



## **ANNUAL SELF ASSESSMENT AGAINST THE COMPLAINT HANDLING CODE - OCTOBER 2023**

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations registered with them. It is mandatory for all registered social housing providers, including Bromford, to comply with the Housing Ombudsman Complaint Handling Code 2022.

They resolve disputes around complaints involving the tenants and leaseholders of social landlords (housing associations and local authorities) and our voluntary members.

Their service is free, independent and impartial. Residents and landlords can contact the Ombudsman at any time for support in helping to resolve a dispute. They provide information and guidance to support residents and landlords and they can be contacted via:

HO website, [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

By telephone on 0300 111 3000 or

By mail at Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.

The Housing Ombudsman first published a Complaints Handling Code in July 2020, setting out good practice to help landlords respond to complaints effectively and fairly. This has since been revised and an updated Code was published in March 2022 with a refresh due April 2024.

A key requirement of the code is for landlords to publish an annual self-assessment against the Code's key complaint handling principles.

This is Bromford's third self-assessment. It has been reviewed by an internal customer forum, led by the Chief Officer for Customer Experience. It has been reviewed with Bromford's customer group CCIN (Customer and Community Influence Network) in October 2023 and will be reviewed by Bromford's Board in November 2023. All data refers to 2022/23.

The Ombudsman's revised Complaint Handling Code can be found [here](#). The Code includes mandatory requirements ('musts') and best practice guidance ('should' greyed out) as laid out below.

## Section 1 – Definition of a complaint

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	As set out within our Complaint policy which is available to customers on our Bromford website policy page.
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	All expressions of dissatisfaction with our services in line with the Code are logged as a complaint, including those who are acting on our behalf.
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	As above at 1.3
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Exclusions to the complaints process are detailed in our Complaints Policy
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	As above at 1.7
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.	Yes	
<b>Best practice 'should' requirements</b>			
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.		Service requests are dealt with in line with process. Training for the customer service team includes recognising the difference between a service request and a complaint.
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.		Where a customer expresses dissatisfaction with a service in a survey, they are advised of the option to pursue as a formal complaint as applicable and the feedback is also sent to the service manager.

## Section 2 – Accessibility and awareness

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 the potential channels, there must be more than one route of access into the complaints system.	Yes	Complaints are accepted by all communications methods. There is a leaflet on our website which also explains how to for our customers.
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	Our Complaints Policy and Make a Complaint Leaflet are published on our website. These are also available for our Neighbourhood Coaches to use in hard copy for our customers.
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	We have a dedicated <a href="#">Make a Complaint</a> page on our website that includes our policy and how to raise a complaint
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	The Complaints Policy includes reference to our obligations under the Equality Act 2010. The training package for complaint handlers has been developed to include reference to the necessary skills. The introduction of a quality assurance framework for complaint handlers to utilise also adds to the compliance levels required.
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	Our approach at Bromford is to welcome feedback and the role of the Housing Ombudsman is promoted in our customer communications, our feedback programme, newsletters, annual reviews, annual report and through our Neighbourhood Coaches.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As above (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	We provide this at all stages of the complaints process, not just when the process is exhausted.
<b>Best practice 'should' requirements</b>			
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	Our Complaints Policy and Make a Complaint Leaflet are published on our website. These are also available for our Neighbourhood Coaches to use in hard copy for our customers

### Section 3 – Complaint handling personnel

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	Our Chief Customer Officer is the accountable officer with a dedicated team that handle formal complaints.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The appropriate training is mandatory for all complaint handlers. As above (2.5) this is being reviewed and will include reference to the required skills and expectations as laid out in the revised Code.
<b>Best practice 'should' requirements</b>			
3.3	Complaint handlers should: <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	This will also be reinforced through our complaint handler training, as referenced above (3.2).

## Section 4 – Complaint handling principles

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.1	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 <b>within five days of receipt.</b>	Yes	Handlers are required to record all interactions with the customer on our system. In line with our Complaints Policy, we have a two-stage process, prior to escalation to the Housing Ombudsman Service. Complaints are acknowledged at the point of receipt.
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	Handlers are required to contact the customer to understand the complaint and outcomes sought and record this on the system. There is an exemplar resolution letter that requires that this is set out as agreed.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Complaints are investigated by a dedicated team independent of delivery teams and in line with our Complaints Policy.
4.7	The complaint handler must: <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	Complaints are investigated by a dedicated team independent of delivery teams and in line with our Complaints Policy and as outlined in 2.5 above.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication.	Yes	As set out in the Complaints Policy.
4.12	The resident, and if applicable, any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	As above (4.11)

<b>4.13</b>	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint.	Yes	As above (4.11)
<b>4.14</b>	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.		As above (4.11)
<b>4.15</b>	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	As above (4.11)
<b>4.18</b>	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	As above (4.11)
<b>Best practice 'should' requirements</b>			
<b>4.3</b>	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic.	Yes	This will also be reinforced through our revised complaint handler training, as referenced above (3.2).
<b>4.4</b>	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	As above in 3.2 and 4.11
<b>4.5</b>	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	As above (4.11)
<b>4.8</b>	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	As above in 3.2 and 4.11
<b>4.9</b>	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	As above in 3.2
<b>4.10</b>	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	As above in 3.2

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	A complaint handling satisfaction survey is completed following the closure of the complaint. Results are shared with managers, our Executive and Leadership teams CCIN and Board. Our Locality Influence Network and Customer & Communities Influence Network are involved in supporting and shaping our policies.
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	Feedback from complaints including positive feedback, is shared with handlers and compliments are recorded and shared alongside complaints and feedback.
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	The Complaints Policy includes reference to our obligations under the Equality Act 2010, as above (2.5).

