

## Appendix A: Self-assessment form

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



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

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


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

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<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	<p>The following pages/links on the HCC Website:</p> <p><a href="#">Complaints regarding your Council property   Hull</a></p> <p><a href="#">What happens to my feedback   Hull</a></p>	<p>Hull City Council's Customer Feedback Scheme- Housing Landlord Complaints uses the HOS definition for all complaints relating to a Council property, and this is clearly outlined on the Complaints regarding your Council property   Hull page of our website, and the customer feedback and complaints process document where it states the below:</p> <p><i>‘We have adopted the Housing Ombudsman Service’s definition of a complaint. A complaint is defined as:</i></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> <p>The Local Government &amp; Social Care Ombudsman’s (LGSCO) definition of a complaint is below and is used for all other complaints.</p> <p><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 or group of individuals.”</i></p>

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	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p> Third Party Consent Form.docx</p> <p> Third Party - Granicus.docx</p>	<p>We record instances where complaints have been recorded, and the word 'complaint' has not directly been used.</p> <p>This is clearly outlined on the Complaints regarding your Council property   Hull page of our website, and the customer feedback and complaints process document where it states the below:</p> <p><i>'You do not have to use the word 'complaint' for it to be treated as such. If you express dissatisfaction in any way, we will record a complaint. If you do not want us to do so, please let us know as it does remain your choice.'</i></p> <p>Any complaint that is submitted via a third party or representative is handled in line with the landlord's complaints policy. This is clearly outlined on the Complaints regarding your Council property   Hull page of our website, and the customer feedback and complaints process document where it states the below:</p> <p><i>'We will accept complaints made by a third-party representative. This includes Members of Parliament and local Councillors. We may need to obtain a signed authorisation from you to allow them to act on your behalf.'</i></p> <p>Our complaints management system allows us to record third party details.</p>
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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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Our customer feedback and complaints process clearly states:</p> <p><i>'If it is the first time you are reporting an issue to us, we may decide to treat this as a service request. The Housing Ombudsman Service's definition of a Service Request is 'a first request from a resident to the landlord requiring action to be taken to put something right.'</i></p> <p><i>If you do report a service request, we will acknowledge receipt, make sure this is passed to the right people, ensure this is recorded on our systems, and provide you with a response regarding any action taken.'</i></p> <p>Once recorded, complaints are reviewed by a Customer Feedback Officer who ensures the matter is recorded correctly (Complaint/Concern/Suggestion/Compliment/Service Request).</p> <p>Service requests are recorded accordingly on our complaints management system (Granicus) and contact is made with the tenant/customer to confirm that their complaint is being treated as a service request instead, as well as confirmation of any other actions taken to deal with this accordingly. This contact is also recorded on the system.</p>
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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.		<a href="#">Complaints regarding your Council property   Hull</a>	<p>Our customer feedback and complaints process clearly states:</p> <p><i>'If you express dissatisfaction with the response to your service request, even if the handling of the service request remains ongoing, we will ensure that a complaint is raised.'</i></p>
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	 <p>CSAT Overall Summary 2024-25.xls</p>	<p>Our Customer Feedback Officer (CFO) sends out Customer Complaint Feedback Surveys (CCFS) following the closure of complaints so that we can gather and record feedback on individual and overall satisfaction of the complaints process. This also allows us to determine if any follow up work or actions have been completed and take the appropriate action if it has not.</p> <p>Where a survey indicates potential dissatisfaction with a service, and the response contains sufficient information to identify the responder, then a follow up enquiry is made. This is to obtain further details and determine how any issues can be addressed. This could result in a service request being raised, a new complaint being raised or a complaint being escalated to Stage 2 of the complaints process.</p> <p>All correspondence to a resident, including the CCFS contain contact details for the Housing</p>

				Ombudsman.
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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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>All requests to record a complaint are assessed and accepted unless there are valid reasons not to.</p> <p>Exclusions only exist where there are legitimate and justifiable reasons. If an issue is being reported for the first time, then it may be considered as a request for service rather than a complaint. This is in keeping with advice issued by the Housing Ombudsman. The resident is informed if their issue is being recorded as something other than a complaint.</p> <p>It is clearly outlined in our</p>

				<p>customer feedback and complaints process document that we may not be able to accept late complaints.</p> <p><i>‘You should make us aware of your complaint within 12 months of the incident happening or within 12 months from when you first became aware that you had reason for complaint. If your complaint is received later than this, we may not be able to fully investigate it. We will always take into account if there is a good reason for the delay. Where late complaints cannot be accepted, we will explain why.’</i></p>
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>	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>	<p>Our customer feedback and complaints process clearly outlines circumstances where we may not consider a complaint within the feedback process:</p> <p>➤ <i>When legal proceedings have</i></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><i>started e.g. the matter is being dealt with as a claim. This is defined as details of the claim, such as the Claim Form and particulars of claim, have been filed at court.</i></p> <ul style="list-style-type: none"> <li>➤ <i>When it relates to matters that have previously been considered under the complaints process and a final response (Stage 2) has been provided.</i></li> <li>➤ <i>Complaints of nuisance or antisocial behaviour (ASB), are dealt with as a service request. However, we will consider complaints about how nuisance or ASB reports were managed.</i></li> <li>➤ <i>Where an alternative review / appeal process or other regulatory body exists, for example the Information Commissioners Office.</i></li> </ul>
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				<p>➤ <i>Complaints that are vexatious in nature or the customer refuses to engage with us or behaves in an unacceptable manner.</i></p> <p>➤ <i>Complaints about the conduct of employees will be investigated internally and in line with data protection legislation, the outcome must remain confidential and will not be disclosed to the customer.'</i></p>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>We accept all complaints that are submitted within 12 months (unless there is an exclusion as per 2.2)</p> <p>It is clearly outlined in our customer feedback and complaints process that we may not be able to accept late complaints.</p> <p><i>'You should make us aware of your complaint within 12 months of the incident happening or within 12 months from when you first</i></p>

				<i>because aware that you had reason for complaint. If your complaint is received later than this, we may not be able to fully investigate it. We will always take into account if there is a good reason for the delay. Where late complaints cannot be accepted, we will explain why.'</i>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Our customer feedback and complaints process states that if we do decide not to accept a complaint, we will provide an explanation as to why it is not suitable for the complaints process, and we will provide details of the HOS or other regulatory body.</p> <p>The process also states that we will comply with any instruction from the HOS or regulatory bodies to enter a complaint into our Complaints Procedure.</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	If a request for a complaint is declined, we always write

	must consider the individual circumstances of each complaint.			to the complainant explaining our decision and detailing what alternative action is being taken or is available. All letters sent to complainants contain details of the complaint process, how a complaint can be escalated and always contain the contact details of the Ombudsman.
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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><a href="#">Contact us – Hull</a></p> <p><a href="#">Complaints regarding your Council property   Hull</a></p> <p>Screenshot of complaints management system and the equality questions asked when a complaint is being logged:</p>	<p>There are multiple ways a resident can make a complaint, and these are clearly outlined in the customer feedback and complaints process:</p> <ul style="list-style-type: none"> <li>➤ <i>Online, by completing and submitting the customer feedback form on our website</i>  <a href="http://www.hull.gov.uk">http://www.hull.gov.uk</a>            Search for “Customer Feedback &amp; Complaints,” and click</li> </ul>

