

Rugby Borough Council Self-Assessment Against the Housing Ombudsman Service Complaint Handling Code 2024

Date of Self-Assessment June 2024

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	
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	As set out in the Rugby Borough Council Customer Feedback Policy	
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	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	

	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.			
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	As set out in our Rugby Borough Council Customer Feedback Policy	
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	In line with the Tenant Satisfaction Measures Standard Rugby Borough Council undertook a Tenants Survey which took place October 2023 – January 2024. The cover letter informed tenants of the Housing Ombudsman Service.	Extract from Tenants Survey Cover Letter <i>“This is just a reminder that you have the right to raise any housing issues with the Housing Ombudsman at any point if you are not satisfied with the service you have received from our teams. The Housing Ombudsman can provide you with free, independent advice and support. Their contact details are as follows: www.housing-ombudsman.org.uk Telephone: 0300 111 3000 Or you can write to them at: Housing Ombudsman Service PO Box 152 Liverpool L33 7WQ”</i>

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	As set out in the Rugby Borough Council Customer Feedback Policy	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	

	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	
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	As set out in the Rugby Borough Council Customer Feedback Policy	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	We do not take a blanket approach to excluding complaints however, when reviewing the Customer Feedback Policy in 2024/25 we will make it clearer that the individual circumstances of each complaint and

				complainant should be considered.
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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	As set out in the Rugby Borough Council Customer Feedback Policy	Residents can complain in person at the Town Hall where housing staff are available to see callers every day, in writing, by phone, using our online form. We are reintroducing a "hard copy" Tenants Newsletter which will be posted out to all tenants commencing Summer 2024 and this contains information about how to complain and information about the Housing Ombudsman Service.
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	Yes	As set out in the Rugby Borough Council Customer Feedback Policy.	

	to pass details of the complaint to the appropriate person within the landlord.			
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>We monitor complaints on a quarterly basis and have a quarterly “Lessons Learnt” Clinic to ensure trends are identified and necessary actions are taken.</p> <p>Staff training on complaints covers the topic of a healthy complaints culture in which we learn from complaints.</p>
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 Rugby Borough Council Customer Feedback Policy is available on our website. It can be provided in different formats on request.	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	The Rugby Borough Council Customer Feedback Policy sets out how we will publicise our policy and information about the Housing Ombudsman Service.	In 2024/25 Rugby Borough Council is reverting to a “hard copy” Tenants Newsletter, posted to all tenants as we understand it will reach tenants who are not connecting digitally – The Tenants Newsletter will contain information about

				the Customer Feedback Policy, The Housing Ombudsman Service and the Complaint Handling Code in every edition. Our updated Tenants Handbook contains information about the Housing Ombudsman Service.
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	As set out in the Rugby Borough Council Customer Feedback Policy.	
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	As set out in the Rugby Borough Council Customer Feedback Policy.	Information on how to engage with the Housing Ombudsman Service is set out in Tenants Newsletters (currently online only but will be posted out in hard copy to all tenants in 2024/25) in the Tenants' Handbook and in leaflets and posters in communal areas at Independent Living Schemes and the Town Hall.

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	Our Communications Team take responsibility for complaint handling. Complaints are assigned to a relevant officer and the Communications Team have oversight of the complaint within the system. Complaints are reported on as part of wider key indicators. A quarterly report is submitted to full Council. Complaint trends are also examined by the Audit & Ethics Committee of the Council	<p>Currently complaints are reported to Council as a Council wide set of complaints, covering all Council services, in 2024/25 Housing/Landlord Service Complaints will be disaggregated from this and reported separately to improve transparency. There is a monthly report to our leadership team.</p> <p>The Chief Officer for Communities and Homes as the chair of the Lessons Learnt Clinic has oversight of all complaints within the landlord service.</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	The complaints officer allocates complaints to appropriate managers through our system.	

4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	All investigators and responders have recently undertaken training on complaint handling and have signed up to the Housing Ombudsman Centre for Learning in order that they can access the resources there. Our Housing Services Manager has completed the Housing Ombudsman's e-learning on Dispute Resolution and applying Dispute Resolution.	We have established a quarterly Lessons Learnt Clinic that will monitor compliance and facilitate learning from complaints.
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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	As set out in the Rugby Borough Council Customer Feedback Policy	
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	As set out in the Rugby Borough Council Customer Feedback Policy	

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	As set out in in the Rugby Borough Council Customer Feedback Policy	
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	As set out in in the Rugby Borough Council Customer Feedback Policy	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy.	
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	As set out in the Rugby Borough Council Customer Feedback Policy	We have developed a suite of standard letters that guide investigators and responders in setting out the complaints and the outcomes the resident is seeking.
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	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	Our suite of standard letters supports this.

