



## Housing Ombudsman Service Complain Handling Code Self-Assessment

Published September 2022

| Code section                                 | Code requirement  | Comply: Yes/No | Evidence, commentary and any explanations   |
|--|---|----------------|---|
| <b>Section 1 - Definition of a complaint</b> |   |                |   |
| 1.2  | A complaint must be defined as:<br><br><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 are satisfied that our policy definition is aligned to the Housing Ombudsman Complaint Handling Code; as evidenced in section 2.2 of our Talk to Us Policy.  |
| 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            | Section 3.2 of our 'Talk to Us' Policy states: A resident does not have to use the word 'complaint' for it to be treated as such, an expression of dissatisfaction which meets the definition of a complaint as detailed in section 2.2, will be handled in line with this complaints policy.   |
| 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            | Section 5.1 of our Talk to Us Policy states: If JJH is unable to resolve the complaint at Stage 0 or if the resident requests it, a manager of that service area will investigate the complaint and the initial response.   |
| 1.7  | A landlord must accept a complaint unless there is a valid reason not to do so.   | Yes            | Section 2.6 of our Talk to Us Policy states: Generally, dealing with complaints is a straightforward process, but in a minority of cases where this is not the case, JJH reserves the right to refuse to deal with the complaint or escalation of a complaint; or may seek to deal with it differently if in our view it is being pursued unreasonably or merits being handled in a different manner. Examples of these situations include: <ul style="list-style-type: none"> <li>• matters that have previously been considered and responded to under the</li> </ul> |

|  |   |     |   |
|--|---|-----|---|
|  |   |     | <p>complaints policy.</p> <ul style="list-style-type: none"> <li>• when customers are liaising with JJH in an abusive or aggressive manner.</li> <li>• when customers refuse to work with JJH to resolve the issue or their expectations are either unreasonable or outside what JJH can agree.</li> <li>• service failures that occurred over 12 months ago as we will not be able to investigate them.</li> </ul>   |
| 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 | Section 2.6 of our Talk to Us Policy states: If the decision is made to not accept a complaint, an explanation will 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  |
| <b>Section 2 - Accessibility and awareness</b> |   |     |   |
| 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 | <p>Section 3.1 of our Talk to Us Policy states: Customers can make a complaint by the following methods:</p> <ul style="list-style-type: none"> <li>• over the telephone to our Customer Hub on telephone 0345 305 5335</li> <li>• in person to any member of staff</li> <li>• by visiting our website <a href="http://www.jjhousing.co.uk">www.jjhousing.co.uk</a></li> <li>• by letter</li> <li>• by email at <a href="mailto:TalkToUs@jjhousing.co.uk">TalkToUs@jjhousing.co.uk</a></li> <li>• or by asking a relative, friend, MP, Councillor or any other representative to contact us.</li> </ul> |
| 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 | The Talk to Us policy is accessible via the website in which residents can access. We promote accessing the policy through our Resident Newsletter 'Voices'. JJH colleagues who interact with residents such as Customer Experience Officers and Community Housing Officers can also digital and/or paper version of the Talk to Us Policy upon request.  |
| 2.4  | Landlord websites, if they exist, must include information on how to raise a complaint. The   | Yes | <a href="https://www.jjhousing.co.uk/manage-your-home/advice-and-guidance/talk-to-us/">https://www.jjhousing.co.uk/manage-your-home/advice-and-guidance/talk-to-us/</a>   |