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			<p>Does this relate to equality? *</p> <p>Yes</p> <p>The protected characteristics *</p> <p>Disability</p> <p>Do you require any reasonable adjustments? *</p> <p>No - I don't require any reasonable adjustments</p>	<p><i>on the link or</i>  <i>At the bottom of the main home page find Council and Democracy and then click on the Customer Feedback and Complaints link.</i></p> <ul style="list-style-type: none"> <li>➤ <i>By telephoning the Council's Contact Centre on 01482 300 300</i></li> <li>➤ <i>By visiting one of the Council's Customer Service Centres or Information Points</i></li> <li>➤ <i>By writing to:</i>  <i>FREEPOST RSJC-KKBE-ABXZ,</i>  <i>Customer Feedback Team, PO Box 15,</i>  <i>HU1 2AB</i></li> </ul> <p>Some residents bypass the formal complaints process and complain directly to Council Officers. In these instances, the Officers record the details and forward them to the Customer Feedback Team.</p>
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				<p>Complaints Officers also receive complaint reports via email (both individually and to respective SPOC Box's). All reports are assessed by Complaints Officers and if they fit the definition as per 1.2, are recorded as complaints and investigated. Complaints will also be accepted from third parties acting on behalf of the customer, such as Councillors and MP's.</p> <p>The customer feedback and complaints process also outlines:</p> <p><i>'If you request contact using a specific method of communication, this will be facilitated wherever possible to do so. Please let us know if you require any reasonable adjustments.'</i></p> <p>When complaints are being logged, we do also specifically ask:</p>
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				<ul style="list-style-type: none"> <li>Does this relate to equality?</li> <li>What are the protected characteristics?</li> <li>Do you require any reasonable adjustments?</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>Screenshot of Corporate Feedback and Complaints Awareness Training:</p>  <p>Example of Assistant Directors message to all N&amp;H officers:</p>  <p>Message from Mark - _In House_ staff ne</p>	<p>All N&amp;H staff have been briefed on the feedback process and encouraged to complete the Corporate Feedback and Complaints Awareness training on the HCC training database.</p> <p>The importance of complaints and taking the learning from them is regularly included in the Assistant Directors weekly message to all N&amp;H officers.</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	Yes	<p>Example of Insight Report</p>  <p>Q4 2024-25 NH Customer Feedback</p>	Quarterly and annual customer feedback insight reports are completed and shared with senior





	volumes are potentially a sign that residents are unable to complain.			<p>management team and the designated tenant panel.</p> <p>Separate Insight reports are completed for both repairs and non-repairs by the External Relations Manager and Customer Feedback Manager.</p> <p>The Customer Feedback Manager then produces a combined overarching insight report for N&amp;H.</p> <p>These reports detail the number of complaints, however, no adverse inferences are taken from high/increasing complaint trends other than to help understand the reasons for the complaints and how to address them.</p>
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	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p><a href="#">Accessibility statement   Hull</a></p> <p><a href="https://reciteme.com/user-guide/">https://reciteme.com/user-guide/</a></p>	<p>Our customer feedback and complaints process is available on the HCC Website.</p> <p>The website is designed to make it as accessible as possible for all residents,</p>

				<p>while remaining visually interesting and easy to use. It has Accessibility Tools (Recite Me Accessibility Toolbar) which can be located within the HCC banner on the website when on any page.</p> <p>The customer feedback and complaints process is clearly explained with the details given of each stage of the complaint process, timescales, and the escalation process if the resident remains dissatisfied.</p> <p>This is published on the website on the 'complaints regarding your property' page.</p> <p>The customer feedback and complaints process and relevant website pages also include links to the HOS and LGO websites.</p>
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				<p>The customer feedback and complaints process also states:</p> <p><i>'The Council is committed to providing a fair and reasonable complaints service and to making it as accessible as possible.'</i></p>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Our customer feedback and complaints process states:</p> <p><i>'This information is also publicised on our website at <a href="#">Complaints regarding your Council property   Hull</a>'</i></p> <p>Both the website and the customer feedback and complaints process include information about the HOS and links to their website, referencing the complaint handling code.</p>
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	<a href="#">Complaints regarding your Council property   Hull</a>   Third Party Consent Form.docx	Residents can authorise a representative to deal with their complaint on their behalf. This is often through their MP or Councillor but can be any person they choose. If they nominate someone to represent them,

			 Third Party - Granicus.docx	<p>then 3rd party consent to share is obtained before sharing personal information.</p> <p>This is outlined in the customer feedback and complaints process:</p> <p><i>'We will accept complaints made by a third-party representative. This includes Members of Parliament and local Councillors. We may need to obtain a signed authorisation from you to allow them to act on your behalf. '</i></p>
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p>Examples of template letters that contain HOS contact details</p>	<p>Every correspondence with residents connected with the complaints process contains the contact details of the Housing Ombudsman (or Local Government and Social Care Ombudsman).</p> <p>This is outlined in our customer feedback and complaints process, with a link to the HOS website:</p>




			<div>    (Housing)  Complaint Response </div> <div>    (Housing) Stage 1  Complaint Response </div> <div>    (Housing) Stage 2  Complaint Response </div> <div>    Stage 2  Acknowledgement L </div>	<p><i>‘Information about the Housing Ombudsman Service (HOS) and the Complaint Handling Code is available at <a href="#">Housing Ombudsman Service</a>. The Housing Ombudsman Service can be contacted at any time for help and advice.’</i></p> <p><i>‘You can approach the Ombudsman at any time during your complaint for help and advice.’</i></p> <p><b><u>‘After the Complaints Process has finished</u></b></p> <p><i>You can contact the Housing Ombudsman Service (HOS) to ask them to review your complaint.</i></p> <p><i>The HOS investigates most complaints about the Council’s role as a Landlord.</i></p> <p><i>Housing Ombudsman Service</i>  <i>PO Box 1484</i>  <i>Unit D</i>  <i>Preston</i>  <i>PR2 0ET</i></p>
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				<p><i>Phone: 0300 111 3000</i>  <i>Website:</i>  <a href="http://www.housing-ombudsman.org.uk">http://www.housing-ombudsman.org.uk</a></p> <p>Details are also available on the HCC website.</p>
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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		<p>HCC has an overall lead for complaints – Customer Feedback Team Leader who manages the Corporate Feedback Team (CFT).</p> <p>Each directorate within HCC is responsible for investigating and managing complaints in its own area.</p> <p>Neighbourhoods &amp; Housing (N&amp;H) have a complaints lead – Customer Feedback Manager (CFM). The CFM has oversight of all N&amp;H feedback.</p>