## Section 5 – Complaint stages

### Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.1	Landlords must respond to the complaint <b><u>within 10 working days</u></b> 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	Complaints Policy is in line with Code requirements. 96.8% of responses provided within 10 working days between April to June 2022 new system upgrade and reporting was not verified February 2023 60% March 2023 77%
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	We have a dedicated actions tool in our systems to allow actions to be set and tracked through to completion. As above (3.2) and stated in our Complaints Policy.
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	The exemplar letter and quality assurance framework requires that all points listed are responded to (2.5).

			This will also be reinforced through our revised complaint handler training, as referenced above (3.2).
<b>5.8</b>	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"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	As above (5.6), the quality assurance framework also outlines the process for escalation to stage two.
<b>Best practice 'should' requirements</b>			
<b>5.2</b>	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	The Complaint Policy is in line with Code requirements
<b>5.3</b>	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	The Complaint Policy is in line with Code requirements. The HO details are shared at every opportunity with the customer to ensure awareness. Our feedback programme asked the question and since April 2023 when first introduced customers have responded positively with a rise from 34.8% to 52.6% and will continue to be a focus
<b>5.4</b>	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	This will also be reinforced through our revised complaint handler training, as referenced above (3.2). Especially in relation to how to conduct a good investigation.
<b>5.7</b>	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	This will also be reinforced through our revised complaint handler training, as referenced above (3.2). The Complaint Policy is in line with Code requirements.



## 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	The Complaint Policy is in line with Code requirements.
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	The Complaint Policy is in line with Code requirements.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	The Complaint Policy is in line with Code requirements.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	The Complaint Policy is in line with Code requirements. We have a dedicated adjudicator role which solely reviews the stage 2 complaints with our managers and HoS from the appropriate area of the business to ensure lessons learnt are understood and actioned.
5.13	Landlords must respond to the stage two complaint <b>within 20 working days</b> 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	The Complaint Policy is in line with Code requirements.
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"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <b>and</b>	Yes	The Complaint Policy is in line with Code requirements.  83.7% of responses provided within 20 working days between April to June 2022 new system upgrade and reporting was not verified until February 2023

	<ul style="list-style-type: none"> <li>if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>		
<b>Best practice 'should' requirements</b>			
<b>5.14</b>	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	The Complaint Policy is in line with Code requirements.
<b>5.15</b>	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	The Complaint Policy is in line with Code requirements as per (5.3).

### Stage 3

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary, and any explanations</b>
<b>5.17</b>	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	N/A
<b>5.20</b>	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</li> <li>the complaint definition</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions</li> <li>details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A	N/A
<b>5.18</b>	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 <b><u>within 20 working days</u></b> of the complaint being escalated. Additional time	N/A	N/A

	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.		
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	N/A

## Section 6 – Putting things right

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	This will also be reinforced through our complaint handler training, as referenced above (3.2).
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	This will also be reinforced through our revised complaint handler training, as referenced above (3.2) .  Compensation Policy reviewed and includes the <a href="#">Remedies Guidance</a> from the Housing Ombudsman.
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	This will also be reinforced through our complaint handler training, as referenced above (3.2) & referenced in the complaint exemplar letter.
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.	Yes	Our approach to awarding compensation is including in the Complaints Policy. This will also continue to be reinforced through our revised complaint handler training, as referenced above (3.2).
<b>Best practice 'should' requirements</b>			
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	Monthly reports shared throughout our governance structure include lessons learnt. Our Chief Customer Officer has a continuous improvement plan to ensure progress and traction of areas identified.

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	This will also be reinforced through our revised complaint handler training, as referenced above (3.2), and is reflected in our Complaints policy.
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## Section 7 – Continuous learning and improvement

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	Wider learning and improvements are reported back as part of monthly and annual complaints reporting and scrutinised by our Customer and Communities Influence Network. The customer annual report includes a section on complaints performance and learning and is published on our website here. It also includes a link to our latest self-assessment against the code.
<b>Best practice 'should' requirements</b>			
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	Chief Customer Officer has lead responsibility.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> </ul> 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	In-depth monthly and annual complaints reporting provided to our governing body our CCIN.

<b>7.5</b>	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.	Yes	
<b>7.6</b>	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"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	Yes	

### Section 8 – Self-assessment and compliance

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary, and any explanations</b>
<b>8.1</b>	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Since the Code was first published, a self-assessment has been completed annually and can be found on our website <a href="#">here</a> .
<b>8.2</b>	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	As the self-assessment has been completed annually any changes have been reflected. Any future significant changes would prompt a review of the self-assessment.
<b>8.3</b>	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>• 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</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance.</li> </ul>		The self-assessment is shared with the Board as referenced above (7.2 & 7.4), is published on the website as referenced above (8.1) and included in the annual report as referenced above (7.2).