

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	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	This is set out in the policy – Referenced in section 2 and 5.	Our current policy incorporates the HOS definition.
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	This is set out in the policy – Referenced in section 5.	<p>The policy is clear the tenant / customer does not have to use the word 'complaint' for it to be treated as such.</p> <p>Extract from the policy below:</p> <p><i>A customer does not have to use the word 'complaint', in order for it to be treated as such.</i></p> <p>The policy is clear that complaints from third parties/ representatives will be accepted and gives guidance on this.</p>
1.4	Landlords must recognise the difference between a service request and a complaint.	Yes	This is set out in the policy – Referenced in section 2.	The policy sets out the difference between a service

	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.			request and a complaint. We have also developed a "What is a complaint" leaflet which is on our website to help customers differentiate between the two.
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	This is set out in the policy - Referenced in section 2.	
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	This is set out in the policy - Referenced in section 5.	On all MSV surveys we ensure an option is provided if a customer wishes to make a complaint. <i>Thank you for your time today, your feedback is really important to MSV and will be used to improve services. If you are dissatisfied with the service from MSV and would like to complain, you can do this by contacting their customer services on 0161 226 4211 or via email complaints@msvhousing.co.uk or by going to their website to complete a complaints form Contact Form (msvhousing.co.uk)</i>

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	This is set out in the policy - Referenced in section 5.	Exclusions are set out in the Policy.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • 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. • Matters that have previously been considered under the complaints policy. 	Yes	This is set out in the policy - Referenced in section 5.	<p>The exclusions list has been reviewed to ensure they are fair and reasonable.</p> <p>A full explanation is provided, to ensure a customer has full understanding around the decision. The customer will be provided with the Ombudsman's details and advised that they can refer their case for review if they disagree with the decision made.</p> <p>Extract from the policy below:</p> <p><i>MSV will provide a detailed explanation to the customer, setting out the reasons why the matter is not suitable for the complaints process whilst also explaining what action we can</i></p>

				<i>take, or have taken, outside of the complaints process. The customer will be given the details of the Housing Ombudsman and will be advised that they can bring their complaint to them for review should they not agree with the decision.</i>
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	This is set out in the policy - Referenced in section 5.	
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	This is set out in the policy - Referenced in section 5.	<p>This is set out in the policy.</p> <p>Extract from the policy below:</p> <p><i>MSV will provide a detailed explanation to the customer, setting out the reasons why the matter is not suitable for the complaints process whilst also explaining what action we can take, or have taken, outside of the complaints process. The customer will be given the details of the Housing Ombudsman and will be advised that they can bring their complaint to them for</i></p>

				<i>review should they not agree with the decision.</i>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	This is set out in the policy - Referenced in section 5.	<p>MSV has revised its exclusions list to ensure it is fair and reasonable. Although we do not treat these issues as a complaint under this Policy, we are committed to dealing with them in the appropriate manner and will review each case on its own merits before excluding them. If we do not accept a complaint, a detailed explanation will be provided setting out the reason why the matter is not suitable for the complaints process and the right to take that decision to the Housing Ombudsman</p> <p>The MSV way sets out our values and priorities, including delivering Customer Service Excellence.</p> <p>The MSV Way (msvhousing.co.uk)</p>

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	This is set out in the policy - Referenced in section 5.	<p>We accept complaints through all channels. These include by telephone, email, in writing, social media and in person.</p> <p>All channels are active and monitored.</p> <p>An EIA has been completed with the complaints policy. Our policy also includes references to 'reasonable adjustments' for customers making complaints.</p> <p>We have added a line into stage one acknowledgement letters asking the following:</p> <p>If you need any reasonable adjustments to support you through this process please let us know.</p>
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	Yes	This is set out in the policy - Referenced in section 5.	

	person within the landlord.			
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes		<p>Both the policy and a customer friendly version of the policy are available on the website.</p> <p>The website advises that information can be accessed in different formats and languages.</p> <p>Leaflets are available for those without access to our website and can be requested over the phone or in person.</p> <p>Details of how to access the policy and Ombudsman information and code details are included in our quarterly customer newsletter for those who do not have access to the website.</p> <p>Information is also posted at our office space.</p> <p>MSV monitor complaints per 1000 properties to comply with the TSMs. In addition we monitor satisfaction with the complaints handling process and complaints responded to within specified timescales in line with TSM requirements.</p>