	clarify any areas where this is not clear.			
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	<p>At stage 1 the investigation will be carried out by an impartial officer, complaint responses are monitored by our Communities and Projects Manager. At stage 2 our Chief Officers ensure they are able to carry out an objective review of the complaint, should there be any conflict of interest they will arrange for another Chief Officer to undertake the stage 2 process.</p>	
5.9	<p>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.</p>	Yes	<p>Investigators and responders have been training in the use of extensions and we have a standard letter that guides officers.</p>	
5.10	<p>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.</p>	Yes	<p>We are using guidance set out in the document: Spotlight on attitude, respect and rights – relationship of equals. In addition we are currently implementing a new housing management system which will improve our ability to keep accurate and up to date records and embarking on a programme of tenancy health</p>	

			checks which will improve our knowledge of our residents.	
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		
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	Our complaints system holds all documentation relating to each complaint.	
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	As set out in the Rugby Borough Council Customer Feedback Policy.	
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	Yes	Relevant policies include: Persistent Contact Procedure and the Potentially Violent Persons Procedure.	

	putting any restrictions in place and 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	As set out in the Persistent Contact Procedure.	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	As set out in the Rugby Borough Council Customer Feedback Procedure	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	The Rugby Borough Council Customer Feedback Policy sets out a 15-day response time to stage 1 complaints. This will be changed in 2024/25 and the Rugby Borough will adopt a common response time at stage 1 of 10 days in line with the	In 2023/24 we achieved 35% of complaints responded to at stage 1 within the 10 working day response time (as set out on our Complaints Performance and Service Improvement Report

			requirements of the Housing Ombudsman. In practice investigators and responders within housing services adopt a 10-working day response time and this is evidenced through our suite of standard letters.	2024/24) improving this is a priority for us and our complaints to date in 2024/25 have seen an improvement to 75% of stage 1 complaints responded to within the 10 working day response time. We will continue to monitor this closely. Dedicated staff training , quality monitoring of responses.
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	As set out in our suite of standard letters.	
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	Covered in our training to investigators and responders and included in our suite of standard letters.	
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	Yes	As set out in the Rugby Borough Council Customer Feedback Policy, also covered in our training and in our suite of standard letters.	

	actioned promptly with appropriate updates provided to the resident.			
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and guidance provided to investigators and responders through training and our suite of standard letters.	
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	As set out in the Rugby Borough Council Customer Feedback Policy	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and our suite of standard letters.	

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
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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	As set out in the Rugby Borough Council Customer Feedback Policy	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy	
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	As set out in the Rugby Borough Council Customer Complaints Policy. We accept complaints at stage 2 at the direction of the resident.	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The Chief Officer for Communities and Homes will normally consider all housing services complaints at stage 2. Should there be a conflict of interest another chief officer will	

			respond to the stage 2 complaint.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	The Rugby Borough Council Customer Feedback Policy sets out a 15 working day response time for stage 2 complaints.	
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	As set out in the Rugby Borough Council Customer Feedback Policy and supported by our suite of standard letters.	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and included in our suite of standard letters.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and our suite of standard letters.	
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	Guidance is provided through training and through our suite of standard letters, complaint responses are routinely monitored by our complaints	

			officer. Our Communities and Projects Manager facilitates our Lessons Learnt Clinic which also maintains an oversight of responses and their effectiveness.	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	As set out in our suite of standard letters.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes		All suitable staff members are involved as appropriate in our stage 2 responses.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and through our suite of standard letters.	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	We follow guidance provided by the Housing Ombudsman Service through its comprehensive content for landlords	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	As set out in the Rugby Borough Council Customer Feedback Policy and through our suite of standard letters.	
7.4	Landlords must take account of the guidance issued by the Ombudsman	Yes	Yes, as stated in 7.2	

	when deciding on appropriate remedies.			
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and 	Yes	<p>Our 2023/24 Complaints Performance and Service Improvement Report is available on our website.</p>	

	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 Complaints Performance and Service Improvement Report 2023/24 is published on the website and will be reported to Members in the appropriate way as soon as is practicable.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	If required.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	If required	
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	Noted	

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	We have established a Lessons Learnt Clinic which meets quarterly to consider the Complaints Performance and Service Improvement Report for the previous quarter and consider complaints and serious incidents.	The Lessons Learnt Clinic has a Terms of Reference and is chaired by the Chief Officer for Communities and Homes.
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	Our Lessons Learnt Clinic facilitates a positive complaint handling culture, and this is built into its functions and scope through a terms of reference.	
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	We report on complaints to our Tenants Panel, to staff at team meetings and through our Tenants Newsletter.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person	Yes	Our Communication Consultation and Information Manager is the senior lead person accountable	

	<p>must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.</p>		<p>for complaints within the Borough, for complaints relating to housing services they are supported by the Communities and Projects Manager within the Communities and Homes directorate. The Chief Officer for Communities and Homes is responsible for all Stage 2 responses for complaints for landlords services, they maintain oversight of all complaints through chairing the Lessons Learnt Clinic.</p>	
9.5	<p>In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').</p>	Yes	<p>The Portfolio Holder for Communities and Homes, Regulation and Safety is the Member with lead responsibility for housing services complaints.</p>	
9.6	<p>The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.</p>	Yes	<p>See 9.5</p>	

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	Our Complaints Performance and Service Improvement Report 2023/24, please also see	
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"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints 	Yes	Rugby Borough Council is in the process of adopting a Performance Development Review process, this process will include a standard objective in relation to complaint handling for all relevant employees.	

	as set by any relevant professional body.			
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