

## Appendix A: Self-assessment form

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

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

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

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

## Section 1: Definition of a complaint

S4B – Brunswick PFI, Self-Assessment 2024

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Complaints Policy updated September 2024. Definition was already included as part of previous complaint policy review (section 2.2).	No further comment
1.3	A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy.	Yes	New section 2.4 added to the complaint policy to make it clear that in cases where a resident expresses dissatisfaction, they will be given a choice to make a complaint rather than this being automatically raised as a complaint.  Section 3 includes for third party or representatives.	No further comment.

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	All service requests are added to the housing management and facilities management helpdesk and monitored through monthly performance reports. Section 2.6 of the Complaint Policy already makes it clear that a service request is not a complaint. This is now updated to reference that service requests are also all recorded, monitored, and reviewed.	No further comment.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	The Brunswick PFI Contract has a range of performance targets for repairs and housing, neighbourhood functions and services requests must be tracked until completion regardless of whether a complaint is raised.  The Complaints Policy sets out what is and is not a complaint. Efforts would continue to address the service request whether or not this had been escalated as a complaint.	No further comment.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person	Yes	New section added to 2.6 of the Complaints Policy to make it clear that dissatisfaction through a survey will not be logged as a complaint	Review survey templates during 2024 to ensure it is made clear how a resident raises a complaint.

	<p>completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.</p>		<p>however surveys will make it clear how to log a complaint.</p>	
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## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	<p>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</p>	Yes	<p>Section 2.6 of the complaint policy set out what is not considered a complaint. Section 2.7 notes that each complaint will be assessed on a case by case basis. S4B also have an unacceptable behaviour policy in place.</p>	No further comment.
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</p>	Yes	<p>Section 2.6 of the complaints policy amended to note complaints over 12 months (rather than 6 months old) will be excluded. Section 2.6 of the complaints policy wording added re the definition of a</p>	No further comment.

	<p>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>		<p>claim. Note we have separated out disrepair cases which will not be managed as complaints. Section 2.6 of the complaints policy already included wording that complaints previously considered under the complaints policy are excluded.</p>	
2.3	<p>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.</p>	Yes	<p>Section 2.6 of the complaints policy amended to note complaints over 12 months (rather than 6 months old) will be excluded.</p>	<p>No further comment.</p>
2.4	<p>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</p>	Yes	<p>Section included 2.7 of the Complaints Policy. If the Ombudsman disagrees with a decision made by S4B then S4B will comply with this determination.</p>	<p>No further comment.</p>

	fairly applied, the Ombudsman may tell the landlord to take on the complaint.			
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Each complaint is reviewed on a case by case basis based on the specific circumstances of the complaint.	No further comment.

### 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	S4B offer a range of different ways to make a complaint – in person, email, text, social media. S4B have a neighbourhood office open 9-5am Monday to Friday and have a team who can support with the completion of complaint forms. Other means of support such as language line, large print etc also available.	No further comment.
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	All staff are aware of the complaints process and are aware of the lead contacts for complaint handling.	No further comment.
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	High volume of complaints were reported in 2024-2025 reflective of recording all dissatisfaction as complaints. Going forward in line with the Complaint Handling Code, residents will be asked whether they wish dissatisfaction to be	No further comment.

			logged as a complaint to ensure compliance with the code.	
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Complaints Policy is available to residents, copies held in the S4B Housing Office and included on the S4B website.	No further comment.
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	The Housing Ombudsmen details are referred to in the complaints policy and also included on the complaint letter templates at stage 1 and 2.	No further comment.
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	Complaint policy includes at section 3.2 that representatives can act on the behalf of a resident. However, we will ask for permission/authority to manage the case with the representative to ensure all confidential information is managed accordingly.	No further comment.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	Complaint policy includes details for the housing ombudsmen service (section 7.3) and also included in	No further comment.

	individual can engage with the Ombudsman about their complaint.		S4B stage 1 and stage 2 letter templates.	
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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	S4B is a consortium of organisations and therefore there is not one single complaints officer. Complaints are led by Andrew Green (Mears), Ross Hemmings (Onward) and performance collated by Louise Blanchflower (S4B).	No further comment.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	The complaints officers noted above have access to all required staff to ensure the investigation and response to complaint cases.	No further comment.
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	Complaints are part of monthly performance reporting and reviewed accordingly. Complaint handling team are experienced in the management and co-ordination of complaint cases. Each organisation provides complaint training.	Review options for joint training and lessons learnt review 2024.

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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	S4B have a single complaints policy in place -revised September 2024.	No further comment.
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	S4B do not have an informal complaint handling stage. The PFI contract also requires all complaints to be logged.	No further comment.
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	S4B operate a two stage complaint policy – revised September 2024.	No further comment.
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	Yes	All complaints are responded to by S4B and on S4B letterhead.	No further comment.

	expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	The landlord Manchester City Council monitors complaint performance undertaken by S4B with monthly performance returns scrutinised and requires policies, self-assessment, annual report returns to be provided. Updates and scrutiny is also provided to a resident based monitoring panel who monitor performance across the contract.	No further comment
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	S4B adopt the complaint templates provided by the Housing Ombudsmen which open with repeating the complaint case and what is understood to be the desired outcome.	No further comment.
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	If required any areas outside of S4B responsibility will be explained and signposted to the relevant organisation.	No further comment.

