



# Housing Ombudsman Service Complaint Handling Code Self-Assessment 2024



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## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

## **Access for All statement**

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## Foreword

### Governing Body Response

The Council is very proud of the Housing Department and is committed to delivering excellent customer services. We recognise the importance of complaints, and always strive to listen to our tenants' ensuring complaints are dealt with appropriately. We learn from complaints and tenant feedback, and take action to implement service improvements.

The self-assessment demonstrates that Bolsover District Council is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our tenants will be dealt with in accordance with the Code.

The updated Compliments, Comments and Complaints Policy further ensures we are meeting the requirements of the Housing Ombudsman, by aligning our processes and procedures with the Code. This has been embedded through staff training.

### Bolsover Tenants Challenge and Change Group Response

As tenants, we are pleased to see that the annual complaints performance and service improvement report for 2023/24, together with the Council's self-assessments against the Complaint Handling Code, show that we are compliant.

We are pleased that going forward there will be a quarterly complaint performance report being presented at the Tenant Participation Review and Development Group meeting which will give tenants the opportunity to monitor and scrutinise the Council's complaints handling and provide constructive challenge where required.



Cllr Mary Dooley  
Portfolio Holder for Health and  
Wellbeing  
(Including Customer Services)



Cllr Sandra Peake  
Portfolio Holder for Housing

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This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord’s governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6 and page 9.</p> <p>Portfolio Member updated and Policy approved at Customer Services Scrutiny 25.03.24, Executive 15.04.24.</p> <p>CCC Overview refresher training delivered via ‘Teams’ 18.04.24 to key service area Managers, Officers, Directors Recorded training available on staff portal.</p> <p>Senior Leadership Team updated at a number of team meetings via P. Brown, Service Director for Complaint handling.</p> <p>Policy uploaded to website.</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.</p> <p>CIS (customer information system) scripts updated to reflect CCC Policy changes.</p> <p>Third party authorisation form is completed.</p> <p>Cllrs and the MP have been updated with CCC Policy and changes.</p> <p>Customer Advisors updated via team meetings and attending overview training 12.06.24 regarding the changes to policy and new 2 stage process. Customer advisors aware to give tenants the choice to make a complaint if dissatisfied with an outcome. Must fall within scope of policy.</p>
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 recorded, monitored and reviewed regularly.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			of team meetings via P. Brown, Service Director for Complaint handling. Recording of training available on staff portal.
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 not specifically stated within the policy, but the Council do this in practice. The CCC Procedures to be updated for Service Areas to follow to meet policy requirements and will be included here.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.  Advice and or link to how to make a complaint has been added to external satisfaction surveys and the Realtime Satisfaction survey. Performance team updated.

## 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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9.  CCC Procedures to be updated for Service Areas to follow and meet policy requirements.
2.2	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: <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9-11.



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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9.
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	Compliments, Comments and Complaints Procedures to be updated.  Corporate procedures to be updated to reflect advice to CSCO and Service areas.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 9.

### 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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3 page 6.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment will be completed to support the updated policy.</p>
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.4 page 18.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling.</p> <p>Recording of training available on staff portal.</p>
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	Yes	<p>Performance reporting monitored by Scrutiny, and Executive.</p> <p>Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	sign that residents are unable to complain.		are to be introduces as an agenda item to discus CCC volumes and type, information will be shared and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition any Complaints that also result in a compliment will be recorded. Through the training for CCC/Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
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 Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2 page 18, the role of the ombudsman page 15-16, the Regulators code page 17-18.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.  Third party authorisation form includes section for complaints.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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	<p>The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format, the information leaflet has been reviewed to incorporate the Policy changes and timeframes.</p> <p>Customer Service Standards Leaflet also to be updated Changes have been passed to the Communications Officer to include within the next In Touch district Publication and the Tenants Magazine. Included within Stage Two response template.</p>

## 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	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer (CSCO)  These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
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	<a href="mailto:CCAdmin@bolsover.gov.uk">CCAdmin@bolsover.gov.uk</a>  Complaints are a key priority for the authority, emails come from a designated CCC Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to a CCC Admin email inbox for the attn of the Customer Standards and Complaints Officer (CSCO).  Updates to portfolio holder monthly.
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	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –Section 5 page 17-18.  Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Cover and additional

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		resource for the service is in place with a Customer Advisor working temporarily 1 day per week and covering any absence to maintain effective complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. CSCO to update re performance and services areas to update re improvements to service delivery following comment or complaint.

## 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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only.  Officers advised in recent training of new CCC Policy and Procedure that informal stages are not appropriate.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only.
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	Yes	The Council allow 3rd party complaints and complaints from the local MP. These are carried out in accordance with the 2-stage process as set out in the policy.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	expected to go through two complaints processes.		
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Policy shared with 3 <sup>rd</sup> party organisations and also available on website. 3rd party auth is now included within the CCC form.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11.  Included within Stage 1 and Stage 2 Template.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, Page 5 Introduction.  Corporate procedures to be updated to reflect advice to CSCO and Service areas



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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<p>b. give the resident a fair chance to set out their position;</p> <p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>		
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 3.3 page 6-7.</p> <p>CCC Leaflet includes access for all statement.</p> <p>The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.</p>
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	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 18 explains this

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	must comply with the provisions set out in section 2 of this Code.		
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	Excel Spreadsheets with all complaint data. CCC system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved.  Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3 year data retention for all records.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Remedies for a complaint page 13-14.
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	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	must keep restrictions under regular review.		
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints.

## 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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11-12.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 page 11-13.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 Page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.  Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
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	Acknowledgement Stage 1 and Stage 2 templates.  Include within procedure advice.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10 page 13.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.  This is included as standard in all Stage 1 responses.

## 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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – complaints handling process, page 12.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Introduction, Page 5.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – The Complaints handling process page 12.
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
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	Not explicitly stated within the CCC Policy but responses are monitored by the CSCO and service areas are made aware they must ensure all actions are completed and update the CSCO.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.



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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.</p> <p>This is included as standard in all Stage 2 responses.</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>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.</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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – remedies page 14.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.		
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The CCC Policy has been edited to include Remedies which were suggested within the HO Complaint Handling Code.

## 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> </ul>	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>From April 2024, this will also be reported to the Tenant Participation Review and Development Group (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny, Standards Committee and to Executive.</p> <p>Service Review Meetings for Complaints to discuss service improvements.</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.		
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 Assessment 23-24 will be presented to the Customer Services Scrutiny meeting on 3 <sup>rd</sup> June 2024, executive on 24 <sup>th</sup> June, submitted to the Tenant Participation Review and Development Group on 16 <sup>th</sup> July 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any 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	Yes	The Council will fully comply with this requirement.

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<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
	must provide a timescale for returning to compliance with the Code.		

## 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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.  Presented at Customer services scrutiny quarterly, trends analysed.
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	Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.
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	Customer Service, Standards and Complaints Manager.  Presented at Customer Services Scrutiny quarterly, trends analysed.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	serious risks, or policies and procedures that require revision.		From April 24 this will also be presented and discussed in the Tenant Review and Development Meetings.
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	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23
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	Executive portfolio holder with responsibility for complaints.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23.  Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> </ul>	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.  Performance reporting quarterly to the Customer Services Scrutiny.  Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive.



Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<ul style="list-style-type: none"> <li>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>		<p>Monthly meetings with Customer Services &amp; Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.</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> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.</p> <p>Mandatory training for all new employees.</p>