

## 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.

## Appendix 4 – JJH Complaints Self-Assessment

 0345 305 5335

 [www.jjhousing.co.uk](http://www.jjhousing.co.uk)  
[general.enquiries@jjhousing.co.uk](mailto:general.enquiries@jjhousing.co.uk)

 Eden Point, Three Acres Lane  
Cheadle Hulme, Cheadle, SK8 6RL



## 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	Section 2.2 of Our Talk to Us Policy Visible on the Website	JJH defines a complaint as 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. JJH encourages customers to give such feedback
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 complaints policy.</p>	Yes	Section 3.2 of our Talk to us Policy	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.
1.4	Landlords must recognise the difference between a service request and a	Yes	Section 4 of our Talk to us policy	4.1 When a customer expresses dissatisfaction,

	<p>complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.</p>			<p>our colleagues will try to resolve their concerns quickly, such as with a missed appointment, a request for specific information, poor communication. This can often be resolved 'there and then' with an apology and the provision of another appointment. Service Requests can also be for a rebooked cancel appointment in the first instance, communication on outstanding job, or information on planned works.</p> <p>4.2 These Service requests will be logged on the complaints database to monitor trends and ensure resolutions have been made at first point of contact. On occasion, the matter may require an investigation rather than first point of contact resolution.</p>
1.5	<p>A complaint must be raised when the resident expresses dissatisfaction with the</p>	Yes	5.1 of our Talk to us policy	<p>The priority for colleagues is to resolve the issue as quickly as</p>

	<p>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.</p>			<p>possible. When a customer expresses dissatisfaction, colleagues will try to resolve their concerns quickly, such as with a missed appointment, this can often be resolved 'there and then' with an apology and the provision of another appointment. If this is not a satisfactory outcome for the resident, we will raise a stage 1 complaint</p>
1.6	<p>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.</p>	Yes	<p>Transactional Surveys by text or email/Customer Feedback IFF Research</p>	<p>Service requests can usually be resolved at first point of contact. These requests are usually made to front line colleagues including Community Housing Officers, Neighbourhood Leads and Customer Experience Officers. Colleagues confirm with customers that they are satisfied with the outcome, however at this</p>

				point they will advise customers of the complaints route and Talk to us Policy
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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	Section 2.6 of our Talk to Us Policy	<p>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>• when customers are liaising with JJH in an abusive or aggressive</li> </ul>

				<p>manner.</p> <ul style="list-style-type: none"> <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>
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	Section 2 of our Talk to us Policy	<p>Through this Policy, JJH cannot deal with the following: • requests for specific services - for example first reports of a repair or of neighbour nuisance; • appeals or disputes for decisions made under other JJH policies, procedures or processes; • issues that are in court or have already been heard by a court or tribunal, or where legal action has been taken; • complaints about employees that would usually be handled via HR policies; and/or • insurance claims that would normally be covered by home contents insurance - insurance claims,</p>

				including personal injury claims, will be referred to JJH's insurers and will not be handled as a complaint
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	Section 3 of our Talk to us Policy	service failures that occurred over 12 months ago as we will not be able to investigate them
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	Section 3.2 of our Talk to us Policy	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 Housing Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Section 4 of our Talk to us Policy	JJH outline the circumstances where we would not accept a complaint and that a blanket approach is not to be applied, but that the

				individual circumstances must be considered. These circumstances are in line with the guidance set out in the Housing Ombudsman Complaint Handling Code (April 2024)
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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	<p>Residents have several channels through which to register a complaint as per 3.3.</p> <ul style="list-style-type: none"> <li>• The Website</li> <li>• The Customer Portal</li> <li>• By Email</li> <li>• By Letter</li> <li>• In Person</li> <li>• Via a Third Party</li> </ul>	<p>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/carers for customers who have physical or mental health issues</li> </ul>



				<p>(e.g. sight impaired, autism)</p> <ul style="list-style-type: none"> <li>• Accessibility functionality on our JJH website</li> </ul>
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	<p>Talk to us Policy. Website Digital customer portal Contact records through Contact Centre</p>	<p>All key and Frontline staff have had complaints training and registering complaints at the first point of contact. Customers can make a complaint through their preferred method. The complaints policy outlines that complaints are accepted in any format, including written via letters or email verbal, via our customer contact team and digitally via the customer website which, routes online complaint forms to the Complaints team.</p>
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	<p>Talk to us Policy Website Power BI Reporting</p>	<p>We track Complaint volumes through Business Intelligence reports generated from the complaints system. Reports provide evidence of volume, type, stages, activity and trends.</p>
3.4	Landlords must make their complaint policy available in a clear	Yes	<p>5 and 6 of our Talk to us Policy Accessible on our Website</p>	<p>5. If JJH is unable to resolve the complaint at a service level requestor if the</p>

