

Self-Assessment Form – December 2023

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

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
1.2	A complaint must be defined as: <i>'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	Our current policy incorporates the Housing Ombudsman Service definition.
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	Our policy states that the customer does not have to use the word 'complaint' for it to be treated as such. Extract from MSV's policy below: <i>The customer does not have to use the word 'complaint', in order for it to be treated as such.</i>
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.	No	Our policy requires updating to reflect a clear distinction between service recovery and a service failure, this will be explicit in the new policy. The policy will be reviewed and implemented before the

			31.03.2024 and shared with the Housing Ombudsman for comment
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Exclusions are set out in the Policy.
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	No	<p>We accept the current list of circumstances in our policy is too wide and has gone into too much detail, this will be addressed in line with our new policy.</p> <p>We will review our exclusion points to ensure we are compliant with the recommendations of the Housing Ombudsman Service's complaints code. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment</p>
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	<p>A full explanation is provided, to ensure a customer has full understanding around the decision.</p> <p>Extract from the policy below:</p> <p><i>If MSV decides not to accept a complaint for any reason, a detailed explanation will be provided to the complainant setting out the reasons why the matter is not suitable for consideration and response under the complaints process.</i></p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Our policy reflects the difference between service requests and a service complaint.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	<p>On all MSV surveys we ensure an option is provided if a customer wishes to make a complaint.</p> <p><i>Thank you for your time today, your feedback is important to MSV and will be used to improve services. If you are dissatisfied with the service from MSV and would like to complain, you can do this by contacting their customer services on 0161 226 4211 or via email complaints@msvhousing.co.uk or by going to their website to complete a complaints form Contact Form (msvhousing.co.uk)</i></p>

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all the potential channels, there must be more than one route of access into the complaints system.	Yes	We accept complaints through all channels. These include by telephone, email, by post, social media, our website and in person. All channels are active and monitored.
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	Both the policy and a customer friendly version of the policy are available on the website. The website advises that information can be accessed in different formats and languages. Leaflets are available for those without access to our website and can be requested via any of our channels.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	There is clear guidance for our customers on our website around how to raise a complaint, with access to the full policy.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	An Equality and Inclusion Assessment has been completed with the complaints policy. Our policy also includes references to 'reasonable adjustments' for customers making complaints. Upon completion of the revised policy, a new Equality and Inclusion Assessment will be completed.

2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Our website has been updated and now has clear visibility of our policies and complaint handling code. The website also offers advice around a tenant's right to access the Ombudsman's service at any stage of the complaints process.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Housing Ombudsman Service information is publicised on the MSV website. Complaint responses also provide detail of how to escalate to the Housing Ombudsman Service.
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	Housing Ombudsman Service information is publicised on the MSV website. Complaint responses also provide detail of how to escalate to the Housing Ombudsman Service throughout each stage of our complaints process.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Any complaints received through social media are dealt with on a one-to-one basis with direct messaging and direct contact.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	We have a complaints team that oversee our process. They produce all reports for Committees and Board. They also undertake training for complaint handlers and complete the annual self-assessment.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	We undertake regular training for complaint handlers. Where the complaint handler is the subject of a complaint or has a conflict of interest, the matter is dealt with by an alternative complaint handler.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	We undertake regular training for complaint handlers, they can act with autonomy and authority. Delegated authority limits apply in matters concerning compensation. Our customer standards form part of our staff induction and are regularly promoted and embedded through our WOW principles.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	No	MSV will address all the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment Specifically, we will review all timescales and implement a 2-stage process as part of that review.
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	No	We appreciate and accept that effectively clarifying the complaint is more challenging if operating a 24-hour timescale for acknowledgement and will review this within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	We undertake training for complaint handlers on a regular basis. Complaint handlers work in line with our values which can be found on our website. How to Make a Complaint (msvhousing.co.uk)
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest 	Yes	We undertake training for complaint handlers on a regular basis. Our customer standards form part of our staff induction and are regularly promoted.

	<ul style="list-style-type: none"> consider all information and evidence carefully keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 		<p>The MSV way sets out our values and priorities, including delivering Customer Service Excellence</p> <p>The MSV Way (msvhousing.co.uk)</p>
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	This is done on a case-by-case basis and is reflected in our policy.
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> set out their position. comment on any adverse findings before a final decision is made. 	No	<p>MSV will address the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.</p> <p>We will build in discussion with the complainant as being a mandatory element of handling complaints at each stage of the complaint process. Issues covered by HR policies will be handled through these policies and outside of this complaints policy. Staff members or third parties should not, where possible, be named in correspondence. Any staff member who is the subject of the complaint will be given a fair chance to set out their position before a final decision is made.</p>
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	All our standard letters stipulate the timeframe within which a complaint can be escalated.
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	Yes	We escalate complaints at the customer's request. We plan to update our policy and associated documents by 31/03/24 to reflect the reasons why a complaint cannot be escalated.