|     |   |     |  |
|-----|---|-----|--|
|     | complaints policy and process must be easy to find on the website.  |     |  |
| 2.5 | <p>Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.</p> <p>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.</p> | Yes | <p>We have an Equality, Diversity and Inclusion Policy which relates to colleagues, agency workers and contractors.</p> <p>Reasonable adjustments for residents would fall in line with our Allocations Policy as well as discussions with our Assets/Neighbourhoods teams.</p> <p>Section 3.3 of our Talk to Us Policy states: JJH provides equal access to our complaints service by:</p> <ul style="list-style-type: none"> <li>• offering a Complaints Advocacy Service</li> <li>• accepting oral complaints</li> <li>• supporting vulnerable customers</li> <li>• translating and interpreting</li> <li>• providing information in large print or audio</li> <li>• holding meetings in places with disabled access and hearing loops</li> <li>• paying reasonable travel and where appropriate, carer costs</li> <li>• inviting a support worker/carer for customers who have physical or mental health issues (e.g. sight-impaired, autism)</li> </ul> |
| 2.6 | <p>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.</p>   | Yes | <p>We encourage complaints and feedback from residents in order to improve our services; this is promoted through engagement activities, for example Scrutiny Panel and Digital Conferences, discussion on performance as well as conversations with JJH colleagues who interact with residents such as Customer Services and Neighbourhood teams</p> <p>We are planning a promotion campaign of our revised Talk to Us Policy and The Ombudsman Complaint Handling code in Q3/ Q4 of 2022-23.</p>   |
| 2.7 | <p>Landlords must provide residents with contact information for the</p>  | No  | <p>Information for the Ombudsman will be included in JJH resident magazine "Voices", under Get in Touch page of website and in all</p>   |

|  |   |     |  |
|--|---|-----|--|
|  | Ombudsman as part of its regular correspondence with residents.   |     | correspondence used throughout the complaints process.   |
| 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 | <p>Section 5.2.3 of our complaint procedure staff guidance states:<br/>Once the complaint has been recorded and acknowledged, the investigating manager must:</p> <ul style="list-style-type: none"> <li>• Advise the complainant of their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.</li> </ul> <p>Section 6.8 of our Talk to Us Policy states:<br/>The complainant can involve a Member of Parliament, or Councillor or the Housing Ombudsman Service at any time during the complaint process.</p> |
| <b>Section 3 - Complaint handling personnel</b>  |   |     |  |
| 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 | As per the Ombudsman Complaint Handling Code, our Customer Performance Manager has overarching responsibility of the monitoring and reporting of all complaints. Our Customer Experience team is primarily responsible for the handling of complaints; however, we empower all our team members to recognise a complaint, log it on our internal system and respond as appropriate in line with our Policy and procedure.  |
| 3.2  | ...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.  | Yes | <p>Customer Experience Officers are provided with Complaint handling training as part of their induction to ensure a consistent service offer.</p> <p>All JJH staff members are provided with the Talk to Us Policy and complaint handling procedure as part of their induction, as well as additional training upon further request.</p>  |
| <b>Section 4 - Complaint handling principles</b> |   |     |  |
| 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   | Yes | JJH record expresses of dissatisfaction that can be resolved at first point of contact as Stage 0's within our complaints database, that meet the Housing Ombudsman Complaint Handling Code definition in section  |



|     |  |     |   |
|-----|--|-----|---|
|     | <p>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 <b>within five days of receipt.</b></p> |     | <p>1.6:</p> <p><i>1.6 Chasers on a service request, such as a missed appointment, can often be resolved 'there and then' with an apology and the provision of another appointment and may not need to enter the complaints system. However, if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint</i></p> <p>These are recorded to analyse themes, to ensure we take a proactive approach to dissatisfaction to prevent issues developing and leading to issues in service and increased complaints.</p> <p>The Customer is informed of the outcome of their contact 'there and then', however the terminology "Stage 0" is not used externally, to ensure unnecessary confusion isn't caused for residents, the customer is informed the dissatisfaction is recorded for service improvement.</p> |
| 4.2 | <p>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.</p>  | Yes | <p>Section 3.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will:</p> <ul style="list-style-type: none"> <li>• confirm with the complainant the person who is responsible for responding to the complaint</li> <li>• speak to the complainant within 2 working days to discuss the complaint</li> <li>• confirm JJH's understanding of the complaint and the outcome the complainant desires</li> <li>• advise the complainant when to expect a reply</li> <li>• explain JJH's decision(s)</li> <li>• confirm when any actions will be completed</li> <li>• respect confidentiality and advise the complainant of any enquiries we may need to make which could involve others in helping resolve the complaint.</li> </ul>  |