				Complaints performance is subject to detailed reporting to the Board and Customer Committee.
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	This is set out in the policy - Referenced in section 5.	<p>MSV work in line with the Housing Ombudsman's code guidelines of a two-stage policy.</p> <p>Both the policy and a customer friendly version of the policy are available on the website.</p> <p>The website advises that information can be accessed in different formats and languages.</p> <p>Leaflets are available for those without access to our website and can be requested over the phone or in person.</p> <p>There is clear guidance for our tenants on our website around how to raise a complaint, with access to the full policy.</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	This is set out in the policy - Referenced in section 5.	<p>Both the policy and a customer friendly version of the policy are available on the website.</p> <p>The website advises that information can be accessed in different formats and</p>

				<p>languages.</p> <p>Leaflets are available for those without access to our website and can be requested over the phone or in person.</p> <p>Details of how to access the policy and Ombudsman information and code details are included in our quarterly customer newsletter for those who do not have access to the website.</p> <p>Information is also displayed at our office space.</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	This is set out in the policy - Referenced in section 5.	<p>Subject to GDPR, a customer can have their complaint dealt with by any advocate or intermediary on their behalf. We only exclude legal representatives i.e. lawyers from doing so.</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	This is set out in the policy - Referenced in section 5.	

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		We have a complaints team that oversee our process. They produce all reports for Committees and Board. They also undertake training for complaint handlers and complete the annual self-assessment. There is a dedicated Complaints Manager reporting to the Head of Customer Experience and the Exec Director Customers has oversight of complaints
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		We have a Manager and Lead officer within the complaints team who have the autonomy to act and resolve disputes promptly and fairly.
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	This is set out in the policy - Referenced in section 2 and 6.	

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	https://www.msvhousing.co.uk/media/tyrbnlb3/msv-complaints-policy-and-procedure-v2-new.pdf	One policy is provided for all customers.
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	This is set out in the policy - Referenced in section 2 and 5.	MSV have a two-stage policy.
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	This is set out in the policy - Referenced in section 6.	
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	Yes	Referenced in section 5.	All complaints will be dealt with through MSV's two stage policy. Any third-party complaints will be taken through the formal

	two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.			process by MSV and resolved.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	This is set out in the policy - Referenced in section 5.	<p>All complaints will be dealt with through MSV's two stage policy. Any third-party complaints will be taken through the formal process by MSV and resolved.</p> <p>All contractors will be expected to provide the relevant information to our complaint resolution advisors in a timely manner and to an agreed standard. This includes agreed appointments (kept and made) within the agreed set timescale, from the date of when the complaint was logged by MSV.</p>
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	Yes	This is set out in the policy - Referenced in section 6.	

	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.			
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	This is set out in the policy - Referenced in section 6.	
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	This is set out in the policy - Referenced in section 6.	<p>We undertake training for complaint handlers on a regular basis. Our customer standards form part of our staff induction and are regularly promoted.</p> <p>The MSV way sets out our values and priorities, including delivering Customer Service Excellence</p> <p>The MSV Way (msvhousing.co.uk)</p>
5.9	Where a response to a complaint will fall outside the timescales set out in this Code,	Yes	This is set out in the policy - Referenced in section 6.	Extensions are agreed with our customers and followed up with a letter

	the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.			confirming an extension date, giving the Housing Ombudsman's details for them to contact if they do not agree with the date given.
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	This is set out in the policy - Referenced in section 5.	<p>An EIA has been completed with our policy and the policy refers to 'reasonable adjustments'.</p> <p>Stage one acknowledgement letters have had the following line added to them:</p> <p>If you need any reasonable adjustments to support you through this process please let us know.</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	This is set out in the policy - Referenced in section 5 and 6.	
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	Yes		Detailed records are kept and managed on our Feedback Manager module, this includes

	date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			records of all complaints, including any supporting documentation. Feedback Manager is MSV's complaints system within its MRI Housing management package.
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		<p>MSV have a two-stage policy.</p> <p>The Housing Ombudsman Service information is publicised on the MSV website. Complaint responses also provide detail of how to escalate to the Housing Ombudsman Service throughout each stage of our complaints process.</p> <p>We undertake regular training for complaint handlers to ensure they can deal with complaints at any stage, they can act with autonomy and authority. Delegated authority limits apply in matters concerning compensation.</p> <p>Our customer standards form part of our staff</p>

