

Complaints Handling Code Self-Assessment Form - 2024

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Definition of a complaint – Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
1.2	A complaint must be defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.	Yes	Policy statement, page 1 paragraph 3.
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlords complaints policy.	Yes	Procedure, stage 1, first paragraph. (Added in) Procedure introduction
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Details within 'Stage one'
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Policy statement: All complaints viewed constructively.
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Within Our Approach section.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Within Our Approach section

Definition of complaint – Best practice ‘should’ requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Procedure, stage one
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	All surveys are anonymous so individual responses are not able to happen. However where possible any persons being requested a survey or feedback are also informed of how to make a complaint.

Section 2 – Accessibility and awareness

Accessibility and awareness – Mandatory ‘must’ requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Residents can complain to staff who are on site 24 hours a day. There are receptionists at our larger sites. A complaint can be made through the website, using the ‘contact us’ facility, or the link to complaints form. Residents have a QR code in the welcome packs which links them directly to the complaints form. Residents can call staff on land, mobile phones, text or email.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Accommodation Guide ‘How to complain’ How to complain posters Translated version of ‘How to Complain’ Details in Resident’s handbook

2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	How to complain guide easily accessible on website, QR codes supplied in all welcome packs, and reception areas.
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Complaints procedure includes offer of impartial staff support in making a complaint. Accommodation Reasonable Adjustments Policy in place and referred to in linked documents in Complaints policy. Staff complete Equality and Inclusion training.
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	Information on notice boards Within Resident's Handbook Informed at monthly resident's meetings Regular reminders logged at support sessions On website
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Information on notice boards Within Resident's Handbook Informed at monthly resident's meetings Regular reminders logged at support sessions On website
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Fourth bullet point within stage one of formal complaints procedure. Stated on 'how to complain' guide

Accessibility and awareness – Best practice 'should' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a	No	See section one. We do not communicate directly with residents via Social Media.

	complaint is received via social media and how confidentiality and privacy will be maintained.		When a complaint is received via social media the Marketing team will send on to the Accommodation Team to respond.
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Section 3 – Complaint handling personnel

Complaint handling personnel – Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "Complaints Officer."	Yes	All front facing workers have responsibility for complaint handling at stage one.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All front facing workers are able to act as a Complaint Officer and if there was a possible conflict of interest another member of staff would process the complaint.

Complaint handling personnel – Best practice 'should' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Policy statement regarding dealing with a complain fairly. Section within procedure regarding 'acting sensitively and fairly'. Accommodation staff have equality and inclusion training, work is underpinned by using a trauma informed approach. Complaints are dealt with at stage 1 by a complaints officer

Section 4 – Complaint handling principles

Complaint handling principles – Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Yes	All information, decisions and letters are completed and stored on our housing database. All evidence regarding decisions, outcomes and correspondence is stored here. Stage one has 5 day deadline to record on Inform. Complaints report details which stage complaints are resolved at.
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	<i>Templated response letter has sections to complete on these areas.</i>
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Process point regarding 'acting sensitively and fairly'
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	Yes	All staff attend the Quality Assurance training annually. Template letters used follow the Ombudsman guidance All records are stored on Inform – confidential records. Residents Privacy notice. Complaints are reviewed regularly by managers and reported anonymously to the Head of Accommodation and QACs committee for oversight.

4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Evidence of communication re: complaint logged on Inform. Procedure includes guidance on communication frequency and logging on Inform. Reasonable Adjustment policy in place.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	All investigations carried out impartially and with due diligence to establishing the facts surrounding the complaint.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Timescales and escalation points included in the procedure.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	Exclusions section
4.15	A full record must be kept of the complaint, any review, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	All listed information is recorded on In-Form and reported quarterly to QAC and managers meetings.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Behaviour policies and Visitors Policy are in place and applicable to residents and their Representatives in all circumstances. Code of Professional Conduct in place for staff.

Complaint handling principles - Best practice 'should' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations

4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Areas of complaints are offered in the appendices. Statement in procedure regarding being clear on what is unreasonable or unrealistic. Complaints officer discusses expected outcomes and expectations with the complainant. See policy
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Statement within procedure re: resolving the issue as early as possible, as well as liaising with the resident about satisfactory outcomes. Staff are encouraged to involve other departments as needed to carry out urgent actions.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	See Section One
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	We would comply when this is the case.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Wherever possible confidentiality would be maintained.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Regular communication and updates are encouraged in the procedure.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Policy statement. Tenant Satisfaction Measures (TSM) Improvement actions following complaints.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Always seeking to improve the service. The complaint handling code is discussed within team meetings and staff feedback is taken into consideration when reviewing and updating policies and procedures. <i>Learning from complaints discussed in 1:1's and team meetings as appropriate.</i>
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	YMCA Trinity Group adopts a Trauma Informed Care approach. Behaviour Policy details YMCA Trinity Group's approach to behaviour management and consequences of unacceptable behaviour. Reasonable Adjustment policy in place.