				<p>The CFM manages and works with the Customer Feedback Officer (CFO), overseeing all non-repairs related N&amp;H feedback.</p> <p>N&amp;H also have an External Relations Manager (ERM) who works within the Housing Investment Service (HIS). All repairs related N&amp;H feedback is overseen by the ERM. The ERM manages an External Relations Officer (ERO) and the ERO manages a team of 4 Customer Care Officers (CCO).</p>
4.2	<p>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.</p>	Yes		<p>The Customer Feedback Team Leader has access to staff at all levels and the authority and autonomy to resolve disputes.</p>

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	 <p>Q4 2024-25 NH Customer Feedback</p> <p>Examples:</p> <p>Learning reports being circulated to various members of staff:</p> <div style="text-align: center;">         Housing Ombudsman - Learn     </div> <div style="text-align: center;">         Housing Ombudsman - Learn     </div> <p>N&amp;H Toolkit:</p>	<p>All N&amp;H staff have been briefed on the feedback process and encouraged to complete the Corporate Feedback and Complaints Awareness training on the HCC training database.</p> <p>All officers actively involved in investigating and responding to complaints, as well as the senior management team and other relevant members of staff are regularly sent guidance and learning from the HOS. This includes Insight Reports, Spotlight Reports and other articles containing learning and advice. They have also been sent a locally produced 'Complaints Toolkit' with advice and guidance on how to investigate a complaint and respond.</p> <p>We aim to foster a positive feedback culture where we welcome complaints and recognise their importance</p>
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			 NH Toolkit for Complaint Handling	<p>in identifying areas for improvement. Complaints are an opportunity to learn and improve the service we deliver.</p> <p>The CFM and ERM work together on identifying key learnings from complaints and these are highlighted in the quarterly and annual insight reports.</p> <p>The importance of complaints and taking the learning from them is regularly included in the Assistant Directors weekly message to all N&amp;H officers, with the phrase 'complaints are golden' being embedded into the culture.</p>
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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	<a href="#">Complaints regarding your Council property   Hull</a>	HCC has 1 feedback and complaints process for all landlord complaints
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	<a href="#">Complaints regarding your Council property   Hull</a>	HCC does not have a Stage 0 or informal complaint stage and makes it clear that there is a 2-stage process for complaints, and what the next steps are once this has been completed.  Complaints are attempted to be resolved at the earliest stage possible. All Actioning Officers will contact the resident raising a complaint to introduce themselves and obtain full details of the complaint. Any complaints that can be resolved immediately are done so.
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	<a href="#">Complaints regarding your Council property   Hull</a>	HCC has a 2 stage complaints process, and this is made clear in the customer feedback and complaints process and on the HCC website.



				<p>After completion of Stage 2 complaint, the tenant can, if they choose to, request a hearing in front of the independent Designated Tenants Complaints Panel (DTP). This is not part of the HCC complaints process, but something offered by the DTP.</p> <p>The purpose of the Panel is to take an independent role to locally resolve complaints from Hull City Council tenants. Where local resolution is unsuccessful the Panel can, where it believes there is justification, refer complaints to the Housing Ombudsman Service. The Panel does not have powers but will review a case and make suggestions and recommendations to the Neighbourhood &amp; Housing Department.</p>
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	Yes		HCC does not use a 3rd party to respond to complaints.



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	in this Code. Residents must not be 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		HCC does not use a 3rd party to respond to complaints.
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>All residents going through the complaints process at either Stage 1 or Stage 2 are sent an acknowledgement letter which details HCC's understanding of their complaint and what outcome they are seeking. If these details are unclear, then the resident is contacted for clarification. At both Stage 1 and Stage 2 Actioning Officers contact the resident to discuss their complaint, ask for further information, explain HCC's policies, and understand what outcome the resident is seeking.</p> <p>Our customer feedback and complaints process outlines the below when detailing the</p>

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				<p>steps of the complaint at Stage 1 and 2:</p> <p><i>'We will acknowledge, define and record your complaint within 5 working days of receipt. In our acknowledgement, we will set out our understanding of the complaint, the outcome that you are seeking and which aspects we are responsible for. We will contact you to ensure that we fully understand the issue (defining your complaint). If any aspect of the complaint is unclear, we will ask you for further clarification.'</i></p>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>All residents going through the complaints process at either Stage 1 or Stage 2 are sent an acknowledgement letter which details HCC's understanding of their complaint and what outcome they are seeking.</p> <p>If these details are unclear, then the resident is</p>

				<p>contacted for clarification. At both Stage 1 and Stage 2 Actioning Officers contact the resident to discuss their complaint, ask for further information, explain HCC's policies, and understand what outcome the resident is seeking.</p> <p>Within the acknowledgement, we are clear about what aspects of the complaint we are and are not responsible for.</p> <p>Our customer feedback and complaints process outlines the below when detailing the steps of the complaint at Stage 1 and 2:</p> <p><i>'We will acknowledge, define and record your complaint within 5 working days of receipt. In our acknowledgement, we will set out our understanding of the complaint, the outcome that you are seeking and which aspects we are responsible for. We will</i></p>
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				<i>contact you to ensure that we fully understand the issue (defining your complaint). If any aspect of the complaint is unclear, we will ask you for further clarification.'</i>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> <li>deal with complaints on their merits, act independently, and have an open mind;</li> <li>give the resident a fair chance to set out their position;</li> <li>take measures to address any actual or perceived conflict of interest; and</li> <li>consider all relevant information and evidence carefully.</li> </ol>	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>  <p> Compensation Guidelines June 202</p>	<p>All residents going through the complaints process at either Stage 1 or Stage 2 are sent an acknowledgement letter which details HCC's understanding of their complaint and what outcome they are seeking.</p> <p>If these details are unclear, then the resident is contacted for clarification. At both Stage 1 and Stage 2 Actioning Officers contact the resident to discuss their complaint, ask for further information, explain HCC's policies, and understand what outcome the resident is seeking.</p> <p>Complaints are investigated by an officer in a</p>


