

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	The policy defines a complaint as "an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the landlord, its staff, or those acting on its behalf, affecting a resident or group of residents." This aligns with the Ombudsman's definition.	By using a definition consistent with the Ombudsman's requirements, the policy ensures clarity and sets a uniform standard for addressing complaints
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	The policy distinguishes between service requests and complaints, emphasising the importance of recording and monitoring both.	Staff training includes handling complaints raised via representatives or alternative channels. Goodwin utilise the training offered by the Housing Ombudsman.
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	Yes	Differences are defined within complaints policy	Clear definitions help streamline complaint identification and escalation processes.

	are not complaints, but must be recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Ongoing monitoring ensures residents' dissatisfaction with service requests is treated as a complaint when expressed.	Goodwin Estates Team complete repair satisfaction surveys, any dissatisfaction is followed up.
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	Estates team follow up on any dissatisfaction conveyed in repair satisfaction surveys. Tenants are given 'Tenant Pack' explaining how to make a complaint if they are dissatisfied with any element of service.	

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	The policy ensures all complaints are accepted unless exclusions outlined in complaints policy apply.	Each case is considered individually to avoid a blanket exclusion approach
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	Exclusions are limited to instances such as complaints older than 12 months or those subject to active legal proceedings, as per the policy	Ensuring exclusions are fair and reasonable prevents potential misuse and promotes accessibility.

	<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	We will accept complaints within the timescales detailed within the complaints policy but will consider each complaint on a case-by-case basis.	
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	If a complaint is excluded under the policy, Goodwin Housing would write to the complainant to inform them of this and make clear the reasons why. The complainant would also be given contact information for the Housing Ombudsman to appeal our decision.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Goodwin will treat each complaint on a case-by-case basis. This is detailed within our complaints policy.	

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	Complaints can be submitted via phone, email, in-person, or through representatives. The policy highlights the provision of reasonable adjustments under the Equality Act 2010. Examples include providing large-print documents and assistance for non-English-speaking residents	
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	All Housing and Estates staff are aware of the policy and the procedure to follow should they be approached with a complaint.	Goodwin is a large organisation with 130+ staff members serving the community from different departments and projects. Housing and Estates staff are aware of the Housing complaints process.
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	Goodwin acknowledges this and understands that tenant empowerment and communication is a priority.	

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 Complaints Policy is published on the Trust's website and is also available in print at all customer service locations. The online document includes a detailed two-stage process with clear timelines.	All of our documentation is available in accessible formats. This ensures that residents can easily understand and navigate the complaints process.
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	Our complaints policy explains that we will review the policy and its procedures annually. It also includes how the policy will be publicised, along with information about the Housing Ombudsman contact information and Complaint Handling Code.	
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	Goodwin has a designated Complaints officer to oversee any dissatisfaction raised by Tenants or Third Parties in respect of Goodwin Housing. Goodwin also has a wider internal process for investigation of complaints which would be followed if necessary.	Utilising wider Goodwin policies ensures that we are consistent with our approach to internal and external investigations. This ensures fair processing
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	All residents receive guidance on accessing the Ombudsman service in their complaint response letters, which include direct contact information for the Ombudsman, as does our policy	This ensures that the complaints process remains transparent and accountable

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	A designated Complaints Officer is responsible for overseeing complaint resolution, liaising with the Ombudsman, and reporting to the governing body. If the complaint is in relation to the complaints officer, a deputy will be assigned to deal with the complaint.	This ensures accountability and effective complaint handling
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	Goodwin Housing's Designated Complaints officer is our Head of Compliance. They are part of the Senior Leadership team and have access to staff at all levels	
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	Goodwin utilise the training offered by the Housing Ombudsman which focuses on complaint resolution and fostering a positive feedback culture.	Building a culture of learning from complaints enhances service delivery

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	All complaints are handled through the same two-stage process, as detailed in the complaints policy.	We do this to maintain consistency and fairness
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	All complaints will be handled through the policy and its process.	This ensures we avoid unnecessary confusion and remain consistent.
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	Our policy has a two-stage process as required.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Primarily, our processes are internal. There may be instances where we need third party involvement in terms of local council, governing body or legal response. Goodwin Housing ensure that all stages of the policy are adhered to and will be	

			handled under the same complaint.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Goodwin Housing acknowledge this requirement and will ensure that, where third parties are involved in a complaint process, they will follow the code.	We also ensure that third parties are compliant with GDPR and data protection regulations.
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	When acknowledging a complaint at any stage Goodwin will confirm its understanding of the complaint and expected outcomes in writing to the complainant. If further clarification is needed, we will contact the complainant to confirm.	
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	Goodwin Housing will make clear when acknowledging complaints, which aspects will be address and which, if any, fall outside the scope detailed within the policy.	
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; b. give the resident a fair chance to set out their position; 	Yes	Goodwin Housing acknowledges these requirements and ensures that these are met as detailed within our complaints policy. These topics are covered in staff training.	

