

Self-assessment form – Jigsaw Homes Group

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.

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	<ul style="list-style-type: none"> Complaints Policy 	<p>Complaints Policy - Section 3.1 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>
1.3	<p>A resident does not have to use the word ‘complaint’ for</p>	Yes	<ul style="list-style-type: none"> Complaints Policy Information and guidance on the landlord’s approach to complaints 	<p>https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>

	<p>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>		<p>handling provided to customer facing staff and managers in February 2024.</p> <ul style="list-style-type: none"> • Where complaints are submitted via a third party or representative, for example from an MP or Councillor, these will be handled in line with the Complaints Policy (subject to appropriate consent under data Protection rules). 	
1.4	<p>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</p>	Yes	<ul style="list-style-type: none"> • Revised Complaints Policy explains the difference between a service request and a complaint. • Staff guidance includes the 'Service request or a complaint' flow chart examples provided in the Ombudsman code guidance. 	<p>Complaints Policy – Section 3.1 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>

	must be recorded, monitored and reviewed regularly.			
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	<ul style="list-style-type: none"> • Complaints Policy • Information and guidance on the landlord's approach to complaints handling provided to customer facing staff and managers in February 2024. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
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	Yes	<ul style="list-style-type: none"> • Introduction to satisfaction surveys includes information about how to make a complaint. 	These changes require amendments by a third party supplier and we are working towards the changes being implemented by the code submission deadline of 30 th June 2024.

	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.			
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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	<ul style="list-style-type: none"> Revised Complaints Policy exclusions section. 	Complaints Policy – Section 3.3 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
2.2	A complaints policy must set out the circumstances in which a	Yes	<ul style="list-style-type: none"> Revised Complaints Policy exclusions section taking 	Complaints Policy – Section 3.3

	<p>matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents.</p> <p>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. 		<p>account of the exclusion guidance set out by the new Code.</p>	<p>https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>
2.3	<p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p>	Yes	<ul style="list-style-type: none"> • Revised Complaints Policy. Exclusions section revised to explain that there are some circumstances where we will not normally accept a complaint (or parts of a complaint) including that we may exclude a complaint where the issue giving rise to the 	<p>Complaints Policy – Section 3.3</p> <p>https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>

			complaint occurred over 12 months ago (it may not be appropriate to exclude any complaints that concern safeguarding or health and safety issues).	
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	<ul style="list-style-type: none"> • Complaints Policy • New standard template when rejecting a complaint includes The Housing Ombudsman contact details. 	Complaints Policy – Section 3.3 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<ul style="list-style-type: none"> • Complaints Policy exclusions section. 	Complaints Policy – Section 3.3 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf

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	<ul style="list-style-type: none"> Complaints Policy compliant with the code standards on accessing complaints 	Complaints Policy – Section 3.4 & 3.5 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
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	<ul style="list-style-type: none"> Complaints Policy Information and guidance on the landlords approach to complaints handling provided to customer facing staff and managers in February 2024. Employee E-Learning including full Policy. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf

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	<ul style="list-style-type: none"> Information and guidance on the landlords approach to complaints handling provided to customer facing staff and managers in February 2024. Changes made to the handling and recording of dissatisfaction ensuring staff recognise the difference between a request for service and a complaint. 	
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	<ul style="list-style-type: none"> Complaints Policy 	<p>Complaints Policy – Section 3.7 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</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	<ul style="list-style-type: none"> Complaints Policy Tenants annual report Annual Performance and Service Improvement 	<p>https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/06/Performance-</p>

			<ul style="list-style-type: none"> Quarterly customer feedback updates on websites 	and-Service-Improvement-Report-Complaints-2023-24-Published-v2.pdf https://www.jigsawhomes.org.uk/news-categories/customer-feedback/
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	<ul style="list-style-type: none"> Complaints Policy – section; ‘Help in making a complaint’ 	Complaints Policy - Section 3.5 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
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	<ul style="list-style-type: none"> Complaints Policy Complaint standard templates used by staff handling complaints includes information on how the individual can engage and access The Housing Ombudsman service. 	Complaints Policy - Section 4 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf

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	<ul style="list-style-type: none"> The Group operates a central Complaints Team within the Group's Chief Executive's Department. The 'Complaints Officer' is the Head of Chief Executive's Department reporting directly to the Group Chief Executive with overall responsibility for 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	<ul style="list-style-type: none"> The 'Complaints Officer' is the Head of Chief Executive's Department reporting directly to the Group Chief Executive with overall responsibility for complaints. 	
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	Yes	<ul style="list-style-type: none"> Information and guidance on the landlords approach to complaints handling delivered to the Group's Senior Management Team in January 2024 and customer facing staff and managers through a recorded 	

	must be resourced to handle complaints effectively		<p>presentation and supporting guidance in February 2024.</p> <ul style="list-style-type: none"> • Monthly Learning & Improvement Report provided to Senior Management Teams. 	
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	<ul style="list-style-type: none"> • Single Complaints Policy for general complaints. • The Group operates a separate Complaints Policy for Debt Advice. 	The Debt Advice Complaints Policy is a supplementary policy to the Group's general Complaints Policy providing information on our approach when dealing with complaints relating specifically to debt advice. As debt advice is a related activity with the Financial Conduct Authority, this Policy is a requirement under their dispute resolution rules.
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	<ul style="list-style-type: none"> • The Group operates a two stage complaints process compliant with the code. 	

5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	<ul style="list-style-type: none"> The Group operates a two stage complaints process compliant with the code. 	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	<ul style="list-style-type: none"> The Complaints Policy applies to complaints against external contractors and external service providers acting on our behalf. 	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<ul style="list-style-type: none"> The Complaints Policy applies to complaints against external contractors and external service providers acting on our behalf Revised and reinforced our approach to handling complaints in contractor procurement processes. 	

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	<ul style="list-style-type: none"> • Complaints Policy • Standard acknowledgement template used requesting if any aspect of our understanding is unclear, the customer should contact us. In cases where amends are required, we issue an updated acknowledgment. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
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	<ul style="list-style-type: none"> • Complaints Policy • Standard acknowledgement template used requesting if any aspect of our understanding is unclear, the customer should contact us. In cases where amends are required, we issue an updated acknowledgment. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; 	Yes	<ul style="list-style-type: none"> • Complaints Policy • Standard acknowledgement template used requesting if any aspect of our understanding is unclear, the customer should contact us. In cases where 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf

	<p>b. give the resident a fair chance to set out their position;</p> <p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>		<p>amends are required, we issue an updated acknowledgment.</p> <ul style="list-style-type: none"> • Independent complaints team either carries out complaint investigations or oversees them 	
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	<ul style="list-style-type: none"> • Complaints Policy • Standard 'holding' template used compliant with the code 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf
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	<ul style="list-style-type: none"> • Complaints Policy • Bespoke complaints system records disclosed vulnerabilities and any agreed reasonable adjustments. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf <ul style="list-style-type: none"> • Service Adjustment Policy

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	<ul style="list-style-type: none"> • Complaints Policy 	We accept all requests for escalation.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	<ul style="list-style-type: none"> • Complaints recording system 	
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	Yes	<ul style="list-style-type: none"> • Complaints Policy • Staff guidance/procedure 	

	complaints process without the need for escalation.			
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	<ul style="list-style-type: none"> • Unreasonable Behaviour Policy. <p>Internal procedures regularly review restrictions in place.</p>	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2023/01/Unreasonable-Behaviour-Policy-2023-25.pdf
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	<ul style="list-style-type: none"> • Unreasonable Behaviour Policy. • Internal procedure guidance and escalation form takes account of vulnerability. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2023/01/Unreasonable-Behaviour-Policy-2023-25.pdf

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	<ul style="list-style-type: none"> • Complaints Policy • Guidance/scripting in place for front line customer contact teams and relevant managers 	
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	<ul style="list-style-type: none"> • Complaints Policy • Guidance/scripting in place to for front line customer contact teams and relevant managers including acknowledgement templates compliant with code standards. 	

			<ul style="list-style-type: none"> • Complaints handling performance data. • Annual Performance and Service Improvement Report 	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<ul style="list-style-type: none"> • Complaints Policy • Guidance/scripting in place to for relevant managers and the Complaints Team including response templates compliant with code standards. • Complaints handling performance data. • Annual Performance and Service Improvement Report 	
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	<ul style="list-style-type: none"> • Complaints Policy • Guidance/scripting in place to for relevant managers and the Complaints Team including templates compliant with code standards. 	