|      |  |     |  |
|------|--|-----|--|
|      |  |     | <ul style="list-style-type: none"> <li>ensure the complaint stage is provided in every complaint response/ communication .</li> </ul>  |
| 4.6  | A complaint investigation must be conducted in an impartial manner.  | Yes | Section 1.2 of our Talk to Us Policy states: This Policy sets out JJH’s approach to offering a simple and accessible customer feedback process that ensures complaints are dealt with fairly, impartially, consistently and in a timely manner when things go wrong; and that compliments are shared and celebrated.   |
| 4.7  | <p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>deal with complaints on their merits</li> <li>act independently and have an open mind</li> <li>take measures to address any actual or perceived conflict of interest</li> <li>consider all information and evidence carefully</li> <li>keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul> | Yes | <p>Section 2.4 of our Talk to Us Policy states: JJH understands that in some circumstances complaints raised can be sensitive to the resident, when investigating a complaint JJH will consider the individual circumstances of each complaint and ensure appropriate use of discretion where applicable. When dealing with a complaint, the complaint handler will:</p> <ul style="list-style-type: none"> <li>Deal with complaints on their merits</li> <li>Act independently and have an open mind</li> <li>Take measures to address any actual or perceived conflict of interest</li> <li>Consider all information and evidence carefully</li> <li>Keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul> |
| 4.11 | Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication   | Yes | <p>We comply as timescales are included within the policy and all written correspondence with the complainant.</p> <p>Any timescale agreements made as part of the complaint investigation are recorded by JJH staff on the complaints database.</p>   |
| 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"> <li>set out their position</li> <li>comment on any adverse findings before a final decision is made.</li> </ul>   | Yes | <p>Section 5.1 of our Talk to Us Policy states: If JJH is unable to resolve the complaint at Stage 0 or if the resident requests it, a manager of that service area will investigate the complaint and the initial response.</p> <p>As part of this investigation, the manager will speak to any staff members involved to provide the opportunity set out their position and provide any additional information.</p> <p>Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH</p>   |



|      |   |     |   |
|------|---|-----|---|
|      |   |     | <p>will:</p> <ul style="list-style-type: none"> <li>• confirm with the complainant the person who is responsible for responding to the complaint</li> <li>• speak to the complainant within 2 working days to discuss the complaint</li> <li>• confirm JJH's understanding of the complaint and the outcome the complainant desires</li> </ul>  |
| 4.13 | A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint   | Yes | JJH don't have a timescale in which a complainant can escalate a complaint from Stage 1 to Stage 2, unless it fell under the definition to not escalate   |
| 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 | <p>Section 2.6 of our Talk to Us Policy states: Generally, dealing with complaints is a straightforward process, but in a minority of cases where this is not the case, JJH reserves the right to refuse to deal with the complaint or escalation of a complaint; or may seek to deal with it differently if in our view it is being pursued unreasonably or merits being handled in a different manner. Examples of these situations include:</p> <ul style="list-style-type: none"> <li>• matters that have previously been considered and responded to under the complaints policy. when customers continue to complain about issues that have already been responded to previously.</li> <li>• when customers are liaising with JJH in an abusive or aggressive manner.</li> <li>• when customers refuse to work with JJH to resolve the issue or their expectations are either unreasonable or outside what JJH can agree.</li> <li>• service failures that occurred over 12 months ago as we will not be able to investigate them.</li> </ul> |
| 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   | Yes | All complaint details including stage, issues, actions taken, correspondence and lessons learned are recorded on JJH internal complaints database.  |