	<p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>			
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	When communicating re a complaint, we will ensure that the complainant is kept up to date with the progress of their complaint at all stages, this includes where a complaint falls outside of timescales.	We aim to provide transparency when handling complaints and ensure that we prioritise communication.
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	Goodwin Housing staff are aware of residents that require reasonable adjustments and ensure that their needs are met. These are recorded at application and reviewed throughout a tenancy.	
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	Goodwin Housing will adhere to the requirements detailed within our own complaints policy and procedure, and the Housing ombudsman's code.	
5.12	A full record must be kept of the complaint, and the outcomes at each	Yes	Goodwin Housing ensures that all complaints are logged	This improvement will support clearer audit trails,

	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.		appropriately in line with GDPR. During this self-assessment, we identified an opportunity to strengthen consistency in record keeping by introducing a more structured complaints log, including key dates, complaint stage, outcomes, remedies, outstanding actions, closure status and learning identified.	more consistent reporting, better oversight of outstanding actions and stronger evidence of learning from complaints. It will also help ensure complaint records remain organised and accessible to those responsible for monitoring performance and compliance.
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	Goodwin Housing's complaint policy details how we will handle complaints.	
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	Goodwin has policies and procedures in place, as well as a Goodwin charter, that address these challenges and set out behavioural expectations of our residents and service users. Our staff utilise Housing Ombudsman training for complaints handling, contact restrictions and dispute resolution to ensure we meet specific requirements.	
5.15	Any restrictions placed on contact due to unacceptable behaviour must be	Yes	Goodwin utilise Housing Ombudsman training for	We will always consider alternative options and

	proportionate and demonstrate regard for the provisions of the Equality Act 2010.		complaints handling, contact restrictions and dispute resolution.	reasonable adjustments, all of which will comply with relevant law and regulations.
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Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	As evidenced in our Complaints policy, Goodwin will ensure a collaborative approach to complaints raised. We aim to remedy complaints as soon as possible. Although, we explore all complaints made to ensure those with additional complexities are thoroughly investigated.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Evidenced by acknowledgement timescales within our complaints policy.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Evidenced by acknowledgement timescales within our complaints policy.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident	Yes	Goodwin Housing aim to remedy any complaint made within the timescales detailed within our policy.	Goodwin ensure fair process throughout all aspects of our business activities.

	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.		If there is a need to extend these timescales, we will communicate this to the tenant and clearly explain the reasons for this.	
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	As evidenced within our complaints policy. The staff member handling the claim will include details for the housing ombudsman in communications.	
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	As evidenced within our complaints policy, Goodwin Housing will provide a response when the answer to the complaint is known. Any outstanding actions, remedies or follow-up commitments will be clearly recorded, tracked and progressed promptly, with appropriate updates provided to the resident.	
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	Goodwin Housing staff utilise the Housing Ombudsman's training re complaints handling and disputes resolution to maintain their skills and understanding of current policy, law and good practice. All points raised will be addressed in resolution of any complaint.	

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Goodwin Housing recognise that once a complaint is submitted, it remains an active investigation, which enables additional information to be considered throughout the process.	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 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; 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	Goodwin Housing staff follow our complaints policy and procedure when handling complaints. These points are stated within our complaints policy as a requirement when responding to complaints.	By including these we demonstrate transparency to tenants and provide staff with a clear guide for responding to complaints

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Goodwin Housing staff follow our complaints policy and procedure when handling complaints.	
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	As evidenced within our complaints policy, the timescale for responding to stage complaints is 5 days.	
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	Our staffing team understand this requirement and follow policy when necessary	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Goodwin's designated complaints officer oversees complaints raised and ensures that any that are escalated to stage 2 are handled by different members of staff. The complaints officer engaged with stage 2 complaints to confirm reasonable outcomes.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	As evidenced within our complaints policy, a full response at of a stage 2 complaint will be provided within 20 working days.	

