign.
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	Housing Complaints Policy - March 2024 Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council	This information is set out in Section 6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
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	Housing Complaints Policy - March 2024	This information is set out in Sections 1.2 and 7 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
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	Housing Complaints Policy - March 2024	This information is set out in Section 4 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 7 of the Housing Complaints Policy which is available on the Council's

	individual can engage with the Ombudsman about their complaint.		Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council Supplementary evidence of communication templates can be provided upon request.	website and was last updated in March 2024. All written communications issued by the Council, e.g. emails, letters, surveys, rent statements, consultations etc. include information about the Housing Ombudsman and how to contact the Ombudsman with a complaint. Examples of the information to comply with section 3.7 of the Housing Ombudsman Code are available upon request.
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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This	Yes	Housing Complaints Policy - March 2024	The 'Complaints Officer' role is fulfilled by a team of officers: stage one complaints are managed by Senior Officers and Team

	Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.		Supplementary evidence of job descriptions can be provided upon request.	Leaders; Stage two complaints are managed by Service Managers. The Assistant Directors of Housing and Community Safety are responsible for ensuring complaints are reported to MRC, Housing & Communities Overview & Scrutiny Panel, Leadership Board & Senior Management Team. The Housing Service Managers are the corporate lead contact with the Housing Ombudsman. The Corporate Support and Data Compliance Manager is the corporate lead contact for the Local Government & Social Care Ombudsman.
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	Compensation and Remedy Policy	The 'Complaints Officer' role is fulfilled by a team of officers: stage one complaints are managed by Senior Officers and Team Leaders; stage two

				complaints are managed by Service Managers. Those acting as the Complaints Officer have the authority and autonomy to award compensation.
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	Housing Complaints Policy - March 2024 *Housing Training Log *Housing Learning from Complaints Tracker	This information is set out in Sections 2, 3 and 8 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. All Service Managers and Team Leaders/Senior Officers have attended dispute resolution training via the Housing Ombudsman Service. These persons undertaking the Complaints Officer role received further complaint handling training in October 2024. Where service improvements can be made following complaints

				received, these instances are logged including the improvement required, when it will be implemented by and evidence it has been done on the Council's Learning from Complaints tracker. *supplementary evidence/information that can be provided upon request.
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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	Housing Complaints Policy - March 2024 Council housing complaints Customer feedback Nuneaton and Bedworth Borough Council	The Council's Housing Complaints Policy is available on the Council's website and was last updated in March 2024. This information is also on the Council's website.

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	Housing Complaints Policy - March 2024	The Council's Housing Complaints Policy is available on the Council's website and was last updated in March 2024.
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	Housing Complaints Policy - March 2024	The Council's Housing Complaints Policy is available on the Council's website and was last updated in March 2024.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 4.7 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. If a third party has been involved in the investigation of a complaint, this is made clear within the stage one and stage two responses. Residents are not 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.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 4.7 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Those undertaking the Complaints Officer role will ensure third parties manage complaints in line with the Housing Ombudsman 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	Housing Complaints Policy - March 2024	This information is set out in Section 4.7 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
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	Housing Complaints Policy - March 2024 Supplementary evidence of letter templates can be provided upon request.	This information is set out in Section 6.5 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

				Letter templates are used for all complaint investigations and responses to ensure that those acting as the Complaints Officer clarifies their understanding of the nature of the complaint. Clarification will be sought from the resident by those acting as the Complaint Officer where required.
5.8	At each stage of the complaints process, complaint handlers must: - deal with complaints on their merits, act independently, and have an open mind; - give the resident a fair chance to set out their position; - take measures to address any actual or perceived conflict of interest; and - consider all relevant information and evidence carefully.	Yes	Housing Complaints Policy - March 2024 *NBBC Values *Housing Learning Log *NBBC Declaration of Interest	This information is set out in Section 2 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. All Council staff work to seven Values and these are included in mandatory training for all staff. All staff undertaking the Complaint Officer role received complaint handling training in October 2024. They are empowered to put

				things right through taking responsibility and ownership. All investigations and responses have independent oversight and quality assurance. All colleagues make an annual declaration of any potential conflicts of interest. *supplementary evidence can be provided
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	Housing Complaints Policy - March 2024	This information is set out in Section 6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed	Yes	Housing Complaints Policy - March 2024 Vulnerable Persons Policy 2024-2027	This information is set out in Section 1 and 3 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