				<p>supervisory position to the officer subject of the complaint. Whilst in a supervisory position the Actioning officer is from the area of business subject to the complaint. This ensures ownership, easy access to officers with knowledge of the circumstances and an understanding of the issues involved.</p> <p>The complaint handler (Actioning Officer) is expected to investigate a complaint impartially, independently, and confidentially (where possible). Guidance and advice are available from the Customer Feedback Team and the locally produced "N&amp;H Toolkit for Complaint Handling). This includes guidance on investigations, investigation plans, interviews, letter writing, communication methods.</p> <p>The Actioning Officer is also able to ask for further help</p>
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				<p>and support from the Customer Feedback Team.</p> <p>All officers in the Corporate Feedback Team, and N&amp;H Feedback Team (both Repairs and Non-Repairs) have extensive public and private sector experience dealing with the public and managing complaints. This includes managing investigations, dispute resolution and effective remedy. Relevant training for housing disputes and complaints is also accessed online.</p> <p>All employees are encouraged to take the online training course 'Corporate Feedback and Complaints Awareness'.</p> <p>Both the Corporate Feedback Team and N&amp;H Feedback Team are independent of other areas of HCC and do not have any conflict of interests. The HCC Values and Behaviours</p>
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				<p>promote an ethical and professional approach to all aspects of an employee's role and adhering to these will ensure any conflicts of interest are identified and action taken to ensure they do not affect decision making.</p> <p>The External Relations Team have developed and delivered internal training on housing repairs complaints through a number of bitesize sessions.</p> <p>The Customer Feedback Manager and External Relations Manager have access to all levels of management within N&amp;H and frequently consults with officers to resolve complaints.</p> <p>They have the autonomy to resolve complaints quickly and fairly with the authority to award discretionary payments (£500 limit). Where appropriate they may refer cases for consideration</p>
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				<p>of a higher value to an appropriate manager.</p> <p>If a complaint is about a staff member, they are asked their understanding of events and circumstances as part of the investigation. The resident is spoken to, and the Actioning Officer records their account and understanding of what has happened. The resident is informed of the Stage 1 decision in writing.</p> <p>Contained within this response are details of how they can appeal the decision to a Stage 2 Review, an independent Designated Tenants Panel, or the Ombudsman. If they choose to appeal, they are asked to submit their appeal with supporting reasons. This is their opportunity to comment on any adverse findings before the final decision and closing of the investigation.</p>
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	Residents are updated on the progress of a complaint investigation.

	with the resident suitable intervals for keeping them informed about their complaint.		 (Housing) Complaint Response	<p>Our customer feedback and complaints process outlines the below:</p> <p><i>Stage 1</i></p> <ul style="list-style-type: none"> <li>➤ <i>We aim to fully investigate the complaint and send a full written response within 10 working days of us sending the acknowledgement letter.</i></li> <li>➤ <i>If we need more time, we will write to you and let you know. We will explain why we need more time and when you can expect your response. Any extension will be for no more than 10 working days without good reason. We will include details for the Housing Ombudsman Service, who you can approach should we exceed the timescales.</i></li> </ul>
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				<p>➤ <i>If we are unable to complete our investigation within the extended timeframe, we will contact you to agree a suitable interval for providing updates.</i></p> <p>Stage 2</p> <p>➤ <i>We aim to fully investigate the complaint and send a full written response within 20 working days of us sending the acknowledgement letter.</i></p> <p>➤ <i>If we need more time, we will write to you and let you know. We will explain why we need more time and when you can expect your response. Any extension will be for no more than 20 working days without good reason. We will include details for the</i></p>
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				<p><i>Housing Ombudsman Service, who you can approach should we exceed the timescales.</i></p> <p>➤ <i>If we are unable to complete our investigation within the extended timeframe, we will contact you to agree a suitable interval for providing updates.</i></p>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Our customer feedback and complaints process is available on the HCC Website.</p> <p>The website is designed to make it as accessible as possible for all residents, while remaining visually interesting and easy to use. It has Accessibility Tools (Recite Me Accessibility Toolbar) which can be located within the HCC banner on the website when on any page.</p>

				<p>The feedback process is clearly explained with the details given of each stage of the complaint process, timescales, and the escalation process if the resident remains dissatisfied.</p> <p>This is published on the website on the 'complaints regarding your property' page.</p> <p>The customer feedback and complaints process and relevant website pages also include links to the HOS and LGO websites.</p> <p>The customer feedback and complaints process also states:</p> <p><i>'The Council is committed to providing a fair and reasonable complaints service and to making it as accessible as possible.'</i></p> <p>The customer feedback and complaints process also outlines:</p>
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				<p><i>'If you request contact using a specific method of communication, this will be facilitated wherever possible to do so. Please let us know if you require any reasonable adjustments.'</i></p> <p>When complaints are being logged, we do also specifically ask:</p> <ul style="list-style-type: none"><li>• Does this relate to equality?</li><li>• What are the protected characteristics?</li><li>• Do you require any reasonable adjustments?</li></ul> <p>Reasonable adjustments are made where required and/or where appropriate and these are recorded. This includes use of a 3<sup>rd</sup> party and translating letters into foreign languages (using the interpretation and translation service).</p>
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				<p>If a resident were to disclose any new disabilities as part of the complaints process, these would be recorded and the relevant staff members made aware of this so that relevant action could be taken e.g. support with referrals, signposting, flags being added to account.</p>
5.11	<p>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.</p>	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>	<p>Every letter sent to the resident provides the escalation process with timescale.</p> <p>The process states:</p> <ul style="list-style-type: none"> <li>➤ <i>When you have received our full response, if you are happy or if we do not hear from you within 28 days we will close the complaint.</i></li> </ul> <p>HCC do consider requests for escalation that are outside the 28- day timescale. This may be due to the resident being unable</p>

				<p>to make the request within 28 days e.g., due to hospitalisation, or if the request is reasonable and will potentially lead to a service improvement. Each case is assessed on its merits.</p> <p>HCC will not normally consider a complaint if the action being complained about occurred more than 12 months ago.</p>
5.12	<p>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.</p>	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>	<p>Records of all correspondence are kept on HCC computer records (W:\Customer records) and on the complaint management system (Granicus).</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Details of the original complaint and date received</li> <li>• All correspondence with the resident or other parties (e.g. emails, letters, records of phone calls etc.)</li> </ul>



				<ul style="list-style-type: none"> <li>• All relevant complaint correspondence with the resident or other parties (e.g. acknowledgement letters, complaint response letters etc.)</li> <li>• Any supporting documentation (e.g. internal emails, reports, pictures, contact with contractors etc.)</li> <li>• Records of Customer Complaint Feedback Surveys</li> </ul>
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Attempts are made to resolve all service requests and complaints at the earliest opportunity without compromising the quality or proportionality of the investigation and resolution.</p> <p>Each stage of the complaint process is subject to time constraints. Complaints are generally resolved at Stage 1 without the requirement to escalate to Stage 2. Stage 1 complaints should be answered within 10 working</p>

				<p>days. Stage 2 Reviews should be answered within 20 working days.</p> <p>The feedback process outlines:</p> <p><i>'All Stage 1 and Stage 2 responses will be provided when the answer to the complaint is known, not when any outstanding actions required to address the issue are completed. We will keep you updated with the progress of any outstanding actions.'</i></p>
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p> Vexatious &amp; persistent complain</p>	<p>N&amp;H use a Health &amp; Safety Warnings and Person Information Alerts Procedure. The purpose is to enable the N&amp;H team to provide a personalised service based on individual circumstances balanced against the needs or risk that a Person or household members may pose to employees and contractors. All decisions are made by the appropriate manager and any markers recorded</p>