6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Goodwin Housing aim to remedy any complaint made within the timescales detailed within our policy. If there is a need to extend these timescales, we will communicate this to the tenant and clearly explain the reasons for this.	
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	As evidenced within our complaints policy. The staff member handling the claim will include details for the housing ombudsman in communications.	
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	As evidenced within our complaints policy, Goodwin Housing will provide a response when the answer to the complaint is known. Any outstanding actions, remedies or follow-up commitments will be clearly recorded, tracked and progressed promptly, with appropriate updates provided to the resident.	
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	Goodwin Housing staff utilise the Housing Ombudsman's training re complaints handling and disputes resolution to maintain their skills and understanding of current policy, law and good practice.	

			All points raised will be addressed in resolution of any complaint.	
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	<p>Goodwin Housing staff follow our complaints policy and procedure when handling complaints. These points are stated within our complaints policy as a requirement when responding to complaints.</p>	<p>By including these we demonstrate transparency to tenants and provide staff with a clear guide for responding to complaints</p>
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Goodwin has a designated complaints officer who will oversee complaints at stage 1 and be involved in any stage 2 complaint received. The complaints officer is a member of Goodwin's senior leadership team.</p>	

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; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	<p>Goodwin acknowledge the need to be transparent and accountable in all that we do. Goodwin's wider policies hold us accountable and ensure that we are honest and reasonable. Our learning and accountability, detailed within our policy (section 3) is key for us as a business to learn and grow.</p>	
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>Remedies are carefully considered and agreed in collaboration with the complainant.</p>	
7.3	<p>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.</p>	Yes	<p>Remedy information is evidenced in written correspondence.</p>	

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	All staff are required to engage with complaints in line with the professional standards set by relevant bodies, including our policy and procedure and the Housing Ombudsman's Complaint Handling Code.	
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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>Report produced for 1st April 2025-31st March 2026 and publicised on the website as per requirements.</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	Report produced for 1 st April 2025-31 st March 2026 and publicised on the website as per requirements. The governing body's response will be published alongside the report.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	As evidenced by this document.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Goodwin will comply with any requirement or request.	
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	Goodwin will communicate any delays in submissions as soon as possible to ensure compliance with the code. Goodwin have business continuity plans and disaster recovery plans in place to ensure service continuity.	

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	When addressing any complaint, we consider future learning and improvements we can make to our service, staff training, processes or infrastructure to reduce the likelihood of recurrence.	
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	Goodwin Housing fosters a positive feedback culture. Our staff understand that receiving a complaint is an opportunity to understand residents' experiences further and to use this to improve service delivery.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	As evidenced in our complaints and service improvement report, we have detailed areas where we can improve our service and made these goals for the coming year. Learning from complaints will be reviewed alongside the improved complaints log to support clearer reporting to residents, staff and relevant committees.	
9.4	Landlords must appoint a suitably senior lead person as accountable for	Yes	Goodwin's Housing manager is accountable for our complaints	

	<p>their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.</p>		<p>handling, supported by Head of Compliance. As well as compiling necessary data for our regulatory reports and submissions.</p> <p>Part of their role is to ensure patterns and risks are identified and controls or solutions introduced to manage these moving forward.</p>	
9.5	<p>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').</p>	Yes	<p>A member of Goodwin's board of Trustees has been appointed MRC for Housing related complaints.</p>	
9.6	<p>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.</p>	Yes	<p>Goodwin's board meet regularly throughout the year. Housing is a standing agenda item. This can be evidenced through meeting minutes following a report brought to board.</p> <p>Goodwin's appointed MRC has suitable access to staff and information to perform this role.</p>	
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories and outcomes of complaints,</p>	Yes	<p>Following the improvement action identified in the previous submission, Goodwin leadership now provides monthly complaints updates to the Chair and Vice-</p>	

	<p>alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>		<p>Chair, including complaint volumes, themes, outcomes and any emerging risks. The annual complaints performance and service improvement report is also submitted to the Board of Trustees for scrutiny and challenge.</p> <p>Our complaints policy and procedures are approved by the Board of Trustees.</p> <p>Housing, including complaints, is a standing agenda item for main Board meetings.</p>	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>Evidenced in our complaints policy and procedure, we work collaboratively with staff and residents to resolve and learn from complaints.</p> <p>We utilise the Housing Ombudsman training for handling complaints and encourage a positive feedback culture.</p> <p>All staff are required to engage with complaints in line with the professional standards set by relevant bodies, including the Housing Ombudsman’s Complaint Handling Code.</p>	<p>Goodwin Development Trust is committed to fostering a positive complaint-handling culture, driving service improvements, and ensuring fairness and transparency for residents.</p> <p>By embedding collaboration, accountability, and professional standards, we aim to resolve complaints efficiently while continuously learning from resident feedback.</p>