5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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 and evidence carefully.</li> </ul>	Yes	<p>Complaints are reviewed on a case by case basis reflecting the specific nature of each complaint case. If any additional information is required this will be requested. Where there is conflict of interest, the complaint handler can be removed and another senior manager can respond to the complaint as is concluded appropriate.</p>	No further comment.
5.9	<p>Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.</p>	Yes	<p>Complaints are responded to in 10 working days. This is a required performance target as part of the PFI contract.</p>	No further comments.
5.10	<p>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.</p>	Part	<p>Assistance will be offered to tenants where required in the complaint handling process. S4B maintain a list of vulnerable resident with support needs and undertake customer profiling. Records of any reasonable adjustments provided during the complaint handling process are not recorded specifically however we will review with 2024 performance reporting.</p>	<p>New quarterly reporting to record any reasonable assistance or support required.</p>

5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	As set out in the Complaints Policy, if S4B refuse to take forward a complaint then reasons will be provided. Stage one complaints will be considered at Stage two.	No further comment.
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	A complaints tracker is maintained by each organisation partner and also centrally within S4B.	No further comment.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Where possible complaints will be managed at stage one. Only five stage two complaints were raised in 2024.	No further comment.
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	Yes	S4B have an unacceptable behaviour policy in place which is reviewed annually.	No further comment.

	must keep restrictions under regular review.			
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Will be reviewed on a case by case basis and in accordance with S4B's unacceptable behaviour policy.	No further comment.

## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Complaints are assessed by the complaint handler and appropriate action taken.	No further comment
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Part	In most cases complaints receive an acknowledgement in five working days however not in all cases and this information is not currently recorded with the complaint handling performance reporting information. Further work is required during 2024.	New quarterly performance template to include the requirement for an acknowledgement to be issued in five working days to ensure this information is collected.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10</u></b>	Yes	PFI Contract requires complaints to be responded to in 10 working days.	No further comment.

	<b>working days</b> of the complaint being acknowledged.			
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	PFI Contract requires complaints to be responded to in 10 working days and the complaint policy notes this accordingly.	No further comment.
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	The Housing Ombudsman contact details are included on each complaint response.	No further comment.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	The PFI contract in place for Brunswick requires a complaint response in 10 working days. In the event that a case is ongoing after this date awaiting completion of agreed actions, it will be tracked through the helpdesk to monitor to closure.	No further comment.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant	Yes	A new quarterly reporting template and review to be introduced for 2024 which can also review the standard of complaint reporting.	A new quarterly reporting template and review to be introduced for 2024 which can also review the standard of complaint reporting.

	policy, law and good practice where appropriate.			
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	S4B have adopted the Housing Ombudsmen's stage 2 complaint template to ensure the required detail is captured in each case.	A new quarterly reporting template and review to be introduced for 2024 which can also review the standard of complaint reporting.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <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 stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	S4B have adopted the Housing Ombudsmen's stage 1 complaint template to ensure the required detail is captured in each case.	A new quarterly reporting template and review to be introduced for 2024 which can also review the standard of complaint reporting.

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	Five complaints were referred to Stage 2 during 2024/2025. Wherever possible S4B will seek to resolve a complaint at Stage 1 of the complaint handling process.	No further comment.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Part	In most cases complaints receive an acknowledgement in five working days however not in all cases and this information is not currently recorded with the complaint handling performance reporting information. Further work is required during 2024.	New quarterly performance template to include the requirement for an acknowledgement to be issued in five working days to ensure this information is collected.
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.	No	A customer will not be required to explain their reasons for requesting a stage 2 review, however in order to understand why a customer remains unhappy, we will ask customers for further clarification and what they are seeking as an outcome as part of the stage two investigation	Review with future stage 1 escalation in 2024-2025.
6.13	The person considering the complaint at stage 2 must not be the same	Yes	A different Service Manager reviews a Stage 2 complaint	No further comment.

	person that considered the complaint at stage 1.			
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	Response in 10 working days required as part of PFI contract.	No further comment.
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	Response in 10 working days required as part of PFI contract.	No further comment.
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	All residents are provided with contact information for the Housing Ombudsmen at each stage of the complaint handling process.	No further comment.
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	The PFI contract in place for Brunswick requires a complaint response in 10 working days. In the event that a case is ongoing after this date awaiting completion of agreed actions, it will be tracked through the helpdesk to closure.	No further comment.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any	Yes	S4B have adopted the Housing Ombudsmen's stage 2 complaint	A new quarterly reporting template and review to be

	decisions, referencing the relevant policy, law and good practice where appropriate.		template to ensure the required detail is captured in each case.	introduced for 2024 which can also review the standard of complaint reporting.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <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	S4B have adopted the Housing Ombudsmen's stage 2 complaint template to ensure the required detail is captured in each case.	A new quarterly reporting template and review to be introduced for 2024 which can also review the standard of complaint reporting.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	A Stage 2 response will be reviewed and responded to by a different senior Service Manager than Stage 2 and also shared with S4B's General Manager.	Stage 2 Complaint Responses are also now to be shared in each case with Manchester City Council as the landlord.

## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has 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	During 2024/2024 – complaints featured an acknowledgement of errors, an apology, referral and signposting, compensation payments (including review of compensation levels) and changing policies and practices. Refer to attached summary performance report.	No further comment.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Reviewed on a case by case basis by the complaint handler and/or General Manager in the case of Stage 2 complaint referrals.	No further comment
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	Remedies will be agreed on a case by case basis and documented in the complaint response. S4B have	A new quarterly reporting template and review to be introduced for 2024 which can

	appropriate. Any remedy proposed must be followed through to completion.		also adopted the complaint templates suggested by the Housing Ombudsmen to ensure the relevant details are clearly set out.	also review the standard of complaint reporting.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	One case is currently pending determination and S4B will ensure that any findings and recommendations are adopted. S4B will follow the Ombudsmen guidance as set out in the below web site link - <a href="https://www.housing-ombudsman.org.uk/guidance-on-remedies">Guidance on remedies   Housing Ombudsman (housing-ombudsman.org.uk)</a>	No further comment.

## Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	<ul style="list-style-type: none"> <li>a) Self-Assessment published. <a href="#">Comments, compliments &amp; complaints   S4B Manchester</a></li> <li>b) Summary Performance report published <a href="#">.Comments, compliments &amp; complaints   S4B Manchester</a></li> <li>c) The Ombudsmen has not advised any non-compliance items however any findings will be reviewed and recorded.</li> <li>d) Service improvements included in the Summary Performance report.</li> </ul>	No further comment.

			<p>e) No annual report received from the Ombudsmen.</p> <p>f) No other relevant reports or publications provided.</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>S4B provide monthly complaints performance to Manchester City Council. Annual performance reporting also provided to Manchester City Council for 2024/2025.</p> <p>A summary will also be shared with S4B Board each quarter</p> <p>Results published on the S4B web site. <a href="#">Comments, compliments &amp; complaints   S4B Manchester</a>. No comments received from the governing body however should there be any comments or recommendations, the self-assessment will be update and published accordingly.</p>	No further comment.
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	<p>Not required – S4B has not undergone any significant restructure, merger and/or change in procedures which would require a review of the self-assessment.</p>	No further comment.

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	S4B have not received a request to update the Self-Assessment following Housing Ombudsman investigation however would ensure that any request was complied with.	No further comment
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	S4B can comply with this request and have Business Continuity Plan's and a Disaster Recovery Plan in place. In the event of an IT failure, customers would have access to the S4B Housing Office in person or by telephone (alternative numbers could be provided at short notice) in order to ensure continuation of service and complaint logging. Depending on the nature of the incident, updates can also be provided in writing, email, web site, text or in person.	Update to Business Continuity Plans/Disaster Recovery Plan due December 2024 will now include specific section regarding complaints management and communications with the Housing Ombudsmen in the event of an exceptional circumstances or incident.

## 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	Refer to summary performance report – new processes and policies implemented following complaint review. <a href="#">Comments, compliments &amp; complaints   S4B Manchester</a>	No further comment
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	Refer to summary performance report – new processes and policies implemented following complaint review. <a href="#">Comments, compliments &amp; complaints   S4B Manchester</a>	No further comment
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Reports on complaint performance are provided to resident monitoring panel every six weeks.	No further comment.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	As outlined above -each organisation within S4B has a complaints lead.	A new quarterly report do be developed in 2024 to allow lessons learnt to be recorded as they occur and ensure they are documented.

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	Manchester City Council MRS is an elected member of the Housing Advisory Board and for 2024/2025 this is Councillor Paula Appelby.  S4B have a General Manager who is responsible for collating and review performance reporting.	No further comment.
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	Manchester City Council receive monthly reporting.	S4B are also to develop a quarterly report which will be in line with the information requirements required as part of the annual turn and will be shared with the MCR.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	Monthly performance report submitted to Manchester City Council. A monthly neighbourhood management and facilities management report is also provided which will highlight any issues including any complaint items. All stage two complaints to be shared with Manchester City Council. Annual return also provided.	No further comment.

	d. annual complaints performance and service improvement report.			
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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>A collaborative approach is taken to complaints. A monthly interface meeting is held within S4B which can also include any cross issue/organisation complaint review as required. Collective responsibility is taken and complaint responses should not seek to proportion blame to one organisation or another -all complaints are branded and responded to as S4B. Onward Homes as Housing Management Contractor have specialists within their organisation who offer support, advice and guidance as is required.</p>	