				<p>on the data system. Markers are reviewed on a 6 monthly or annual basis (depending on the level of marker) and whenever an incident occurs. Residents are notified by letter when a marker is added or removed.</p> <p>The Health &amp; Safety Warnings and Person Information Alerts Procedure ensures HCC complies with The Health and Safety at Work etc Act 1974 and The Management of Health and Safety at Work Regulations 1999.</p> <p>HCC has Vexatious and Persistent Complaints and Complainers guidance.</p> <p>The customer feedback and complaints process outlines that we may not consider a complaint when it is vexatious in nature or the customer refuses to engage with us or behaves in an unacceptable manner. If this</p>
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				<p>is the case, we will clearly explain this and ask that the complaint be re-submitted.</p> <p>The customer feedback and complaints process also outlines:</p> <p><i>'We ask that you treat the Council and its employees with dignity and respect when submitting complaints and feedback. We reserve the right to cancel any complaint that contains excessive foul and abusive language. You will be asked to resubmit the complaint. The Council is committed to providing a fair and reasonable complaints service and to making it as accessible as possible. Any complainants who, through the nature or frequency of their contact with the Council, behave unreasonably and hinder the consideration of their own or other people's cases, will be referred to the Customer Feedback Team Leader who</i></p>
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				<i>will consider their access options. This will be done on a case-by-case basis.'</i>
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		<p>All HCC policies are subject to an Equality and Human Rights Impact Analysis. The purpose of conducting the analysis is to provide evidence that 'due regard' has been paid to the different protected characteristics when making the policy, service, or function. It is also to ensure the 3 aims of the general equality duty are met.</p> <p>The Council also has The Code of Conduct for Employees. The aim of this Code of Conduct is to promote consistency and to ensure that employees are aware of the standards of behaviour expected of them by Hull City Council. Its aim is also to protect employees against misunderstanding, criticism and falling victim to situations which are not always readily apparent. Employees are responsible</p>

				<p>for ensuring that they are aware of the Code and that they comply with its requirements and ask for clarification on any aspects of the Code where there is uncertainty.</p> <p>The HCC Vexatious Complaints and Complainers Guidance states:</p> <ul style="list-style-type: none"><li>• <i>If a person is identified as being vulnerable, consider the use of an independent advocate to assist.</i></li><li>• <i>In deciding which restrictions are appropriate, careful consideration will be given to balance the rights of the individual against those of other complainants and the need for the Council to provide its services.</i></li></ul> <p>N&amp;H use a Health &amp; Safety Warnings and Person Information Alerts Procedure. The purpose is to enable the N&amp;H team to provide a personalised</p>
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				<p>service based on individual circumstances balanced against the needs or risk that a Person or household members may pose to employees and contractors. All decisions are made by the appropriate manager and any markers recorded on the data system. Markers are reviewed on a 6 monthly or annual basis (depending on the level of marker) and whenever an incident occurs. Residents are notified by letter when a marker is added or removed.</p>
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## Section 6: Complaints Stages

### Stage 1



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	When a complaint is initially received, the Customer Feedback Officer and/or Customer Feedback Manager will define the complaint and send out an acknowledgement letter, and if they have obtained any information that may need to be considered such as complexities or vulnerabilities, they will ensure that the Actioning Officer the complaint is being assigned to is made aware of this. When Actioning Officers receive a complaint, they must call the resident. This is to ensure they fully understand the complaint and what resolution is sought. If a complaint can be resolved at this point, this is done.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	Our customer feedback and complaints process outlines:




	complaints procedure <b><u>within five working days of the complaint being received.</u></b>			<p><i>We will acknowledge, define and record your complaint within 5 working days of receipt. In our acknowledgement, we will set out our understanding of the complaint, the outcome that you are seeking and which aspects we are responsible for. We will contact you to ensure that we fully understand the issue (defining your complaint). If any aspect of the complaint is unclear, we will ask you for further clarification.</i></p>
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>  <p>(Housing) Stage 1 Complaint Response</p>	<p>Our customer feedback and complaints process states:</p> <p><i>We aim to fully investigate the complaint and send a full written response within 10 working days of us sending the</i></p>

			 Q4 2024-25 NH Customer Feedback	<p><i>acknowledgement letter.</i></p> <p>The CFM produces quarterly and annual reports that include data on the adherence to these timeframes.</p> <p>2024/25 – 87% of Stage 1 complaints in 2024/2025 were answered within 10 working days. This was an increase from 81.5% in 2023/24.</p>
6.4	<p>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.</p>	Yes	<p><a href="#">Complaints regarding your Council property   Hull</a></p>  (Housing) Complaint Response	<p>Our customer feedback and complaints process states:</p> <ul style="list-style-type: none"> <li>➤ <i>If we need more time, we will write to you and let you know. We will explain why we need more time and when you can expect your response. Any extension will be for no more than 10 working days without good reason. We will include details for the Housing Ombudsman Service,</i></li> </ul>


				<p><i>who you can approach should we exceed the timescales.</i></p> <p>➤ <i>If we are unable to complete our investigation within the extended timeframe, we will contact you to agree a suitable interval for providing updates.</i></p> <p>As soon as it has been identified that an extension may be needed, the Customer Feedback Team will send out a 'holding letter' that outlines why an extension is needed and advise when they will receive any updates and a response. These letters includes details for the HOS.</p> <p>Monthly reports are also produced by the CFM that include data on adherence to acknowledgement and response timeframes, as well as information on reasons for extensions. This report is shared with the Assistant Director who is able to share</p>
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				this with the Senior Management Team in order to look where improvements and changes need to be made.
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	<a href="#">Complaints regarding your Council property   Hull</a>  (Housing) Complaint Response	The Housing Ombudsman's contact details are provided on every letter (including extension 'holding' letters) sent to a resident.
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	<a href="#">Complaints regarding your Council property   Hull</a>  (Housing) Stage 1 Complaint Response	<p>Our customer feedback and complaints process states:</p> <p><i>All Stage 1 and Stage 2 responses will be provided when the answer to the complaint is known, not when any outstanding actions required to address the issue are completed. We will keep you updated with the progress of any outstanding actions.</i></p> <p>A log is kept of any agreed remedial actions from the complaint, and these are regularly reviewed and tracked by the Customer Feedback Team, providing</p>

				<p>updates to the resident on any progress or completion of these actions.</p> <p>A secondary check is made with all residents via the CCFS survey. This provides them an opportunity to respond and inform the CFO if any actions remain outstanding, or they remain unhappy.</p>
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	<p><a href="#">Complaints regarding your Council property   Hull</a></p>  <p>(Housing) Stage 1 Complaint Response</p>	<p>Responses covering all points raised in the complaint definition, including relevant referencing are written by the Actioning Officer.</p> <p>A draft of the response is sent to the Customer Feedback Team who double check the letter and the contents and will go back to the Actioning Officer (or any other relevant source) for further information in order to ensure that the complaint is fully answered before the completed Stage 1 response is sent out.</p>
6.8	Where residents raise additional complaints during the investigation,	Yes		Our customer feedback and complaints process states:

	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.		<a href="#">Complaints regarding your Council property   Hull</a>	<ul style="list-style-type: none"> <li>➤ <i>If you contact us with any additional, related complaints or comments, we will ensure that these are incorporated into the Stage 1 investigation and response if this has not already been issued.</i></li> <li>➤ <i>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 will be logged as a new complaint.</i></li> </ul> <p>This ensures the appropriate officer investigates each element of the complaints and the total investigation does not lose focus or direction. It also ensures the original complaint is dealt with without delay.</p>
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	This is all included as all Stage 1 and Stage 2 responses are written on

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	<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>		 (Housing) Stage 1 Complaint Response	<p>templates which include all the information required by the Code.</p> <p>A draft of the response is sent to the Customer Feedback Team who double check the letter and the contents and will go back to the Actioning Officer (or any other relevant source) for further information in order to ensure that the complaint is fully answered before the completed Stage 1 response is sent out.</p>
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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	<a href="#">Complaints regarding your Council property   Hull</a>	All requests for a Stage 2 Review or expressions of dissatisfaction with the Stage 1 response are progressed to Stage 2 of the complaints process. HCC has a 2-stage complaint process that is clearly outlined in the feedback process and on our website.



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				<p>The customer feedback and complaints process states:</p> <p><i>The Stage 1 response letter will tell you what you can do if you remain dissatisfied.</i></p> <p><i>If you are not happy you can ask for your complaint to be escalated to Stage 2, where it will be reviewed by a senior manager. You do not have to give us any reasons to escalate your complaint, however if you can, it will help us to understand why you remain dissatisfied.</i></p> <p>➤ <i>If you tell us you are unhappy, we will reopen your complaint and record your dissatisfaction.</i></p>
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	Our customer feedback and complaints process outlines:





	within five working days of the escalation request being received.		 Stage 2 Acknowledgement L	<p><i>We will acknowledge, define and record your complaint within 5 working days of receipt. In our acknowledgement, we will set out our understanding of the complaint, the outcome that you are seeking and which aspects we are responsible for. We will contact you to ensure that we fully understand the issue (defining your complaint). If any aspect of the complaint is unclear, we will ask you for further clarification.</i></p> <p>The CFM produces quarterly and annual reports that include data on the adherence to these timeframes.</p> <p>Monthly reports are also produced by the CFM that include the data on the</p>
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				adherence to these timeframes, as well as information on reasons for extensions. This report is shared with the Assistant Director who is able to share this with the Senior Management Team in order to look where improvements and changes need to be made.
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	<a href="#">Complaints regarding your Council property   Hull</a>	Our customer feedback and complaints process states:  <i>You do not have to give us any reasons to escalate your complaint, however if you can, it will help us to understand why you remain dissatisfied.</i>
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<a href="#">Complaints regarding your Council property   Hull</a>   Stage 2 Acknowledgement L	This is always different and will always be dealt with by someone in a more senior position.  Our customer feedback and complaints process states:  <i>If you are not happy you can ask for your complaint to be escalated to Stage</i>

				<p>2, where it will be reviewed by a senior manager.</p> <p>The Stage 2 acknowledgement letter template that we use states:</p> <p><i>I am writing to tell you that your request for a review of the way your complaint was dealt with has been considered and this will now be investigated by a different officer.</i></p>
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	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p> (Housing) Stage 2 Complaint Response</p> <p> Q4 2024-25 NH Customer Feedback</p>	<p>Our customer feedback and complaints process states:</p> <p><i>We aim to fully investigate the complaint and send a full written response within 20 working days of us sending the acknowledgement letter.</i></p> <p>The CFM produces quarterly and annual reports that include data on the adherence to these timeframes.</p>

				2024/25 – 76% of Stage 1 complaints in 2024/2025 were answered within 20 working days. This was an increase from 73% in 2023/24.
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	<p><a href="#">Complaints regarding your Council property   Hull</a></p> <p> (Housing) Complaint Response</p> <p> Overdue Complaints Dashboard</p>	<p>Our customer feedback and complaints process states:</p> <p>➤ <i>If we need more time, we will write to you and let you know. We will explain why we need more time and when you can expect your response. Any extension will be for no more than 20 working days without good reason. We will include details for the Housing Ombudsman Service, who you can approach should we exceed the timescales.</i></p>

				<p>➤ <i>If we are unable to complete our investigation within the extended timeframe, we will contact you to agree a suitable interval for providing updates.</i></p> <p>As soon as it has been identified that an extension may be needed, the Customer Feedback Team will send out a 'holding letter' that outlines why an extension is needed and advise when they will receive any updates and a response. These letters includes details for the HOS.</p> <p>Monthly reports are also produced by the CFM that include data on adherence to acknowledgement and response timeframes, as well as information on reasons for extensions. This report is shared with the Assistant Director who is able to share this with the Senior Management Team</p>
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				in order to look where improvements and changes need to be made.
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	<a href="#">Complaints regarding your Council property   Hull</a>  (Housing) Complaint Response	The Housing Ombudsman's contact details are provided on every letter (including extension 'holding' letters) sent to a resident.
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	<a href="#">Complaints regarding your Council property   Hull</a>  (Housing) Stage 2 Complaint Response	<p>Our customer feedback and complaints process states:</p> <p><i>All Stage 1 and Stage 2 responses will be provided when the answer to the complaint is known, not when any outstanding actions required to address the issue are completed. We will keep you updated with the progress of any outstanding actions.</i></p> <p>A log is kept of any agreed remedial actions from the complaint, and these are regularly reviewed and tracked by the Customer Feedback Team, providing updates to the resident on any progress or completion of these actions.</p>


				A secondary check is made with all residents via the CCFS survey. This provides them an opportunity to respond and inform the CFO if any actions remain outstanding, or they remain unhappy.
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	<a href="#">Complaints regarding your Council property   Hull</a>	<p>Responses covering all points raised in the complaint definition, including relevant referencing are written by the Actioning Officer.</p> <p>A draft of the response is sent to the Customer Feedback Team who double check the letter and the contents and will go back to the Actioning Officer (or any other relevant source) for further information in order to ensure that the complaint is fully answered before the completed Stage 2 response is sent out.</p>
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:	Yes	<a href="#">Complaints regarding your Council property   Hull</a>	This is all included as all Stage 1 and Stage 2 responses are written on


	<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>			<p>templates which include all the information required by the Code, and prompt the author to add all relevant detail.</p> <p>A draft of the response is sent to the Customer Feedback Team who double check the letter and the contents and will go back to the Actioning Officer (or any other relevant source) for further information in order to ensure that the complaint is fully answered before the completed Stage 2 response is sent out.</p>
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 href="#">Complaints regarding your Council property   Hull</a>	We ensure that any relevant and suitable staff are consulted with as part of the complaint investigation and Stage 2 review before issuing the final response.


### Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or	Yes		Every complaint is finalised by a decision that is




	<p>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>			<p>Upheld/Partially Upheld/Not Upheld.</p> <p>Where a mistake or poor service is identified, this is acknowledged in the resolution letter with an apology and the action intended to put right the mistake/situation. The Customer Feedback Team records any action agreed to rectify a mistake/poor service and follow up checks are made approximately 4 weeks later to ensure the actions have been carried out.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	 <p>Compensation Guidelines June 202</p>	<p>Proportionate remedies are offered where a complaint is Upheld or Partially Upheld. These can range from an apology, an agreement to conduct or complete repair work, and the payment of appropriate monetary compensation.</p> <p>Compensation Guidelines for managing N&amp;H complaints have been agreed by SMT and circulated to all officers who</p>

				<p>investigate complaints. These have been written having taken cognisance of the HO's Guidance on Remedies.</p> <p>Officers are aware that they cannot act outside of policies and promise residents outcomes they are not entitled to or cannot be delivered.</p>
7.3	<p>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.</p>	Yes	 <p>Compensation Guidelines June 202</p>	<p>Remedy offers set out what will happen, and where possible provide dates for appointments to assess or conduct work. This is not always practicable.</p> <p>A record is kept of any actions/remedies N&amp;H has committed to taking as part of the complaint resolution. Follow up contact is made with the Actioning Officer to check if the work has been completed. A secondary check is made with all residents via the CCFS survey. This provides them an opportunity to respond and inform the CFO if any</p>

				actions remain outstanding, or they remain dissatisfied.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	 <p>Compensation Guidelines June 202</p> <p><a href="#">Housing compensation scheme   Compensation and legal action   Hull</a></p>	<p>Compensation Guidelines for managing N&amp;H complaints have been agreed by SMT and circulated to all Actioning Officers. These have been written with cognisance of the HOS Guidance on Remedies. The Guidelines include statutory payments, quantifiable losses, time and trouble, distress and inconvenience caused.</p> <p>Proportionate remedies are offered where a complaint is Upheld or Partially Upheld. These can range from an apology, an agreement to conduct or complete repair work, and the payment of appropriate monetary compensation. Officers are aware that they cannot act outside of policies and promise residents outcomes they are not entitled to or cannot be delivered.</p>

				<p>HCC has a separate Housing Compensation Scheme that deals with accidental damage to property or belongings during delivery of the repairs service and financial loss as a result of us or our contractor being negligent.</p> <p>Where appropriate a complaint will be referred to HCC Legal Services for advice and guidance. This aids the final resolution of a complaint and ensures a resident's rights are met whilst protecting HCC</p>
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## 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> <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	<div style="text-align: center;">             Q4 2024-25 NH            Customer Feedback         </div> <p>This Self-Assessment (and archived assessments from the last 4 years). Published on the HCC website.</p> <p><a href="#">Complaints, performance and compliance   Hull</a></p>	<p>The Customer Feedback Manager produces quarterly and an annual Customer Feedback Insight Reports. The annual report meets the requirements of this list.</p> <p>An annual report is produced and considered by the Audit Committee every Autumn. This report, and the committee minutes are published on our website.</p>

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	<a href="#">Complaints, performance and compliance   Hull</a>	<p>Whilst the HOS Self-Assessment is published on the HCC website the annual Customer Feedback Insight Report currently is not.</p> <p>The HCC Customer Feedback Team Leader submits an annual report to HCC Audit Committee in Autumn. This includes high-level data regarding the types of feedback received by HCC. Both the report and the minutes (governing body's response) are published on our website</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		There has been no significant N&H re-structure to require a specific Self-Assessment, but this requirement is noted and will be actioned if the need arises.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		There has been no requirement to update our website as a result of an 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	Yes		Not required to date.

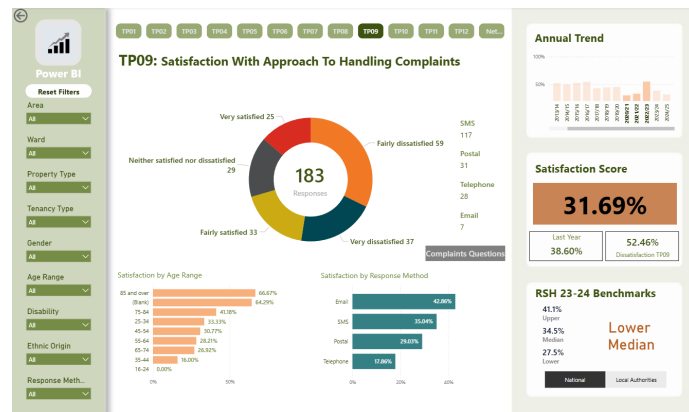
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	Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.			
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### Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	 Q4 2024-25 NH Customer Feedback	<p>Quarterly Customer Feedback Insight Reports are produced by Repairs and Non-Repairs, with an overarching report produced for all N&amp;H. This identifies common trends and patterns in complaints and seeks to identify means to address the root cause and improve performance. The report is presented to N&amp;H Senior Management Team with recommendations for service improvements.</p> <p>The Insight Reports are shared with contractual partners and Customer Services in joint operational meetings. This provides the opportunity to discuss</p>