			All staff trained in equality, diversity and inclusion.
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Section 5 – Complaint stages

Complaint stages - Mandatory 'must' requirements - Stage1			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.1	Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Procedure. Stage one.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Procedure. Evidence of responses and tracked actions on Inform.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Procedure & template letter. Evidence of responses and tracked actions on Inform.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions details of how to escalate the matter to stage two if the resident is not satisfied with the answer	Yes	Procedure. Template complaint final response letter prompts to address all of these points.

Complaint handling principles - Mandatory 'must' requirements – Stage 2			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Exclusions section Procedure. Two stage process only. Template letters clearly define outcome reasons and right to approach the Ombudsman. Resident's regularly reminded about the ability to contact the Housing Ombudsman.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Procedure & template letter.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Procedure.
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Escalates to an appropriate Manager
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Procedure stage two.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made 	Yes	Procedure. Template letter prompting to respond covering all of these areas. No third stage.

	<ul style="list-style-type: none"> • details of any outstanding actions and • if the landlord has a third stage, details of how to escalate the matter to stage three • the details of any remedy offered to put things right • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		
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Complaint handling principles - Mandatory 'must' requirements – Stage 3			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	Two stage process only.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made 	N/A	Two stage process only.

	<ul style="list-style-type: none"> • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 		
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Complaint handling principles - Best practice 'should' requirements – Stage 1			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Procedure, stage two.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Procedure, stage two.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Procedure and review and monitoring of complaints quarterly.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Procedure, stages one and two.
5.12	The person considering the complaint at stage two must not be the same person that considered the complaint at stage one.	Yes	Procedure, stage two.

5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Procedure, stage two.
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and <ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 	Yes	Procedure & template letter.

Complaint handling principles - Best practice 'should' requirements - Stage 2			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Procedure statement. Wherever possible the resident will be engaged and agree actions and outcomes.

5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	Procedure statement.
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Complaint handling principles - Best practice 'should' requirements - Stage 3			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	No stage three in our process
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	No stage three in our process

Section 6 – Putting things right

Putting things right - Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions	Yes	Resolving Complaints

	it has already taken, or intends to take, to put things right.		
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Resolving Complaints
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Resolving Complaints
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Resolving Complaints

Putting things right - Best practice 'should' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Policy statement and organisational approach, paragraph one. Resolving complaints, paragraph 2.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	We would comply with this as needed

Section 7 – Continuous learning and improvement

Continuous learning and improvement - Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Complaints are reviewed quarterly and reported internally to the QAC Committee. The Complaint Self-assessment is completed annually. The performance and improvement report are completed annually and shared on our website and with all of our stakeholders. Complaints are discussed anonymously monthly at resident's meetings. All reports are anonymised.

Continuous learning and improvement - Best practice 'should' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Head of Accommodation is responsible for completing all reports related to the monitoring, review, performance and compliance of all complaints against the complaints handling, and providing this to the QAC committee. The QAC Committee have lead responsibility for ensuring compliance with the complaint handling code.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling • The annual performance report produced by the Ombudsman, where applicable 	Yes	Quarterly QAC report Minutes of QACS meetings are circulated to all trustees. The Chair of QACS provides feedback to the Board on key issues from the last meeting including complaints whenever appropriate. The Complaints Self-assessment and Performance and Improvement Report are completed annually and published on our website, as well as the governing bodies response to the self-assessment.

	<ul style="list-style-type: none"> Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 		
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Complaints are reviewed by managers and the Head of Accommodation.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments take collective responsibility for any shortfalls identified through complaints rather than blaming others act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	See Additional information section. YMCA Trinity Group uses co-production when engaging with residents and in developing ways of working. Our Values and Behaviours encourage collective responsibility and a collaborative approach to continual improvement.

Section 8 – Self-assessment and compliance

Self-assessment and compliance - Mandatory 'must' requirements			
Code Section	Code requirement	Comply: Yes/No	Evidence, Commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Self-assessment. Previous versions of the process in archive.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	When applicable, this would be completed and logged.
8.3	Following each self-assessment, a landlord must:	Yes	Evidence published as required.

	<ul style="list-style-type: none">• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members;• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents;• include the self-assessment in their annual report section on complaints handling performance.		
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