				<p>induction and are regularly promoted and embedded through our WOW principles.</p> <p>Where possible we will encourage an early and local resolution of concerns and recognise that there will be times where it may be possible to agree and secure resolutions with customers immediately. In these circumstances, in agreement with the customer, we will not log a formal complaint and will deal with this as a service request.</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	This is set out in the policy - Referenced in section 6.	To provide clarity and transparency MSV have produced a separate "Unacceptable Customer Behaviour policy" which is referenced in our complaints policy
5.15	Any restrictions placed on contact due to unacceptable behaviour must be	Yes	This is set out in the policy - Referenced in section 6 and refers to our "Unacceptable Customer Behaviour Policy"	

	proportionate and demonstrate regard for the provisions of the Equality Act 2010.			
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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		Resolving complaints quickly and fairly is a key requirement of the Policy in line with the code. The monitoring of timescales to deal with complaints is part of the reporting framework.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	This is set out in the policy - Referenced in section 6.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	This is set out in the policy - Referenced in section 6.	
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	This is set out in the policy - Referenced in section 6.	Extensions are agreed with our customers and followed up with a letter confirming an extension date, giving the Housing Ombudsman's details for them to contact if they do not agree with the date given.
6.5	When an organisation informs a resident	Yes	This is set out in the policy -	Extensions are agreed with our

	about an extension to these timescales, they must be provided with the contact details of the Ombudsman.		Referenced in section 6.	customers and followed up with a letter confirming an extension date, giving the Housing Ombudsman's details for them to contact if they do not agree with the date given.
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	This is set out in the policy - Referenced in section 6.	Outstanding actions are tracked to completion on Feedback Manager, MSV's complaints module within MRI, as Future Promises. These are discussed with teams on a monthly basis to ensure updates are being provided to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes		Complaint full responses cover all aspects of the complaint. Complaints handlers are required to call the customer at the outset to establish the scope of the complaint. Quality checks are carried out on cases with feedback provided to case handlers.
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	This is set out in the policy - Referenced in section 6.	

6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	This is set out in the policy - Referenced in section 6.	<p>The policy reflects this requirement. Templates and guidance for Stage 1 complaints have been made available to complaint handlers to ensure inclusion of:</p> <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions details of how to escalate the matter to stage two if the resident is not satisfied with the answer. <p>The Housing Ombudsman's contact information will be provided to the customer</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	This is set out in the policy - Referenced in section 6.	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage	Yes	This is set out in the policy - Referenced in section 6.	

	2 of the complaints procedure within five working days of the escalation request being received.			
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	This is set out in the policy - Referenced in section 6.	Following acknowledgement, the process requires case handlers to contact the customer to understand why they remain dissatisfied and address such matters in their full response.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is set out in the policy - Referenced in section 6.	When a complaint is escalated, it is handled by a Senior leader within the business.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	This is set out in the policy - Referenced in section 6.	
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	This is set out in the policy - Referenced in section 6.	It is the responsibility of the complaint handler for the Stage 2 complaint to agree extensions beyond the 20 working days with the complainant (only as necessary or to meet the specific requirements of the complainant's needs). Extensions are followed up with a letter confirming an extension date, giving the Housing Ombudsman's details for them to contact if they do not agree with the date given.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact	Yes	This is set out in the policy - Referenced in section 6.	The complainant is provided with the Housing Ombudsman's contact details

	details of the Ombudsman.			<p>via an extension letter detailing the extension date and the Ombudsmans contact details.</p> <p>If we cannot agree this extension with the complainant, we will provide the complainant with The Housing Ombudsman's contact details to raise awareness of the option to challenge our response time.</p>
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	This is set out in the policy - Referenced in section 6.	
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		All complaint full responses cover all aspects of the complaint. Complaints handlers are required to call the customer at the outset to establish the scope of the complaint.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; 	Yes	This is set out in the policy - Referenced in section 6.	<p>In our training with complaint handlers we cover all points in 6.9</p> <p>Where compensation is offered, it must be stipulated in the full response.</p>

	e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			<p>In all our standard full response templates, the customer is advised how to escalate the complaint to the subsequent stage.</p> <p>In all our standard full response templates, the customer is given contact details of the HOS</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	This is set out in the policy - Referenced in section 6.	Upon escalation, complaints are overseen by a senior leader within the organisation, who coordinates with all relevant stakeholders to ensure a thorough and comprehensive response is provided to the complainant. In instances involving complex cases, an initial case meeting is convened with key colleagues to ensure appropriate representation and expertise from across the business.