	<p>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.</p>			<p>resident requests it, a manager of that service area will investigate the complaint and the initial response. This will be acknowledged, defined and logged at Stage 1 of the complaint's procedure within 5 working days of the complaint being received. 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. 5.3 Any extension agreed will be limited to a maximum of 10 working days.</p> <p>6. Review – Stage 2</p> <p>6.1 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>6.2 JJH aims to</p>
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				complete investigations and provide a response within 20 working days. If this timescale cannot be met, the Senior Manager will contact the complainant to agree a revised date. 6.3 Any extension agreed will be limited to a maximum of 20 working days
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	Website Publications Website Promotes Ombudsman Contacts	JJH complaints Talk to Us policy is included and referenced across a range of different customer communications, including specific large-scale communications.
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	3.4 of our Talk to Us Policy	If customers need help or advice in making a complaint to us or want someone to act on their behalf, there are independent sources of help such as: • Citizens Advice Bureau • Freedom of Information Act • Local Tenants and Resident Groups • Local Councillor or Member of Parliament
3.7	Landlords must provide residents	Yes	5.4 of our Talk to Us Policy	Complaints policy details that at all

	with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.			stages of the complaints process the customer is made aware of their right to contact the Housing Ombudsman regarding their concerns. In addition, the Complaints Website also includes details of how to engage the Housing Ombudsman.
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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 Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Assistant Director of Customer and Neighbourhoods Customer Experience Manager	Assistant Director of Customer and Neighbourhoods Customer Experience Manager
4.2	The complaints officer must have	Yes	Talk to us Policy Complaint monitoring	All JJH colleagues have been trained

	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.		Business Intelligence Trend Analysis from BI Reporting	in complaint handling, which includes logging and case management. The escalation processes are in place and all colleagues have undergone inclusion and diversity training and work within the organisations behaviour framework which include 'Integrity' behaviours linked to our values
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	Talk to us Policy. Business Intelligence Trend Analysis Complaint Learning Framework	Our Talk to Us policy fosters a learning-centric culture, further supported by our Complaints Learning Framework which, further enhances the importance of complaint handling and putting things right. Our Teams have access to all training materials and receive regular feedback as part of their Check In process

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy	Yes	Talk to us Policy	JJH have a single policy in place for

	in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.			dealing with complaints, this has also been updated accordingly to include any new provisions, or clarification points detailed within the new Housing Ombudsman Code.
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	Talk to us Policy	JJH operates a two-stage process only - explicitly outlined in the Complaints Policy, recently updated to reflect the new Housing Ombudsman Code
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	Talk to us Policy	JJH operates a two-stage process only - explicitly outlined in the Complaints Policy, recently updated to reflect the new Housing Ombudsman Code
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	Yes	Talk to us Policy	JJH operates a two-stage process only - explicitly outlined in the Complaints Policy, recently updated to reflect the new Housing Ombudsman Code. Any complaint involving a partnership arrangement third party/sub-contractor

	through two complaints processes.			will be dealt with by JJH Managers.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Talk to us Policy	All staff working with, or on behalf of JJH must adhere to the Code as specified by our Policy
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	6.4 Talk to us Policy	<p>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> </ul>

				<ul style="list-style-type: none"> <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>
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	Talk to us Policy Talk to us Procedure System generated acknowledgement letters	Our Policy & Procedure makes clear how we must acknowledge complaints and our Acknowledgement Letter/email clearly outlines the complaints details
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information</li> </ul>	Yes	Talk to us Policy Complaint Procedure	Our Policy clearly specifies our complaints process and each stage of the complaint, including contact with the resident and what evidence needs to be considered and investigated.



	and evidence carefully.			
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	Talk to us Policy Talk to Us Procedure	Residents are kept up to date at all stages of the complaints process. We endeavour to complete investigations and close complaints within the timescales set within the Code and where this is not possible, and extension is agreed with the resident. Following complaint resolution, we survey generate a CSAT survey
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	Talk to us Policy	JJH provides equal access to our complaints service by: <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</li> </ul>

				worker/carer for customers who have physical or mental health issues (e.g. sight impaired, autism)
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	Section 6 of our Talk to Us Policy Section 4.4 Talk to Us Procedure	6.1 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 and if appropriate escalate to stage 2
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	Complaint Process – Case Management system generated and case folder	Record keeping is a mandatory part of our complaints process, all staff who work complaints can save case details into the case folders and record any details within our Complaints case Management System. Periodic auditing by Performance Team.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process.	Yes	Section 6 of our Talk to us policy Talk to Us Procedure	6.5 Where there have been failings by JJH, an apology will be issued, and matters will be put right at the earliest opportunity.

	Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.		Acceptable Behaviour Customer Charter	
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.		As Above	

## 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	Yes	Section 6 of Our Talk to Us Policy Talk to Us Procedure	6.5 Where there have been failings by JJH, an apology will be issued, and matters will be put

	<p>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.</p>			<p>right at the earliest opportunity.</p>
6.2	<p>Complaints must be acknowledged, defined, and logged at stage 1 of the complaint's procedure <b><u>within five working days of the complaint being received.</u></b></p>	Yes	<p>Section 5 of Our Talk to Us Policy Talk to Us Procedure</p>	<p>5. Investigation – Stage 1</p> <p>5.1 If JJH is unable to resolve the complaint at a service level requestor if the resident requests it, a manager of that service area will investigate the complaint and the initial response. This will be acknowledged, defined and logged at Stage 1 of the complaints procedure within 5 working days of the complaint being received.</p>
6.3	<p>Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.</p>	Yes	<p>Section 5 of our Talk to Us Policy Talk to Us Procedure</p>	<p>5.2 JJH aims to complete investigations and provide a response within 10 working days. If this</p>

				timescale cannot be met, the investigating manager will contact the complainant to agree a revised date
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	Section 5 of our Talk to Use Policy Talk to Us Procedure	5.2 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.  5.3 Any extension agreed will be limited to a maximum of 10 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	Extension Confirmation Letter	Our extension confirmation letter system generated has contact details of the Ombudsman
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.	Yes	Complaints Procedure (System) Talk to Us Procedure	We respond to all complaints when the answer is known and in line with our SLAs. Where further actions are identified to address the issue,

	Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			we will inform the customer. We provide customers with an update. Where complaints have follow on actions needed, these are logged as such and remain at that status until the follow on actions are complete
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	Complaint Procedure (system generated Letters) Talk to Us Procedure	Complaint responses sent to residents are as comprehensive as possible based on each individual complaint. This will set out any rationale for decisions or actions, based on reference to policy, procedure or legislation where needed.
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	Yes	Complaint Process (System Generated prompt)	Step in the process that requires contact with the customer to ascertain full details/further information relating to the complaint. The investigating officer will maintain contact with the customer throughout the investigation and there is an opportunity to incorporate

	issues must be logged as a new complaint.			additional information,
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions;</li> <li>and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	Complaint Process Templated Letter (System Generated) Talk to us Procedure	Our standard complaints responses sent to customers contain the information outlined by the Housing Ombudsman. This is tested and monitored through ongoing complaint case reviews of each complaint handler.

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	Section 5 of our Talk to Us Policy Talk to us Procedure	6. Review – Stage 2  6.1 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
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Section 6 of our Talk to us Policy Talk to us Procedure	6.4 At all stages of the complaints process, JJH will:  · Confirm with the complainant the person who is responsible for responding to the complaint  speak to the complainant within 2 working days to discuss the complaint
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	Section 6 of our Talk to Us Policy Talk to us Procedure	confirm JJH's understanding of the complaint and the outcome the complainant desires  · Advise the complainant when to expect a reply
6.13	The person considering the complaint at stage 2 must not be the same person that considered	Yes	Section 6 of Our Talk to Us Policy Talk to us Procedure	6. Review – Stage 2  6.1 If a complainant remains dissatisfied



	the complaint at stage 1.			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.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Section 6 of our Talk to us Policy Talk to us Procedure	6.2 JJH aims to complete investigations and provide a response within 20 working days
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Section 6 of our Talk to us Policy Talk to us Procedure	6.2 JJH aims to complete investigations and provide a response within 20 working days. If this timescale cannot be met, the Senior Manager will contact the complainant to agree a revised date.  6.3 Any extension agreed will be limited to a maximum of 20 working days

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	Complaint Extension Confirmation Letter	Our extension confirmation letter contains contact details for the Ombudsman
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	Section 6 of our Talk to Us Policy Talk to us Procedure	We respond to all complaints when the answer is known and in line with our SLAs. Where further actions are identified to address the issue, we will inform the customer. We provide customers with an update. Where complaints have follow on actions needed, these are logged as such as remain at that status until the follow-on actions are complete. 6.5 Where there have been failings by JJH, an apology will be issued, and matters will be put right at the earliest opportunity.
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	Case Management Complaint Procedure System generated letters. Periodic Audits by Performance Team	Complaint responses sent to residents are as comprehensive as possible based on each individual complaint. This will set out any rationale for

				decisions or actions, based on reference to policy, procedure or legislation where needed
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	Complaint Process Templated Letter (System Generated)	Our standard complaints responses sent to customers contain the information outlined by the Housing Ombudsman. This is tested and monitored through ongoing complaint case reviews of each complaint handler.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Our Talk to Us policy	JJH only operate a two-stage process, our Final Response is provided at Stage Two and our investigation is then concluded

### Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<p>Our Talk to Us Policy Case Management System Periodic Audits</p>	<p>Our standard complaints responses sent to customers contain the information outlined by the Housing Ombudsman. This is tested and monitored through Case Review</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>Talk to Us Policy Compensation Policy Case Audit</p>	<p>When responding to a complaint, we consider a range of impacts and issues when confirming the resolution. First and foremost, we are focused on addressing the underlying cause of the complaint but may also consider compensation</p>

				and other things we can do to put things right.
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	Complaint Case Management (system generated Action Tracker)	Complaints responses seek to set out the timescale or timeframe that actions will be completed. These are flagged as 'Follow on Actions' within the complaint system or captured separately to enable them to be tracked through by relevant action owners.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaint Case Management OCG (Operational Complaint Group/Learning Forum) (Neighbourhood Leads Complaint Learning Group) Customer Experience Complaint learning Forum	Complaint Learning group use Root Cause Analysis to identify opportunities for improvement with regard to HOS cases and associated feedback, this is then shared to ensure a consistent approach and appropriate remedies.

**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> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>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.</p> <p>c. any findings of non-compliance with this Code by the Ombudsman.</p> <p>d. the service improvements made because of</p>	Yes	Self-Assessment Document	<p>JJH self-assessment will serve as evidence of compliance in this respect, including the additional requirements such as relevant reports and publications/performance and service improvements</p>

	<p>the learning from complaints.</p> <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>	Yes	<p>Annual complaints Performance and Service Improvement Report</p>	<p>JJH will endeavour to publish this year's report once it is made available</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>Self-Assessment Documentation</p>	<p>JJH are committed to development and efficiency and would look to conduct a self-assessment following a restructure, merger and/or change in procedures</p>

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Self-Assessment Documentation	JJH are committed to development and efficiency and would look to comply with any ask following an Ombudsman 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	Self-Assessment Documentation	JJH will endeavour to publish the required information if unable to comply with the Code for any reason and inform the Ombudsman of timescales and reasoning



## 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	Group/Learning Forum) (Neighbourhood Leads Complaint Learning Group) Customer Experience Complaint learning Forum	We track and monitor complaint themes to identify where there are learning opportunities from complaints. Where individual complaints are considered to flag more wide-ranging issues, these are reviewed by the Performance Team and if appropriate, case reviews conducted.
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	Complaint Performance Information Group Learning Forums	Complaint trends, drivers and learning are shared with Executive and Board throughout the year. Learning outcomes on individual complaints where issues are highlighted are also discussed and raised with individual managers. The Assurance Panel receive complaints update at each formal meeting, with questions and scrutiny on this. Engaged residents are the

				key route through for conducting deep dive activity.
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.	es	Group Learning Forums Customer Assurance Panel	Complaint trends, drivers and learning is shared with Executive and Board throughout the year. Learning outcomes on individual complaints where issues are highlighted are also discussed and raised with individual managers. Assurance Panel receive complaints update at each formal meeting, with questions and scrutiny on this. The complaint community of interest are the key route through for conducting deep dive activity. Further improvement of this is planned.
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	Yes	Assistant Director of Customer and Neighbourhoods	Key themes from complaints are flagged regularly to senior management teams to allow for consideration of service

	issues, serious risks, or policies and procedures that require revision.			improvement, business risks and required improvements. We can evidence how the monitoring of complaints has driven ongoing discussion about service improvement
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	Board	Our governing body for complaints works with us to ensure we meet regulatory and industry requirements. It also makes sure that we are transparent and accountable. Member Responsible for Complaints mirrors Sanctuary groups
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	Website	Update reports contain the information shared.
9.7	As a minimum, the MRC and the governing body (or	Yes	Complaint Reports to Board	Update reports contain the

	<p>equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance.</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>			information shared.
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints,</li> </ul>	Yes	Talk to Us Policy Code of Conduct Learning Forums	All staff are expected to follow JJH policies and procedures when undertaking their roles. This includes complying with the Talk to Us policy and Complaints system process. All JJH colleagues have undergone training on both policy and process and regular surgeries are ongoing.

	rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
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