	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.		We accept the current list is too wide and has gone into too much detail, this will be addressed in line with our new policy.
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Detailed records are kept and managed on our Feedback Manager system, this includes records of all complaints, including any supporting documentation.
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	The Unacceptable Behaviour process is in place and the procedure is included in our complaints policy

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	This is done when the complaint handler contacts the customer after the complaint has been acknowledged
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Resolving complaints quickly and fairly is a key requirement of the Policy in line with the code. The monitoring of timescales to deal with complaints is part of the reporting framework.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Subject to GDPR, a customer can have their complaint dealt with by any advocate or intermediary on their behalf. We only exclude legal representatives from doing so.

4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	No	We do not routinely refer to legal obligations when dealing with complaints. MSV will address the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	We only mention staff and contractors where it is appropriate to do so, as part of the complaint. For example, where a complaint relates to a named individual or contractor.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Complaints handlers keep complainants up to date with complaint progress, in line with our service standards.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	No	We do not undertake a post case closure satisfaction survey, this will be addressed and introduced by April 2024
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Staff have access to an 'Employee Assistance Programme' should they require it. We establish themes within complaints which translate in to learning outcomes
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	An Equality Impact Assessment has been completed with our policy and the policy refers to 'reasonable adjustments'.

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	No	The current process we operate states- all complaints responded to within 10 days at Stage 1 and 2 and any extensions dealt with by exception and clearly communicated to the customer. Extract from the policy below "If we are unable to complete the investigation and respond in full within 10-working days, a revised deadline must be agreed with the complainant" We will make clear reference to extension timescales within the reviewed policy which will be implemented by 31.03.2024
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	No	We have already taken steps to address this and are aiming to provide responses even if the issues are not fully resolved and the complainant may have asked for a response to be deferred. MSV will address the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	All complaint full responses cover all aspects of the complaint. Complaints handlers are required to call the customer at the outset to establish the scope of the complaint

5.8	<p>Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	<p>The policy reflects this requirement. Templates and guidance for Stage 1 complaints have been made available to complaint handlers to ensure inclusion of:</p> <ul style="list-style-type: none"> • the complaint stages • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions, detail of how to escalate the matter to stage two if the resident is not satisfied with the answer.
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Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	<p>If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.</p>	No	<p>We escalate complaints at the customer's request. We plan to update our policy and associated documents by 31/03/24 to reflect the reasons why a complaint cannot be escalated. Reasons for declining escalation of a complaint will be referenced in contact with the customer and they will be given details of the Housing Ombudsman Service scheme.</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	When a complaint is escalated, it is handled by a Senior leader within the business. Following acknowledgement, the process requires them to contact the customer to understand why they remain dissatisfied and address such matters in their full response
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	The policy reflects this requirement. On completion of Stage 1 the complainant is made aware of how to escalate.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	When a complaint is escalated, it is handled by a Senior leader within the business.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> 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.	No	At present, we are operating 10 days for stage 2, extract from the policy below. “The Head of Service/ Assistant Director / Director must review the matter and respond in full within 10 working days” MSV will include the Code’s timescales for extension in our new complaints policy. The new policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: • the complaint stages	Yes	In our training with complaint handlers, we cover all the points in 5.8.

	<ul style="list-style-type: none"> the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions <p>and</p> <ul style="list-style-type: none"> if the landlord has a third stage, details of how to escalate the matter to stage three if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		<p>Where compensation is offered, it must be stipulated in the full response.</p> <p>In all our standard full response templates, the customer is advised how to escalate the complaint to the subsequent stage.</p> <p>In all our standard full response templates, the customer is given contact details of the Housing Ombudsman Service.</p>
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	No	<p>There have been reasons why MSV has operated a 3-stage process, and these have been referenced during the annual report to Board on code compliance.</p> <p>Moving to a 2-stage process was put on hold due to MSV being in merger discussions, which was due to</p>