|                                     |  |     |  |
|-------------------------------------|--|-----|--|
|                                     | parties and any reports or surveys prepared.   |     |  |
| 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 | <p>Section 2.6 of our Talk to Us Policy states: Generally, dealing with complaints is a straightforward process, but in a minority of cases where this is not the case, JJH reserves the right to refuse to deal with the complaint or escalation of a complaint; or may seek to deal with it differently if in our view it is being pursued unreasonably or merits being handled in a different manner. Examples of these situations include:</p> <ul style="list-style-type: none"> <li>• Matters that have previously been considered and responded to under the complaints policy.</li> <li>• <b>When customers are liaising with JJH in an abusive or aggressive manner.</b></li> <li>• When customers refuse to work with JJH to resolve the issue or their expectations are either unreasonable or outside what JJH can agree.</li> <li>• Service failures that occurred over 12 months ago as we will not be able to investigate them.</li> </ul> <p><b>If the decision is made to not accept a complaint, an explanation will 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.</b> - Additional guidance is provided in the Complaints Procedure</p> |
| <b>Section 5 - Complaint stages</b> |  |     |  |
| <b>Stage 1</b>                      |  |     |  |
| 5.1                                 | Landlords must respond to the complaint within 10 working days 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 | <p>Section 5.2 of our Talk to Us Policy states: JJH aims to complete investigations and provide a response within 10 working days. If this timescale cannot be met, the investigating manager will contact the complainant to agree a revised date.</p>  |
| 5.5                                 | A complaint response must be sent to the resident when the   | Yes | <p>Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH</p>   |





|     |  |     |   |
|-----|--|-----|---|
|     | <p>answer to the complaint is known, not when the outstanding actions required to address the issue, are completed.</p> <p>Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.</p>   |     | <p>will:</p> <ul style="list-style-type: none"> <li>• explain JJH’s decision(s)</li> <li>• confirm when any actions will be completed</li> <li>• respect confidentiality and advise the complainant of any enquiries we may need to make which could involve others in helping resolve the complaint.</li> </ul>  |
| 5.6 | <p>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.</p>  | Yes | <p>Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will:</p> <ul style="list-style-type: none"> <li>• confirm JJH’s understanding of the complaint and the outcome the complainant desires</li> <li>• advise the complainant when to expect a reply</li> <li>• explain JJH’s decision(s)</li> </ul> <p>During the above stage of the investigation process, the investigating manager will ensure all areas of the complaint are captured to ensure all points raised are addressed. Any relevant policy, law and good practice will be referenced in JJH decision letter where appropriate.</p>  |
| 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"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul> | Yes | <p>Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will:</p> <ul style="list-style-type: none"> <li>• explain JJH’s decision(s)</li> <li>• confirm when any actions will be completed</li> <li>• respect confidentiality and advise the complainant of any enquiries we may need to make which could involve others in helping resolve the complaint.</li> <li>• ensure the complaint stage is provided in every complaint response/ communication.</li> </ul> <p>Section 6.6 of our Talk to Us Policy states: JJH will close the complaint once all the actions have been completed, ensuring that clear instructions on how to escalate a</p> |



|                |  |     |  |
|----------------|--|-----|--|
|                |  |     | complaint is included at the end of every complaint response.  |
| <b>Stage 2</b> |  |     |  |
| 5.9            | 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 its decision. | Yes | <p>Section 6.1 of our Talk to Us Policy states: If a complainant remains dissatisfied with JJH's response they can request their complaint to be escalated to a Stage 2 review. A Senior Manager who has not previously been involved will review the complainant's reasons for wishing to escalate the complaint as well as the actions taken.</p> <p>Section 2.6 of our Talk to Us Policy states: If the decision is made to not accept a complaint, an explanation will 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.</p> |
| 5.10.          | 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 asked for clarification and the full definition agreed between both parties.  | Yes | <p>Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will:</p> <ul style="list-style-type: none"> <li>• confirm with the complainant the person who is responsible for responding to the complaint</li> <li>• speak to the complainant within 2 working days to discuss the complaint</li> <li>• confirm JJH's understanding of the complaint and the outcome the complainant desires</li> </ul>   |
| 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 | <p>Section 5 of our Talk to Us Policy states: Investigation – Stage 1<br/>If JJH is unable to resolve the complaint at Stage 0 or if the resident requests it, a manager of that service area will investigate the complaint and the initial response.</p> <p>Section 6.1 of our Talk to Us Policy states: If a complainant remains dissatisfied with JJH's response they can request their complaint to be escalated to a Stage 2 review.</p>   |
| 5.12           | The person considering the complaint at stage two, must not be the same person that  | Yes | Section 6.1 of our Talk to Us Policy states: A Senior Manager who has not previously been involved will review the complainant's   |