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 intends to take, to put things right. These can include:	Yes	This is set out in the policy - Referenced in section 6.	In each case we address the matters that caused the customer to complain and put them right.

	<ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			<p>The policy reflects this requirement. Templates and guidance for Stage 1 and Stage 2 complaints have been made available to complaint handlers to ensure inclusion of:</p> <ul style="list-style-type: none"> • the complaint stage and definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two or the HOS if the resident is not satisfied with the answer. <p>Our customer standards form part of our staff induction and are regularly promoted and embedded through our WOW principles.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is set out in the policy - Referenced in section 6.	Each case is assessed on its own merits and MSV will take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.

				In awarding compensation, we will consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a customer has been put to as well as any distress and inconvenience caused.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	This is set out in the policy - Referenced in section 6 and also the compensation policy.	Remedy offers are included in the written response and arrangements are in place to monitor deliver of the remedy whilst keeping the tenant regularly informed. These are kept on the individual case, known as future promises, in Feedback Manager, MSV's complaint module.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Referenced in the compensation policy 2.3	MSV's compensation policy is in line with the HOS Code guidance. MSV will take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual	Yes		Completed

	<p>complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 			
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>The annual complaints performance and service improvement report has been reported to the board and approved on 30th July 2025. A response has been received from board and both will be published on our website.</p>	<p>The annual complaints performance and service improvement report and the boards response are available on MSVs website.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes		<p>MSV would comply with this requirement as needed.</p>
8.4	<p>Landlords may be asked to review and update the self-assessment following an</p>	Yes		<p>A review would be carried out if requested by the</p>

	Ombudsman investigation.			Ombudsman.
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		MSV would comply with this requirement if it found itself in these circumstances.

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		We review all complaints to understand the themes which have caused dissatisfaction. And thereafter update operational plans to reflect service improvements
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		<p>Training is provided to case handlers. Monthly reports are provided to teams to ensure learning. Customer care/communication training was rolled out to all staff during 2024/2025.</p> <p>We will proactively use learning from complaints to revise policies and procedures, to train colleagues and contractors and to improve communication and record-keeping.</p>
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		We will report back on wider learning and improvements by publishing information to our Board, customer committee, scrutiny groups, colleagues, and stakeholders, as well as providing evidence on our website, annual report, and

				<p>customer newsletter.</p> <p>Weekly reports are provided to senior leadership and the executive team on current live complaints performance.</p> <p>We are in the process of recruiting a customer panel who will actively review complaints responses including the learning element.</p> <p>We have recruited our board complaint champion who we will be working closely with to embed learning across the board.</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		The Head of Customer Experience has accountability for complaints handling. They report complaints performance to senior leadership, exec, the board and the customer committee and customers.
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		MSV have an established Customer Committee, chaired by a member of the MSV Board. In this capacity of Chair of the Customer Committee, they will take a lead for complaints to support a positive complaint handling culture together with our Head

				of Customer Experience, feeding back to the Board and the Customer Committee. Both the Board and the Customer Committee receive performance on complaints as part of their standard agenda.
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		MSV have developed a role profile for the MRC. The MRC receives regular updates.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> 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 Executive, Board and Customer Committee receive reports on complaints. This includes areas such as, themes, handling volume, categories, outcomes, and performance. The MRC receives regular separate updates. Any themes or trends will be assessed by senior management to identify systemic issues, serious risks, and policies and procedures that require revision. This will also inform training for both colleagues and contractors

				<p>The annual self-assessment against the Complaint Handling Code is completed and shared with Executive and the Board for approval, It is also published on the MSV website.</p>
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> <ol style="list-style-type: none"> have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	<p>This is set out in the policy - Referenced in section 3 and 4.</p>	<p>We encourage a culture that welcomes complaints and the opportunity they give to help improve our services.</p> <p>The MSV way sets out our values and priorities, including delivering Customer Service Excellence</p> <p>The MSV Way (msvhousing.co.uk)</p> <p>Our customer standards form part of our staff induction and are regularly promoted and embedded through our WOW principles. These are also picked up through individual objectives and coaching conversations.</p>