			<p>take place on 1/10/23. The merger is no longer going ahead.</p> <p>As such MSV will now move to a 2-stage process as part of the wider policy and process review. This will be in place by 1st April 24 to tie in with the code becoming statutory.</p>
5.20	<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"> • the complaint stages • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Yes	<p>In all standard, full response templates, the customer is advised how to escalate the complaint. The policy reflects this requirement. Templates and guidance for Stage 3 complaints have been made available to complaint handlers to ensure inclusion of:</p> <ul style="list-style-type: none"> • the complaint stages • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions <p>Guidance is provided of next steps if the customer is unhappy with the outcome of S3 review, the customer is given contact details of the HOS.</p>

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	It is the responsibility of the complaint handler for the Stage 1 complaint to agree extensions beyond the

			20 working days with the complainant (only as necessary or to meet the specific requirements of the complainant's needs).
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	<p>The complainant is provided with the Housing Ombudsman's contact details.</p> <p>If we cannot agree this extension with the complainant, we will provide the complainant with The Housing Ombudsman's contact details to raise awareness of the option to challenge our response time.</p>
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	It is the responsibility of the complaint handler to complete a thorough investigation in relation to the issue raised, this includes reviewing historic complaints within the feedback management system.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant, and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	No	<p>The policy will be updated to align to the code: "Additional complaints are logged with existing complaints if they are relevant, and if it would not unreasonably delay the management of the existing issue. In these circumstances, following discussion with the tenant, a new complaint will be logged."</p> <p>MSV will address the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.</p>

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Extensions to timescales are agreed with the customer by complaint handlers.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	The complainant is provided with the Housing Ombudsman's contact details. If we cannot agree to the extension with the complainant, we will provide the complainant with The Housing Ombudsman's contact details to raise awareness of the option to challenge our response time.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	We escalate complaints at the request of the customer. We have amended our policy to reflect an increase in the time we allow ourselves to issue a full response in light of the fact that the final stage includes a hearing which the customer can attend. We have found that we are unable to respond in full within 20 working days, the current required timeframe because of the time it takes to arrange the hearing. Hearings are arranged on a date, time and venue that suits the customer.

5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	<p>The complainant is provided with the Housing Ombudsman's contact details.</p> <p>If we cannot agree to this extension with the complainant, we will provide the complainant with The Housing Ombudsman's contact details to raise awareness of the option to challenge our response time.</p>
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Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	In each case we address the matters that caused the customer to complain and put them right.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	No	MSV will address the lack of mention regarding remedy within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
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.	No	Remedy offers are included in the written response and arrangements are in place to monitor deliver of the remedy whilst keeping the customer regularly informed

			MSV will address the lack of mention regarding remedy within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
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.	No	<p>Remedy offers are included in the written response and arrangements are in place to monitor deliver of the remedy whilst keeping the tenant regularly informed</p> <p>MSV will fully address statutory payments within the updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	We review all complaints to understand the themes which have caused dissatisfaction. And thereafter update operational plans to reflect service improvements
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	We do this on a case-by-case basis

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	No	<p>We provide reports to our Board and Customer Committee on complaints and provide summaries to customers via newsletters and the website.</p> <p>We accept that this is an area of improvement but are confident that we can complete this work with a view to having a robust framework in place from April. This will also involve a customer panel who will actively review complaints responses including the learning element.</p> <p>MSV will address the areas of concern in this section within our updated complaints policy. The policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	MSV have an established Customer Committee, chaired by a member of the MSV Board, who is also a customer. In this capacity of Chair of the Customer Committee, they will take a lead for complaints to support a positive complaint handling culture together with our Head of Customer Experience, feeding back to the Board and the Customer

			Committee. Both the Board and the Customer Committee receive performance on complaints as part of their standard agenda.
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	<p>The Executive, Board and Customer Committee receive reports on complaints. This includes areas such as handling volume, categories, outcomes, and performance.</p> <p>The annual self-assessment against the Complaint Handling Code is completed and shared with Executive and the Board for approval, it is also published on the MSV website.</p>
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Power BI reporting enables senior leaders to access trends in real time to inform service improvements on a strategic and operational level.
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	The senior leadership team meetings include cross team collaboration bringing together neighbourhoods, community safety, income and asset management ensuring silo working is broken down and there is collective problem solving which keeps the customer front and centre in any resolution around complaints.

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Completed
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	A new complaints policy will be introduced next year, the policy will be reviewed and implemented before the 31.03.2024 and shared with the Ombudsman for comment.
8	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	Yes	Our complaint handling code self-assessment will be reported to our Board at their meeting on 13/12/23. Our complaint handling code self-assessment will be uploaded to our website upon completion and approval from Board.