	reasonable adjustments must be kept under active review.		<u>Individual Cabinet Member Decision - Reasonable Adjustment Policy</u>	The Council has a Vulnerable Persons Policy for identifying vulnerable persons and ensures that communication needs are met and/or reasonable adjustments are made. All Council policies have Equality and Impact assessments carried out, along with including a statement of our compliance with the Equality Act 2010. All Council policies are available on our website. All staff are aware that any reported vulnerabilities are regularly checked and updated where necessary, along with any adjustments required to meet these needs. A Reasonable Adjustment policy was approved in June 2025 and is available on the Council's website.
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	Housing Complaints Policy - March 2024	This information is set out in Section 4 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
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	*Granicus System *Housing Management System Cases *Document Management System	All complaints are logged on the Granicus System. All responses to the complaint are recorded on this platform throughout the complaints process. Any investigations, additional communications, service improvements, actions to be taken following complaints to resolve the issue(s) will be logged on the Housing Management System and/or on the Council's Document Management system. *supplementary evidence/information can be provided upon request.
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	Housing Complaints Policy - March 2024 Compensation and Remedy Policy	This information is set out in Section 8 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. All staff acting as the Complaints Officer have the authority to remedy a complaint at any stage of the process.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Tenancy Agreements Nuneaton and Bedworth Borough Council	The Council's tenancy agreements highlights that we will deal with any unacceptable behaviour displayed by our tenants or their representatives towards others, including Council staff and contractors. The Council has a corporate reporting system on Granicus for incidents and near misses involving Council staff and contractors. For persistent, unacceptable behaviour the Council's Equality &

				Safeguarding Officer the complainant/tenant to explain that they will be monitor all responses going forward and will be provided with a single point of contact for all ongoing correspondence.
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	Equality and diversity – Nuneaton and Bedworth Borough Council	For persistent, unacceptable behaviour the Council's Monitoring Officer will write to the customer to explain that they will be monitoring all responses going forward and customers will be provided with a single point of contact for all ongoing correspondence. The Council operates an Employee Safety Register and Risk Register: inclusions on these registers are regularly monitored to ensure any restrictions placed on persons or areas are proportionate. The Council is aware of its responsibilities under the

				Equality Act 2010 and is committed to equality, diversity and inclusion. We endeavour to provide a service that meets the needs of individuals and we ensure no one is disadvantaged in accessing our services. We recognise that some of our customers may have vulnerabilities and where customers require additional support, we will make reasonable adjustments.
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Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Housing Management System will be checked before responding to a complaint to determine if a tenant has any recorded vulnerabilities before issuing any communication and a response.
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	Housing Complaints Policy - March 2024 Granicus System	This information is set out in Section 6.2 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

				The Granicus systems issues acknowledgements as soon as the complaint is logged and evidence from the system can support this.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Housing Complaints Policy - March 2024 Annual Housing Complaint Handling and Performance Report - 2024-2025	This information is set out in Section 6.4 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Granicus system issues the full response and Complaints Officers are responsible for ensuring the 10-working day deadline is met. Evidence from the system, performance reports and the Annual Housing Complaint Performance & Improvement Report 2024/2025 can support 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.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6.4 of the Housing Complaints Policy which is available on the Council's

	Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		Granicus System	website and was last updated in March 2024. The Granicus system logs all extension and reasons for extensions, and all extensions including the new deadline for response and the reason for the extension are issued to the resident. Complaint response deadlines are not issued without valid reason.
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	Housing Complaints Policy - March 2024 *Complaint Extension Letter	This information is set out in Section 6.4 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. *supplementary information can be provided upon request.
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	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6.4 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

	actioned promptly with appropriate updates provided to the resident.		Annual Housing Complaint Handling and Performance Report - 2024-2025	This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2024/2025. Outstanding actions are tracked and actioned with updates provided to the resident and this will be evidenced through the Housing Management System.
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	Housing Complaints Policy - March 2024 *Complaint response letters	This information is set out in Section 6.6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Letter templates are used for all complaint investigations and responses to ensure that those acting as the

				Complaints Officer addresses all points raised in the complaint definition and they provide reasons for all decisions, referencing all relevant policy, legislation and good practice. *supplementary information can be provided upon request.
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	*Granicus System	Those managing complaints will check the Granicus system to see if there are any open Stage one complaints; if there is and if new information received is related to the initial stage one complaint this information will be passed onto the Complaints Officer for investigation. If any new issues raised are not related to the initial stage one complaint being investigated, a new complaint will be logged.