				<p>reoccurring themes/trends with contractors, address concerns and initiate action to improve services.</p> <p>The Customer Feedback Team Leader also presents data and learning to the Corporate Strategic Team</p>																												
9.2	<p>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.</p>	Yes	 <p><b>TP09: Satisfaction With Approach To Handling Complaints</b></p> <p><b>183 Responses</b></p> <ul style="list-style-type: none"><li>Very satisfied 25</li><li>Fairly satisfied 59</li><li>Neither satisfied nor dissatisfied 29</li><li>Fairly dissatisfied 37</li><li>Very dissatisfied 37</li></ul> <p><b>Satisfaction by Age Range</b></p> <table><tr><th>Age Range</th><th>Satisfaction</th></tr><tr><td>35 and over</td><td>86.82%</td></tr><tr><td>35-44</td><td>84.09%</td></tr><tr><td>45-54</td><td>41.93%</td></tr><tr><td>55-64</td><td>33.33%</td></tr><tr><td>65-74</td><td>32.73%</td></tr><tr><td>75-84</td><td>28.21%</td></tr><tr><td>85-94</td><td>26.82%</td></tr><tr><td>95-104</td><td>10.00%</td></tr></table> <p><b>Satisfaction by Response Method</b></p> <table><tr><th>Response Method</th><th>Satisfaction</th></tr><tr><td>Email</td><td>42.86%</td></tr><tr><td>SMS</td><td>39.05%</td></tr><tr><td>Postal</td><td>25.00%</td></tr><tr><td>Telephone</td><td>17.08%</td></tr></table> <p><b>Annual Trend</b></p> <p><b>Satisfaction Score</b></p> <p><b>31.69%</b></p> <p>Last Year 38.60%   Disatisfaction T09 52.46%</p> <p><b>RSH 23-24 Benchmarks</b></p> <p>41.1% Upper 34.5% Median 27.5% Lower</p> <p>Lower Median</p>	Age Range	Satisfaction	35 and over	86.82%	35-44	84.09%	45-54	41.93%	55-64	33.33%	65-74	32.73%	75-84	28.21%	85-94	26.82%	95-104	10.00%	Response Method	Satisfaction	Email	42.86%	SMS	39.05%	Postal	25.00%	Telephone	17.08%	<p>The annual STAR survey is conducted to assess residents' satisfaction with a wide range of N&amp;H services.</p> <p>Complaint Satisfaction Survey (CSAT) to residents who have made a complaint. This is to assess their satisfaction with the complaint process rather than the outcome. Experience however indicates the results from the CSAT are dictated by the outcome of the complaint.</p>
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				<p>The Regulator for Social Housing (RSH) introduced a set of Tenant Satisfaction Measures (TSM) for all landlords in April 2023, as set out in the Governments Charter for Social Housing Residents - Social Housing White Paper. This includes TP09 – Satisfaction with the landlord’s approach to handling complaints.</p> <p>Actioning Officers are all managers in the area subject of the complaint. They know and understand the officers involved in the complaint and offer guidance, training and support where required. They manage the officers/areas being complained about and can ensure service delivery is not affected by a complaint.</p>
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				<p>Learning and/or service improvements identified from complaints are disseminated by the Customer Feedback Team. This is through;</p> <ul style="list-style-type: none"> <li>• e mails and advice to specific managers and officers regarding specific complaints,</li> <li>• generic advice and guidance to affected areas within N&amp;H or across all N&amp;H officers managing complaints,</li> <li>• quarterly Customer Feedback Insight Reports.</li> </ul>
9.3	<p>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.</p>	Yes	 HHN Summer 2025.pdf	<p>Quarterly Customer Feedback Insight Reports are produced by Repairs and Non-Repairs, with an overarching report produced for all N&amp;H. This identifies common trends and patterns in complaints and seeks to identify means to address the root cause and improve</p>

				<p>performance. The Customer Feedback Manager periodically presents the N&amp;H Insight Report to the independent Designated Tenants Complaints Panel every quarter. The Panel is made up of local tenants who review complaints referred to them by residents or a Designated Person, and act as a critical friend.</p> <p>The HO Self-Assessment is also presented to the Panel for comments and suggestions.</p> <p>Hull Housing News is published quarterly and distributed to HCC tenants. The newsletter regularly contains articles relating to the feedback process and encourages residents to contribute feedback via the Council's scheme.</p>
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				<p>The Summer issue 2025 also outlines information on Tenant Forum Meetings – ERM and CFM will attend and present key information regarding the feedback and complaints processes to ensure that tenants are encouraged to use this.</p> <p>Data and learning is also reported to the Audit Committee annually.</p>
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	<p><a href="#">Customer feedback reports   Hull</a></p>  <p>Q4 2024-25 NH Customer Feedback</p>	<p>Full HCC feedback reports are presented monthly to HCC CST by the Council's Customer Feedback Team Leader. Feedback data is available on the HCC website.</p> <p>Customer Feedback Insight Reports are produced by Repairs and Non-Repairs, with an overarching report produced for all N&amp;H.</p>

				<p>This identifies common trends and patterns in complaints and seeks to identify means to address the root cause and improve performance. The report is presented to N&amp;H SMT with Recommendations for service improvements</p>
9.5	<p>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').</p>	Yes		<p>The Assistant Director acts as the N&amp;H lead for all feedback (including complaints). He ensures a Customer Feedback Insight Report is considered by SMT each quarter. The reports provide performance data and trends and identifies areas for attention and/or improvement.</p> <p>Cllr DAD is the HCC elected member with lead responsibility for complaints.</p>

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		All relevant reports are shared with the MRC. She also has access to the livetime reporting dashboard and can access information independently. The MRC can access all complaints handling staff for support, advice and information
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes		The HCC Customer Feedback Team Leader presents a monthly report to CST. This report is shared with the MRC. This provides high level performance data regarding complaint handling and is broken down by directorate. The Assistant Director acts as the N&H lead for all feedback (including complaints). He ensures a Customer Feedback Insight Report is received by SMT each quarter. The reports provide performance data and

				<p>trends and identifies areas for attention and/or improvement. Where appropriate it provides details of specific cases of note, including findings and determinations by the Ombudsman (both Housing and LGO) and the action to comply with Ombudsman orders and recommendations. The 4th quarter report also acts as an annual report, detailing annual data and trends</p> <p>Recommendations are made in the quarterly reports and, where agreed by SMT, tracked via future reports.</p> <p>The annual self-assessment is reported on and considered by SMT.</p> <p>The MRC has access to performance dashboards which provide 'live time'</p>
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				performance reporting about Complaints
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, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	<a href="#">Complaints and feedback – Hull</a>	<p>N&amp;H's approach to complaint handling sits within the overall N&amp;H Business Plan 2021 - 26. The business plan contributes to the Council's corporate plan and the Community Plan. N&amp;H vision is; Building great places together, putting residents first. Culture &amp; values HCC has corporate values and behaviours. • People first - We strive to improve the quality of life for all people and families. • Respect - We treat everyone with respect, integrity, honesty, and fairness. • Learning - We are curious and open to different ideas; we value feedback and constructive challenge. • Ambition - We are ambitious for our city and push the</p>

				<p>boundaries of what we can achieve. • Partnership - We work closely together across communities, the council and with our partners. Behaviours Curious, Integrity, Approachable, Courageous, Honest, Thankful, Positive, Caring, Ambitious, Inclusive, Listening, Innovative, Collaborative, Responsible, Reliable</p> <p>In addition to the corporate values and behaviours, N&amp;H have identified additional values / behaviours which are also important. They are: • To be an intelligence led, data driven and modern service, continually embracing change. • To ensure we are a customer centric organisation, valuing tenants &amp; residents as customers. • To</p>
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				<p>communicate well, within and beyond our organisation. The Council also has The Code of Conduct for Employees. The aim of this Code of Conduct is to promote consistency and to ensure that employees are aware of the standards of behaviour expected of them by Hull City Council. Its aim is also to protect employees against misunderstanding, criticism and falling victim to situations which are not always readily apparent. Employees are responsible for ensuring that they are aware of the Code and that they comply with its requirements and ask for clarification on any aspects of the Code where there is uncertainty. The above fits with the CIH</p>
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				<p>Professional Standards 2021: integrity; inclusive; ethical; knowledgeable; skilled; advocate; leadership. N&amp;H complaint handling follows the full HCC approach to feedback and complaints.</p> <p>There is a collaborative approach to dealing with complaints, with a Customer Feedback Manager responsible for standards, performance, the coordination of efforts and good practice. Where a complaint spans different business areas a lead Actioning Officer is identified to own the complaint, collate responses from different officers and draft a combined response. Where necessary the CFO or CFM perform this role.</p>
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