

## Appendix A: Self-assessment form

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. Policy uploaded to website.</p> <p>Within 'Compliments, Comments and Complaints' page of the Council's website.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</p> <p>Complaints Corporate Training (slide 20) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3.</p>

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 4.7, page 9 and section 3.2, page 6.</p> <p>CIS (customer information system) scripts updated to reflect Compliments, Comments and Complaints Policy changes.</p> <p>Third party authorisation form is provided upon request and if sent out to any resident who submits a complaint which needs consent. The Council allow 3rd party complaints and complaints from the local MP.</p> <p>Cllrs and the MP were updated with Compliments, Comments and Complaints Policy and changes in April 2024.</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>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</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>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			<p>Recording of training available on staff portal.</p> <p>Complaints Corporate Training (slide 19) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3 and 20.</p>
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	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6.</p> <p>Real Time Satisfaction Survey landing page is Compliments, Comments and Complaints website page, also references self-service link for reporting Compliments, Comments and Complaints within satisfaction question.</p> <p>Link to the Council's complaints page will be added all housing related surveys.</p>

## 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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.</p>
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"> <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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p> <p>Out of scope templates</p>

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2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 6.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	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.		
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p> <p>Out of scope templates</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.</p>

### 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>Complaints leaflet and form</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment has been published 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 3.3, page 6, section 5.4, page 18 and section 7.5, page 23.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.</p> <p>Recording of training available on staff portal.</p>

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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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.1 and 1.5, page 5</p> <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 have been introduced as an agenda item to discuss Compliments, Comments and Complaints outcomes and trends.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			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 Compliments, Comments and Complaints / 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, section 4.12 - 4.24, page 15-16, section 4.25 – 4.27 page 17.
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. Form provided on request or if a complaint is received that requires third party the form is sent with instructions. The Council allow 3rd party complaints and complaints from the local MP.

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3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		<p>Complaints leaflet updated in April 2024 to include Ombudsman details.</p> <p>Housing Ombudsman Service poster in Contact Centres.</p> <p>Tenant Locality Event Groups delivered in July 2025 – slide 10 - 13.</p> <p>Will include a section regarding the Ombudsman in issues of Bolsover Homes (tenant magazine) going forward.</p> <p>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	<p>Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer.</p> <p>Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling.</p> <p>These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.</p>
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	<p><a href="mailto:CCCAadmin@bolsover.gov.uk">CCCAadmin@bolsover.gov.uk</a></p> <p>Complaints are a key priority for the authority, emails come from a designated Compliments, Comments and Complaints Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to the 'CCCAAdmin' email inbox for the attn of the Customer Standards and Complaints Officer.</p> <p>Updates to portfolio holder monthly.</p>
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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-19.</p> <p>Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Employment of a Complaints Administrator in January 2025 to maintain effective</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		<p>complaint handling.</p> <p>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.</p> <p>Customer Standards and Complaints Officer to update re performance and services areas to update re improvements to service delivery following comment or complaint.</p>

## 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 – section 4.9, page 11.  ‘Informal’ stages removed in April 2024 when new Policy was implemented to comply with HOS Code.
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) section 4.9, page 11.
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	These are carried out in accordance with the 2- stage process as set out in the policy. All complaints administered and responses provided by the Complaints team.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.  Compliments, Comments and Complaints Policy shared with third party organisations and also available on website. All complaints administered and responses provided by the Complaints team.
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.  Included within the Stage 1 and Stage 2 complaint acknowledgement templates.
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 the Stage 1 and Stage 2 acknowledgement templates.
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; b. give the resident a fair chance to set out their position;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
	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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7.  Complaints Leaflet includes access for all statement.  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.
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.

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<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
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. Complaints 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 – section 4.11, 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 must keep restrictions under regular review.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers section 1.2, 1.4 and 1.5, page 5.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	for the provisions of the Equality Act 2010.		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 7.

## 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 – section 4.9, page 11-13.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 8.4 - 8.7, page 14-18.
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 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
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.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6 page 9.

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6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	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.		
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 – section 4.9, page 11.  Stage 1 Out of Timescale Templates created
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 – section 4.10, page 13.  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	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.

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6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	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.		
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 – section 4.10, page 13-15.  This is included as standard in all Stage 1 responses.

## Stage 2

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
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 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.
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 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
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 Procedure – section 5, page 7.
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 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

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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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.</p>
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.

<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
	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.		
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 – section 4.9, page 11.  Stage 2 Out of Timescale Templates created
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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13 and section 4.11, page 14.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
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	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
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;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.  This is included as standard in all Stage 2 responses.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	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.		
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12-13.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

## 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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15.</p> <p>Complaint Investigation Template Part C</p>
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 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

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<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
	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	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

## 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> <ol style="list-style-type: none"> <li>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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>any findings of non-compliance with this Code by the Ombudsman;</li> <li>the service improvements made as a result of the learning from complaints;</li> <li>any annual report about the landlord's performance from the Ombudsman; and</li> <li>any other relevant reports or publications produced by the</li> </ol>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>CCCSummary (Excel spreadsheet) of all complaints including those not accepted.</p> <p>Quarterly report analysis for Housing &amp; Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny and Executive.</p> <p>Biannual Service Review Meetings for Complaints to discuss service improvements.</p> <p>You said, we did poster (lists service improvements).</p>

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<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence Commentary / explanation</b>
	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 24 - 25 was presented for comments at Housing Liaison Board on 29 <sup>th</sup> July 2025, will be presented to the Customer Services Scrutiny meeting on 19 <sup>th</sup> August 2025 and Executive on 8 <sup>th</sup> September June.
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 must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

## 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 4.9, page 11, 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	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.5, page 5 and section 5, page 17-18.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Tenant Complaint Locality Events – slide 14 and 15.</p> <p>You said, we did service improvement posters</p> <p>Complaint Investigation Template – Part D</p> <p>Biannual Service Reviews – Complaints/Service Improvements on the agenda</p> <p>Presented at Customer services scrutiny quarterly, trends analysed.</p>

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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	<p>Updates in the In Touch &amp; Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.</p> <p>Tenant Complaint Locality Events – slide 3.</p> <p>You said, we did service improvement posters</p> <p>Complaint data analysis presented and discussed in the Housing Liaison Board meetings quarterly.</p>
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, serious risks, or policies and procedures that require revision.	Yes	<p>Customer Service, Standards and Complaints Manager.</p> <p>Presented at Customer Services Scrutiny quarterly, trends analysed.</p> <p>From April 24 complaint data analysis has also been presented and discussed in the Housing Liaison Board meetings quarterly.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
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  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.
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.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.  Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <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> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress</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>Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive.</p> <p>Monthly meetings with Customer Services &amp; Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<p>made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</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>