				*supplementary information can be provided upon request.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: 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.	Yes	Housing Complaints Policy - March 2024 *Complaint response letters	This information is set out in Section 6.6 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Council's response letters evidence compliance with section 6.9 of the Housing Ombudsman Code. Templates provide a consistent and compliance way to ensure key information is included. Complaint responses are all bespoke. *supplementary information can be provided upon request.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	Housing Complaints Policy - March 2024 *Complaint response letters	This information is set out in Section 6.9 and 6.14 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The response letter under stage two states that it is the final response. *supplementary information can be provided upon request.
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	Housing Complaints Policy - March 2024 Granicus System	This information is set out in Section 6.10 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Granicus systems issues acknowledgements as soon as the request for stage two is received and evidence from the system can support this.

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	Housing Complaints Policy - March 2024	This information is set out in Section 6.9 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6.9 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Evidence of a change of Complaints Officer can be evidenced upon request.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6.11 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Granicus system issues the full response and Complaints Officers are responsible for ensuring the

				20-working day deadline is met. Evidence from the system, performance reports and the Annual Housing Complaint Performance & Improvement Report 2024/2025 supports this.
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	Housing Complaints Policy - March 2024 Granicus System	This information is set out in Section 6.11 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Granicus system logs all extension and reasons for extensions, and all extensions including the new deadline for response and the reason for the extension are issued to the resident. Complaint response deadlines are not issued without valid reason.
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	Housing Complaints Policy - March 2024	This information is set out in Section 6.14 of the Housing Complaints Policy which is

			*Complaint Extension Letter	available on the Council's website and was last updated in March 2024. *supplementary information can be provided upon request.
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	Housing Complaints Policy - March 2024 *Housing Management System	This information is set out in Section 6.11 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. This is demonstrated through the response times of Stage one and Stage two complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2024/2025. Outstanding actions are tracked and actioned with updates provided to the resident and this will be evidenced through the Housing Management System.

				*supplementary information can be provided upon request.
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	Housing Complaints Policy - March 2024 *Complaint Response Letters	This information is set out in Section 6.12 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. Letter templates are used for all complaint investigations and responses to ensure that those acting as the Complaints Officer addresses all points raised in the complaint definition and they provide reasons for all decisions, referencing all relevant policy, legislation and good practice. *supplementary information can be provided upon request.

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 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 the Ombudsman Service if the individual remains dissatisfied.	Yes	Housing Complaints Policy - March 2024 *Complaint response letters	This information is set out in Section 6.12 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Council's response letters evidence compliance with section 6.19 of the Housing Ombudsman Code. Templates provide a consistent and compliance way to ensure key information is included. Complaint responses are all bespoke. *supplementary information can be provided upon request.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Housing Complaints Policy - March 2024	This information is set out in Section 6.14 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • 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.	Yes	Housing Complaints Policy - March 2024 Compensation and Remedy Policy	This information is set out in Section 8 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024. The Council's Compensation and Remedy Policy outline the actions that can be taken to put things right when things go wrong.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Housing Complaints Policy - March 2024 Compensation and Remedy Policy	This information is set out in Section 8 of the Housing Complaints Policy which is available on the Council's website and was last updated in March 2024.

				To ensure consistency in outcomes, the Compensation and Remedy Policy provides guidance for when each remedy may be appropriate. The policy gives allowances for discretion to be used where appropriate.
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	Compensation and Remedy Policy *Complaint Response Letters	All complaint response letters include what the remedy being offered is, and by when this will be actioned. The Complaints Officer will ensure the proposed remedy is followed through to completion and this can be evidenced on the Housing Management System. *supplementary information can be provided upon request.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation and Remedy Policy	When drafting the Compensation and Remedy Policy, the Council has considered the guidance

				issued by the Housing Ombudsman. Complaints Officers consider this policy and the guidance from the Ombudsman when determining what remedy is appropriate.
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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;	Yes	Housing Complaints Policy - March 2024 Annual Housing Complaint Handling and Performance Report - 2024-2025 Housing and Communities Overview and Scrutiny Panel Meetings Cabinet response to annual housing complaint performance and improvement report 2024-2025	This information is set out in Section 10 of the Housing Complaints Policy which is available on the Council's website and last updated in March 2024. The Council's Annual Complaint Handling Performance & Improvement report is available from the Council's website. The report has been scrutinised by the Portfolio Holder for Housing (MRC),