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	<ul style="list-style-type: none"> Complaints Policy Standard template 'holding response' compliant with code standards. 	
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	<ul style="list-style-type: none"> The new complaints system records and tracks 'corrective actions' associated with the complaint to ensure actions are followed through to completion. 	
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	<ul style="list-style-type: none"> Guidance/procedure in place including templates taking account of reasons for any decisions referencing relevant policy and law where appropriate. 	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the	Yes	<ul style="list-style-type: none"> Complaints Policy 	<p>Complaints Policy – Section 3.7 https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/03/Complaints-Policy-2024-2025.pdf</p>

	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.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; 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 stage 2 if the individual is not satisfied with the response. 	Yes	<ul style="list-style-type: none"> • Standard response template with required prompts to ensure code compliant. 	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	<ul style="list-style-type: none"> Complaints Policy 	All escalation requests to stage 2 are accepted.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	<ul style="list-style-type: none"> Complaints Policy Complaints handling performance data. Annual performance and service improvement report. 	
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	<ul style="list-style-type: none"> Complaints Policy 	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<ul style="list-style-type: none"> Complaints Policy 	
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	<ul style="list-style-type: none"> Complaints Policy Complaints handling performance data. Annual Performance and Service Improvement Report. 	
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	Yes	<ul style="list-style-type: none"> Complaints Policy Complaints handling performance data. Annual performance and service improvement report. 	

	working days without good reason, and the reason(s) must be clearly explained to the resident.			
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	<ul style="list-style-type: none"> • Complaints Policy • Standard template 'holding response' compliant with code standards. 	
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	<ul style="list-style-type: none"> • The complaints system records and tracks 'corrective actions' associated with the complaint to ensure actions are followed through to completion. 	
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	<ul style="list-style-type: none"> • Guidance/procedure in place including templates taking account of reasons for any decisions referencing relevant policy and law where appropriate. 	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; 		<ul style="list-style-type: none"> • Guidance/procedure in place including templates with prompts to ensure code compliant. 	

	<p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</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	<ul style="list-style-type: none"> Complaints Policy 	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> Apologising; Acknowledging where things have gone wrong; Providing an explanation, assistance or reasons; Taking action if there has been delay; 	Yes	<ul style="list-style-type: none"> Guidance/procedure in place including templates with prompts to ensure code compliance. The new complaints system records and tracks 'corrective actions' associated with the individual complaint and wider business 'preventive' actions that may require consideration 	

	<ul style="list-style-type: none"> • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 		<p>to changes to policies, procedures or practices.</p> <ul style="list-style-type: none"> • Appropriate redress takes account of The Housing Ombudsman Guidance on Remedies and the Group's Compensation Policy. 	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.			
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.			
7.4	Landlords must 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	<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"> 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; 	Yes	<ul style="list-style-type: none"> • The Performance and Service Improvement Report will be submitted and published to websites following Board approval in May 2024. 	<p>https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/06/Performance-and-Service-Improvement-Report-Complaints-2023-24-Published-v2.pdf</p>

	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>	Yes	<ul style="list-style-type: none"> The Performance and Service Improvement Report will be submitted and published following Board approval in May 2024. 	https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2024/06/Performance-and-Service-Improvement-Report-Complaints-2023-24-Published-v2.pdf
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	Noted.	
8.4	<p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	Yes	Noted.	
8.5	<p>If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the</p>	Yes	<ul style="list-style-type: none"> Business/Team Continuity Plans 	

	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	<ul style="list-style-type: none"> The complaints system records and tracks both individual 'corrective' actions and wider business 'preventive' actions' associated with the complaints. Learning from complaints is reported monthly to Senior Management Teams. New Performance and Service Improvement Annual Report 	
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.			
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	<ul style="list-style-type: none"> Performance and Service Improvement Annual Report Tenants annual report Use learning from complaints to prompt tenant scrutiny topics The results are shared on websites. Quarterly Learning & Improvement reports shared with Senior Management Teams. 	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must	Yes	Sarah Chilton, Head of Chief Executive's Department reporting to Brian Moran, Group Chief Executive	

	assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.			
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	MRC: Roli Barker – Group Chair.	
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	<ul style="list-style-type: none"> • Quarterly complaints performance and feedback dashboard • KPIs • Regulator TSM • Performance and Service Improvement Report 	
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 		<ul style="list-style-type: none"> • Quarterly complaints performance and feedback dashboard • Ombudsman determination reports • Annual Performance and Service Improvement Report 	

	<p>progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<ul style="list-style-type: none"> • The objectives set out by the code self-assessment are included in the Group's annual employee Performance Review documents. • Contractor procurement process updated with complaint handling objectives. 	