

Appendix A: Self-assessment form – 2024 - 2025

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	This definition is contained within the Abbeyfield Buckland Monachorum Society (ABMS) Complaints Policy - Section 2, "Defining a Complaint" (Page 2).	This policy was last updated in March 2025 and is accessible to all residents.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	This is explained within the ABMS Complaints Policy in the second paragraph of Section 2 (Page 2).	
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	This is explained within the ABMS Complaints Policy in the second paragraph of Section 2 (Page 2).	

	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	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’ (Page 2).	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	The ABMS Complaints Policy clearly outlines how a complaint can be made and is accessible to all residents.	The ABMS Complaints Policy is contained within information folders, which are situated in communal areas within the house. Details of our complaints process can also be found on Page 20 of the Abbeyfield Resident’s Handbook for Sheltered Housing. A copy of this handbook is provided to all new residents to the house.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	This is explained in the ABMS Complaints Policy under Section 1 – ‘Context, aims and scope of this policy’, last paragraph (Page 2).	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	This is explained within the ABMS Complaints Policy under Section 1 – ‘Context, aims and scope of this policy’, under the header’ The following are excluded from the scope of this policy’ (Page 1 and 2).	

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	This is explained in the ABMS Complaints Policy under Section 1 – Context, aims and scope of this policy’, third paragraph, (Page 1).	
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	This is explained within the ABMS Complaints Policy under Section 1 – ‘Context, aims and scope of this policy’, within the final paragraph (Page 2).	As addition to details of the Housing Ombudsman being contained with the ABMS Complaints Policy, they can also be found on Page 20 of the Abbeyfield Resident’s Handbook for Sheltered Housing.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Under the ABMS Complaints Policy, all complaints are considered individually and on their own merit, as per Section 1 – ‘Context, aims and scope of this policy’ (Page 1).	

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	The ABMS Complaints Policy provides details as to how a complaint can be raised under Section 3 – ‘Our Complaints Process’ (Page 2). This section also provides details about the making of reasonable adjustments, to assist a complainant in registering a complaint.	
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	The ABMS Complaints Policy is contained within the Staff Policy binder, and all members of staff are required to familiarise themselves with this and other ABMS policies, as part of their role.	
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	Within the ABMS our complaint numbers are low because we are proactive in working with our residents to address and remedy any concerns they raise at the earliest opportunity.	

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	The ABMS Complaints Policy, which fully details our complaint handling process, is accessible to all residents in document form and it can also be found on our website at www.pilchersfield.co.uk	The ABMS Complaints Policy is contained within information folders, which are situated in communal areas within the house, and details of it can also be found within the Abbeyfield Resident's Handbook for Sheltered Housing. All new residents are provided with a copy of this document.
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	The ABMS Complaints Policy outlines details of this under Section 3 – 'Our Complaints Process', first paragraph (Page 2). Details of the Ombudsman are outlined with in Section 4 – 'After Conclusion of Our Complaints Process, (Page 4).	
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	The ABMS Complaints Policy provides details of this under Section 3 – 'Our Complaints Process', second paragraph (Page 2).	
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	The ABMS Complaints Policy provides details of this within Section 4 – 'After Conclusion of Our Complaint Process' (Page 4).	This information is also contained within the Abbeyfield Resident's Handbook for Sheltered Housing.

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	The ABMS Operations Manager has been appointed the role of Complaints Officer.	
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	The ABMS Operations Manager has direct links with all staff at ABMS and has the support of the Trustees and the requisite authority.	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	All staff members are aware of the ABMS Complaint Policy and the importance of handling complaints appropriately.	The ABMS Complaints Policy is contained within the Staff Policy binder, and all members of staff are required to familiarise themselves with this and other ABMS policies, as part of their role.

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	The ABMS Complaints Policy is in place and provides a full explanation as to how complaints can be raised. This policy is fully accessible to residents. Residents at ABMS are dealt with respectfully and courteously at all times. The raising of a complaint would not alter this approach.	
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	The ABMS Complaints Policy clearly outlines our two-stage approach to complaint management under Section 3 – 'Our Complaints Process' (Pages 2 and 3).	
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	The ABMS process for dealing with a complaint, is a two-stage process, as shown within Section 3 – 'Our Complaints Process' (Pages 2 and 3).	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the	Yes	To date ABMS has not had any third-party involvement in the handling of a complaint, but if this were to occur, the two-stage	

	two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.		procedure, as set out within the ABMS Complaints Policy, would be adhered to.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	In the event of any third-party involvement, ABMS would ensure that the complaint is handled in line with the Code.	
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	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’. Relevant details for Stage 1 can be found on page 3, paragraph four, and relevant details for Stage 2 can be found on page 4, paragraph three.	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	This is incorporated within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’ (Pages 2 – 4).	
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	This is an integral part of the investigative process within the ABMS complaint handling process.	

