

Appendix B – Self-Assessment Form

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

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

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

Section 1 - Definition of a complaint

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i>	Yes	4.1 on Complaints, comments and suggestions policy and procedure. Definition given at all in-house Complaints training sessions
1.3	The resident does not have to use the word ‘complaint’ for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord’s complaints policy.	Yes	3.1 - Evolve recognises that a customer does not have to use the word complaint for it to be treated as such. 2.1 This procedure covers the handling of complaints, comments and suggestions received from: › A customer › An advocate, friend or family member of a customer › Any third party (e.g. neighbours of services)
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	4.1 – A request for action is not a complaint. 7.1 - A complainant can request a review of the outcome of their complaint if they are not satisfied with the outcome or resolution they received at stage 1 of the procedure or if they believe that the procedure was not followed correctly.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	NO	18.1 - There are some circumstances when we may refuse to consider a complaint, or may deal with it in a different way from that detailed in this policy and procedure. This may be when it is more appropriate for another organisation to consider the complaint; if the complaint is vexatious in its nature, is pursued unreasonably, or where circumstances otherwise merit it. Completed for Stage 2 - 7.6 If the request for a review is declined, the HMRITM will write to the complainant to explain the reason why it has not been escalated.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	4.1 – A request for action is not a complaint. Discussed at In- House complaints training for managers.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Follow up from Quality and Policy manager following annual customer survey approaches customers that show dissatisfaction in complaint area.

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	5.2 - A complaint, comment or suggestion can be raised locally in the service in a variety of ways. These include: Verbally to a member of staff By completing a Feedback form and posting into the box provided or handing to a member of staff In writing, either by letter or email
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Booking in checklist includes - Complaints, comments and suggestions policy and procedure - provide leaflet
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	https://www.evolvehousing.org.uk/wp-content/uploads/2021/06/Evolve-complaints-leaflet-A4-2021-1.pdf https://www.evolvehousing.org.uk/contact/
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	We will comply with the Equality Act 2010 and are aware that normal policies, procedures, or processes may sometimes need to be adapted in order to accommodate an individual's needs
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	In complaint acknowledgement and response template letters. Included in complaints leaflet. In body of email responding from complaints email address. Drop in sessions e.g. Breakfast clubs, customers are informed of the Housing Ombudsman

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As 2.6
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	As 2.6

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	5.7 Evolve's social media forums are checked daily by the Communications team, who give an initial response to the complainant and pass the complaint to the Complaints team and another relevant colleague to address.

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	4.2 HMRITM – Housing Management and Rental Income Team Manager Referred to throughout P+P
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	As above

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Carried out Complaints handling for managers training in April 2022.

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	P+P has 3 working days and has only 2 stages

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	<p>Template acknowledgement letter is structured.</p> <p>6.7 Wherever possible, all investigations should include a face to face meeting with the complainant to confirm the details of their complaint, the reason they are making the complaint and how they would like the complaint to be resolved.</p>
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	6.3 - Remain impartial - All complaints need to be investigated without prejudice and any preconceived bias.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	<p>6.3 If you are investigating a complaint:</p> <ul style="list-style-type: none"> • Keep it simple and relevant • Plan your investigation • Meet with the complainant • Listen carefully to what they say • Gather all the facts • Follow Confidentiality and Data Protection policies and procedures • Remain impartial - All complaints need to be investigated without prejudice and any preconceived bias. • Ask for help • Ask someone to review your investigation <p>If you need support with receiving and investigating a complaint, speak to your line manager or contact the HMRITM for guidance.</p>

<p>4.11</p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>Yes</p>	<p>6.6 On receipt of a complaint, the colleague investigating should write to the complainant to acknowledge their complaint. The acknowledgement should be sent within 3 working days of when the complaint was made.</p> <p>6.9 Complaint investigation and the response to the complainant should be completed within 10 working days from receipt of the complaint. The response should detail the outcome of the investigation and any action taken to resolve the complaint. Template complaint stage 1 response letter to be used,</p>
<p>4.12</p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	<p>Yes</p>	<p>Section 17 on P+P</p>
<p>4.13</p>	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint</p>	<p>Yes</p>	<p>7.4 Requests for a review must be received within 14 working days of the date of the complaint response. Any requests received outside of this timescale will only be considered under exceptional circumstances.</p> <p>Customer leaflet - If you want to ask for a review, you need to do this within 14 working days of our response to you.</p>

<p>4.14</p>	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.</p>	<p>Yes</p>	<p>Section 7.2 – 7.6 Main test The complaint will proceed to stage two if the review finds:</p> <ul style="list-style-type: none"> › that the investigation failed to consider all of the reasonably available evidence; or › that the response was not consistent with the reasonably available evidence
--------------------	--	------------	---