	d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.			considered by the Housing & Communities Overview & Scrutiny Panel and the Council's Executive at a Cabinet meeting.
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	Housing Complaints Policy - March 2024 Annual Housing Complaint Handling and Performance Report - 2024-2025 Housing and Communities Overview and Scrutiny Panel Meetings Cabinet response to annual housing complaint performance and improvement report 2024-2025	This information is set out in Section 10 of the Housing Complaints Policy which is available on the Council's website and last updated in March 2024. The Council's Annual Complaint Handling Performance & Improvement Report 2024/2025 is published on the Council's website and the response from the Portfolio Holder for Housing (MRC), Housing & Communities Overview & Scrutiny Panel and the Council's Executive at a Cabinet meeting are

				available on the Council's website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Housing Complaints Policy - March 2024 Self Assessment Form 2022-2023 Self Assessment Form 2023-2024	This information is set out in Section 10 of the Housing Complaints Policy which is available on the Council's website and last updated in March 2024. Self-assessments have been carried out on two previous occasions in 2022/2023 and 2023/2024 and are available on the Council's website. Further self-assessments will be carried out as and when required following any restructures, mergers and/or change in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Should this be requested by the Housing Ombudsman, the Council will carry out the required review and update of the self-assessment.

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 the situation arise, the Housing Ombudsman will be informed. Tenants would be informed via the Council's website, social media, email, text, and/or letter and both would be provided with a timescale by when the Council would return to compliance with the Code.
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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	Annual Housing Complaint Handling and Performance Report - 2024-2025 *Learning from Complaints tracker	Service improvement results from complaints are included in the Annual Housing Complaint Performance & Improvement Report. An improvement action plan for 2025/2026 is also included in the Annual Report. The action plan will be monitored monthly to ensure actions are completed. All service improvements and learning from complaints identified are tracked on the learning from complaints tracker which can be provided upon request. *supplementary information can be provided upon request.

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	Housing Annual Report Nuneaton and Bedworth Borough Council *Learning from Complaints tracker	Using the learning from complaints tracker, Service Managers use the intelligence identified and responses provided as a source to introduce positive changes in service delivery. This information is shared between Housing service areas at monthly meetings. Any service improvements identified can be evidenced on the learning from complaints tracker which can be provided upon request. All learning and service improvements identified will be published in the Council's annual report which are available on the Council's website. *supplementary information can be provided upon request.

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	Involved Residents Housing and Communities Overview and Scrutiny Panel Meetings	The Council reports wider learning and service improvements to all stakeholders at Involved Tenant and Leaseholder meetings, Overview & Scrutiny Panel and at team meetings. This information will also be shared at Housing Scrutiny Panel meetings and agenda and minutes will be shared on the Council's website from January 2026.
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	Cabinet Meeting Cabinet response to annual housing complaint performance and improvement report 2024-2025	The Assistant Directors of Housing & Community Safety are the senior lead persons accountable for complaint handling within the Council's housing service to comply with section 9.4 of the Code. Complaint Performance data including themes, trends, systemic issues, risks and policy/procedure changes are considered monthly by the Assistant

				Directors of Housing & Communities, and any actions are issued to the relevant Service Manager to progress to completion.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Cabinet Meeting Cabinet response to annual housing complaint performance and improvement report 2024-2025	The Council's Member Responsible for Complaints (MRC) is the Portfolio Holder for Housing and Communities and Leader of the Council is appointed as the lead responsible person for complaints, and they support a positive complaint handling culture. This has not changed since 2024.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Overview and Scrutiny Cabinet response to annual housing complaint performance and improvement report 2024-2025	The Assistant Directors for Housing & Community Safety meet with the MRC monthly to discuss complaint handling performance, trends, etc. The MRC provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a

				quarterly basis. This information is also presented to the Senior Management Team and Cabinet. The MRC is provided with administrative support from the Council's Committee Services and has access to Housing staff at all levels.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: 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	Housing and Communities Overview and Scrutiny Panel Meetings Cabinet response to annual housing complaint performance and improvement report 2024-2025	The Assistant Directors for Housing & Community Safety meet with the MRC monthly to discuss complaint handling performance, trends, etc. The MRC provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This information is also presented to the Senior Management Team and Cabinet.
9.8	Landlords must have a standard objective in relation to complaint	Yes		The Housing Complaints Policy has been adopted by

	handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			staff in all housing service areas and compliance is monitored through monthly meetings between Assistant Directors for Housing & Community Safety and Service Managers.
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