	<ul style="list-style-type: none"> b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 			
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	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’ for both stages of the investigation (Pages 2 - 4).	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	This is covered within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, paragraph three (Page 2).	
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	The ABMS Complaints Policy clearly outlines the process for managing complaints and as such, it must be complied with. Any deviation from this policy would need to be explained, documented and reasons/rationale provided.	

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	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	This is in line with the ABMS Complaints Policy. ABMS staff take a proactive approach to addressing any concerns raised by residents, at the earliest opportunity.	
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	ABMS has in place an Anti-Social Behaviour Policy and a Resident Conduct and Behaviour Policy. In addition, the Terms of Residency outline the standard of behaviour ABMS expect from residents living in the house.	
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	ABMS has no evidence of having placed any such restrictions, however in the event it becomes necessary, ABMS would ensure compliance with The Equality Act 2010.	

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	This is clearly outlined within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’ (Pages 2 - 4).	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint’s procedure <u>within five working days of the complaint being received.</u>	Yes	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the Stage 1 investigation heading on page 3, paragraph three.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the Stage 1 investigation heading on page 3, paragraph five.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’,	

	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.		under the Stage 1 investigation heading on page 3, paragraph five.	
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	This is explained in the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the Stage 1 investigation heading on page 3, paragraph five.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is in line with the ABMS Complaints Policy and in line with the proactive approach we take to addressing resident’s concerns at the earliest opportunity.	
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	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	
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	Yes	This is shown within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’ under the Stage 1 Investigation heading on page 3, paragraph six.	

	has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
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	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is shown within the ABMS Complaints Policy under Section 3 – 'Our Complaints Process', under the header Stage 2 Investigation (Page 4).	

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	This is shown within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the header Stage 2 Investigation on page 4, paragraph two.	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is in line with the investigative processes clearly documented within the ABMS 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	The ABMS Complaints Policy provides the name of two people, each of whom have a responsibility for one of the investigative stages.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	This is shown within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the header Stage 2 Investigation on page 4, paragraph four.	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason,	Yes	This is shown within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the header Stage 2 Investigation on page 4, paragraph four.	

	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	This is shown within the ABMS Complaints Policy under Section 3 – ‘Our Complaints Process’, under the header Stage 2 Investigation on page 4, paragraph four.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is in line with the ABMS Complaints Policy and in line with the proactive approach we take to addressing resident’s concerns at the earliest opportunity.	
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	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: 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;	Yes	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	

	<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	This is in line with the investigative processes clearly documented within the ABMS 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; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; 	Yes	This is explained within the ABMS Complaints Policy under Section 5 – 'Putting Things Right' (Page 4).	

	<ul style="list-style-type: none"> • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is in line with the investigative processes clearly documented within the ABMS Complaints Policy.	

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>The ABMS Chairman has worked with the Complaints Officer to prepare and submit all of the necessary reports, to demonstrate ABMS is compliant with the Code.</p>	

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The ABMS Chairman has complied with this requirement.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This ABMS self-assessment submission comes after the completion of an extension to the existing premises, in late 2025, which has increased the number of flats we have by 50%.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	This would be complied with.	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	This would be complied with.	

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	The ABMS strives to provide the best level of service to our residents. In the event of a complaint, we will ensure that we capture any learning taken from it with a view to further improving and service and in order to prevent a repetition.	
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	As above.	
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	Learning and improvements brought about as a result of a complaint, will be included as an agenda item on both the Executive Committee meeting and the Residents' meeting, where appropriate.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues,	Yes	This role sits with a member of the Trustees.	

	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	The Chairman is the MRC for ABMS.	
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	The Chairman is aware of his obligation and has access to the relevant information.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with 	Yes	The MRC has been provided with a copy of the Annual Complaints Performance and Improvement Plan.	

	orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	The Chairman of ABMS works collaboratively with Abbeyfield Southwest and other Abbeyfield's where learning and good practice is shared.	