4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Held on InForm.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Section 18 - Vexatious or unreasonable complaints Tenure management P+P

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	6.8 Colleagues should be careful not to make any unrealistic promises when discussing the resolution to a complaint. It is okay to say that you will need to discuss any actions with a manager before you are able to agree to anything.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	6.9 Complaint investigation and the response to the complainant should be completed within 10 working days from receipt of the complaint. The response should detail the outcome of the investigation and any action taken to resolve the complaint.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Section 15 – advocates
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	

4.9	Communication with the resident should not generally identify individual members of staff or contractors.		<p>Staff names are not included in the complaint record – job title can be used.</p> <p>12.4 If the complaint is regarding staff then their names must not be included on the complaints record on In-form. You may reference job titles if necessary or write “staff”. Once the complaint has been raised on In-form send an email to the manager to confirm you have created a complaint on In-Form, its reference number and include the staff name in that email.</p>
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	13.1 If further time is required, the complainant should be contacted within the investigation timescale and provided with an update on progress and offered a revised date for completion.
4.16	Landlords should seek feedback from residents in relation to the landlord’s complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Completed annually in customer survey and at drop in session, customers experience of making a complaint is discussed (albeit only 2 drop in session so far).
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	All staff complete complaints handling training and this includes learning from complaints. If there is a theme of service delivery issues this is flagged to Area Manager to address.
4.19	Any restrictions placed on a resident’s contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Section 18 - Vexatious or unreasonable complaints

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	6.6 On receipt of a complaint, the colleague investigating should write to the complainant to acknowledge their complaint. The acknowledgement should be sent within 3 working days of when the complaint was made. Template complaint acknowledgement letter to be used,
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	yes	6.9 notes template structure and includes - What action the service will take as a result of the complaint, if any, and what will be done differently

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	6.9 Includes Where the complaint involves more than one issue, the letter should address each part in turn and state whether that part of the complaint is upheld, partially upheld or not upheld.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 		To amend the template letter to include stage 1 complaint response

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Examples available in complaint response letters
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Complaint's acknowledgment and stage 2 investigation and outcome letter
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.		

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	7.5 The HMRITM will decide if a complaint should proceed to stage two using the above test and in consultation with the relevant Area Manager or Director.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	8.6 Investigations should be completed within 15 working days of the date the appeal was received. 8.8 Once the investigation is complete the investigating manager should discuss their findings with the HMRITM. A letter detailing the outcome of the investigation and any action taken as a result should be sent to the complainant within 5 working days of the conclusion of the investigation.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <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 and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	2 stage process
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul data-bbox="427 703 1178 975" 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 the Housing Ombudsman Service if the resident remains dissatisfied	N/A	2 stage process

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Section 13 - Exceeding timescales
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Complaint response letters
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Complaint response letters
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	If the additional complaint is not relevant to the existing complaint it should be logged as a new complaint, otherwise it can be considered in the existing complaint.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	See point 5.3

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Template outcome letter includes: If the complaint is upheld, include the actions taken/to be taken to address the issue
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	SHSW HO complaint regarding Wxxxxx property. Evolve fulfilled their responsibilities, set expectations with regards to our area or responsibility as support provider and supported the process by contacting Wxxxxx and chasing responses to ensure a good outcome was achieved for the customer.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Complaints logged on Inform and outcome letters demonstrate we meet this standard.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	N/A	We do not offer compensation however we will always aim to put things right. Examples of this are replacing items damaged in floods or redecoration when the fault was not the customers

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Individual complaints re ventilation at Ingram, Facilities looked at building as a whole to see what could be done to rectify issue.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Customer complaint 2021 – DG Outcome – was offered compensation and legal advice was obtained.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	TwT action plan – updated quarterly Be Involved meeting minute Customer friendly policy Annual report 2022 Quarterly complaints reports – shared with the Board. Leadership and SMT

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Deputy Director of Operations responsible for oversight of reporting to Regulator of Social Housing, the Housing Ombudsman and Local Authority partners.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	Currently not applicable for an organisation our size but could easily provide this information upon request.

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.		
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	Together with Tenants action plan – updated quarterly Complaints training for all colleagues Complaints learning log Quarterly complaints report

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	2020 self-assessment and 2022
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	N/A	Consider following new partnerships
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	Board meeting minutes demonstrate this has been reported. Published on website 2020 and 2022 Shared with the Get Involved Manager and discussed in the Be Involved meetings Included in the annual report 2022