|                |   |     |   |
|----------------|---|-----|---|
|                | considered the complaint at stage one.  |     | reasons for wishing to escalate the complaint as well as the actions taken.   |
| 5.13           | Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. 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 | Section 6.2 of our Talk to Us Policy states: JJH aims to complete investigations and provide a response within 15 working days. If this timescale cannot be met, the Senior Manager will contact the complainant to agree a revised date.   |
| 5.16           | Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> and <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul> | Yes | Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will: <ul style="list-style-type: none"> <li>• explain JJH's decision(s)</li> <li>• confirm when any actions will be completed</li> <li>• respect confidentiality and advise the complainant of any enquiries we may need to make which could involve others in helping resolve the complaint.</li> <li>• ensure the complaint stage is provided in every complaint response/ communication.</li> </ul> Section 6.6 of our Talk to Us Policy states: JJH will close the complaint once all the actions have been completed, ensuring that clear instructions on how to escalate a complaint is included at the end of every complaint response. <p>JJH does not have a third stage within the complaints policy</p> |
| <b>Stage 3</b> |   |     |   |
| 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  | n/a | JJH does not have a third stage within the complaints policy  |



|   |  |     |  |
|---|--|-----|--|
|   | <p>this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.</p>   |     |  |
| 5.2                                     | <p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul> | n/a | JJH does not have a third stage within the complaints policy   |
| <b>Section 6 - Putting things right</b> |  |     |  |
| 6.1                                     | <p>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.</p>  | Yes | <p>Section 6.4 and 6.5 of our Talk to Us Policy states:</p> <p>6.4 Where there have been failings by JJH, an apology will be issued and matters will be put right at the earliest opportunity.</p> <p>6.5 In certain circumstances compensation may be offered. Please refer to the Compensation Policy for further advice.</p>  |
| 6.2                                     | <p>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.</p>  | Yes | <p>Section 6.5 of our Talk to Us Policy states:</p> <p>In certain circumstances compensation may be offered. Please refer to the Compensation Policy for further advice.</p> <p>Investigating managers are empowered to make decisions which result from a complaint investigation, and to take responsibility that any agreed actions are monitored and delivered</p> |

|  |  |     |  |
|--|--|-----|--|
| 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 | Section 6.3 of our Talk to Us Policy states: At all stages of the complaints process, JJH will: <ul style="list-style-type: none"> <li>• explain JJH's decision(s)</li> <li>• confirm when any actions will be completed</li> </ul>  |
| 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 | Section 6.5 of our Talk to Us Policy states: In certain circumstances compensation may be offered. Please refer to the Compensation Policy for further advice.   |
| <b>Section 7 - Continuous learning and improvement</b> |  |     |  |
| 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 | Lessons learned are reported on monthly as part of the Voice of the Customer report which is reported to Exec monthly and provided to Board.<br><br>The Scrutiny Panel receive this report and lessons learned are highlighted in the Voices publication which all residents receive.<br><br>A section in our Annual Report about complaints and feedback. |
| <b>Section 8 - Self-assessment and compliance</b>      |  |     |  |
| 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 | The Customer Performance Manager will deliver an annual self-assessment to ensure complaint handling is being delivered in line with Housing Ombudsman Complaint Handling Code.  |
| 8.2  | Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.   | Yes | The Customer Performance Manager will deliver a self-assessment against the code following any significant restructure and/or change in procedures.  |
| 8.3  | Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should</li> </ul>                    | Yes | The self-assessment report will be shared with JJH's Exec and Board.<br><br>The self-assessment will be accessible on the website:<br><a href="https://www.jjhousing.co.uk/manage-your-home/advice-and-guidance/talk-to-us/">https://www.jjhousing.co.uk/manage-your-home/advice-and-guidance/talk-to-us/</a>  |



|  |   |  |  |
|--|---|--|--|
|  | <p>be reported to elected members</p> <ul style="list-style-type: none"> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance</li> </ul> |  | <p>The self-assessment will be included in the 2022-23 annual report</p> |
|--|---|--|--|