

Appendix A: Self-assessment form

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

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

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

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

FPHC Self-Assessment 2025

July 2026

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	See FPHC Complaints and Mediation Policy and Procedure, Points 1 and 5.	
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	See FPHC Complaints and Mediation Policy and Procedure, Point 1 and 5	
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	Yes	FPHC Complaints and Mediation Policy and Procedure, Point 5	

	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	Correspondence relating to Complaint August 2023.	Measures to make improvements in handling service requests have been discussed and implemented.
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	FPHC Response to Tenant Satisfaction Survey Correspondence relating to past complaints.	A Tenant Satisfaction Survey has been carried out and comments have been published. All FPHC members have repeatedly been made aware of the <i>FPHC Complaints and Mediation Policy and Procedure</i>, including revised versions.

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	<i>FPHC Complaints and Mediation Policy and Procedure, Point 9</i>	
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • 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. • Matters that have previously been considered under the complaints policy.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure, Point 2 and 9.</i>	

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	<i>FPHC Complaints and Mediation Policy and Procedure, Point 2 and 9.</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure, Point 2, 3 and 9.</i>	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure, Point 2 and 9.</i>	All cases will be considered, but FPHC Complaints and Mediation Policy and Procedure, Point 9, refers to special cases not usually considered under the policy unless there are valid reasons to consider.

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	FPHC Complaints and Mediation Policy and Procedure, Point 1	FPHC has a dedicated Team of volunteers who deal with complaints. The Team can be contacted by various means.
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	FPHC Complaints and Mediation Policy and Procedure, Point 1	
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.	not applicable		Noted. FPHC is a small co-operative.
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	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	FPHC Complaints and Mediation Policy and Procedure is available in hardcopy, by email and on

	will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.			the FPHC website. Upon request, it can also be provided in large print or braille.
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	FPHC Complaints and Mediation Policy and Procedure	
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	<i>FPHC Complaints and Mediation Policy and Procedure, Point 4</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	

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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	FPHC has a dedicated Complaints and Mediation Team consisting of volunteers.
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	Involvement and authority of the Complaints Team is referred to in the <i>FPHC Complaints and Mediation Policy and Procedure</i> , Points 2, 6, 7 and 9.	FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff. The Complaints Team has the authority and autonomy to act to resolve disputes.
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	All effort is made to handle complaints complying with the FPHC Complaints and Mediation Policy and Procedure, which is based on the Housing Ombudsman's Complaint

	core service and must be resourced to handle complaints effectively			Handling Code. The policy is regularly reviewed and updated to include improvements based on learning from previous complaints or changes suggested by the current Ombudsman's Complaint Handling Code. If a particular complaint addresses issues beyond the scope of the Complaints Team, an outside organisation may be contacted. More training would be useful. FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff.
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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	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	Equal treatment and fair handling of complaints is top priority. The FPHC Complaints and Mediation

	not be treated differently if they complain.			Policy and Procedure is based on the Ombudsman's Complaint Handling Code.
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	The Complaints Team aims to resolve complaints within a suitable timeframe. However, FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff.
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Correspondence regarding past complaints	This is stated in correspondence where third parties are involved. Clearer statements in the FPHC policy have been included for the next review in Point 6

				(Mediation) and Point 9 (Special Cases).
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	FPHC Complaints and Mediation Policy and Procedure	
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	FPHC Complaints and Mediation Policy and Procedure. Correspondence relating to complaints.	
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; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	FPHC Complaints and Mediation Policy and Procedure. Correspondence relating to complaints.	

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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff. Although all effort is made to meet the timescales set out in the complaints policy, they have occasionally been exceeded in the past. In those cases, all parties have either been updated on the complaint or reminded of the timescales.
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
5.12	A full record must be kept of the complaint, and the outcomes at each	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i>	

	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.		<i>See Complaints email log.</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> <i>FPHC Anti-Social Behaviour Policy</i>	
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	<i>FPHC Anti-Social Behaviour Policy.</i> Correspondence regarding Complaint May 2023.	

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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> <i>Correspondence relating to any complaint</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	

	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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
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	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints.	

	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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints.	

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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i>	

	within five working days of the escalation request being received.		Correspondence relating to past complaints	
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	As Stage 2 involves a review of the complaint by a Complaints Panel consisting of volunteers, the time frame of 20 working days is rather tight and may be exceeded in some cases.
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
6.16	When an organisation informs a resident about an extension to these	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i>	

	timescales, they must be provided with the contact details of the Ombudsman.		Correspondence relating to past complaints	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	
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	<i>FPHC Complaints and Mediation Policy and Procedure</i>	

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff. All effort is made to act appropriately at all stages of the complaints procedure.
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • 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;	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	

	Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	Improved wording to make this clearer has been included into envisaged changes to the Complaints Policy for the next review.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	<i>See updated versions of:</i> <i>FPHC Self-Assessment 2025</i> and <i>FPHC Annual Complaints Performance and Service Improvement Report 2025.</i> FPHC website.	All documents are now available on the FPHC website. This includes policies, self-assessments and annual reports. A regular review of <i>FPHC's Complaints and Mediation Policy and Procedure</i> takes place taking account of improvements based on learning from complaints or updates suggested by the Housing Ombudsman's Complaint Handling Code. Any changes are reported to the FPHC Management Committee. Once ratified, the new version of FPHC's complaints policy is published on FPHC's website.

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	<i>FPHC Annual Complaints Performance and Service Improvement Report 2025</i> as well as <i>FPHC MC Response</i> to this report on the FPHC website.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	<i>FPHC Complaints and Mediation Policy and Procedure</i>	Noted
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	<i>FPHC Self-Assessment 2025</i> updated version	
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.	not applicable		Noted. These exceptional circumstances did not happen in 2025.

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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	Regular reviews of the FPHC complaints policy take place and include adjustments based on learning from past complaints.
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	FPHC seeks to implement any improvements suggested based on learning from complaints; for example, FPHC has made changes to certain procedures relating to maintenance issues based on a past complaint.
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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Minutes of meetings and correspondence relating to past complaints	Possible changes made to services or policies based on learning from past complaints are discussed at MC meetings and members will be informed of any action taken. Changes to the FPHC complaints policy are ratified at general meetings. All the while, confidentiality is kept.

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	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	FPHC has a small dedicated Complaints Team accountable for the complaint handling who also discuss any emerging issues. Any themes identified or suggestions for a revision of practices will be brought to the Management Committee.
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').	not applicable	<i>FPHC Complaints and Mediation Policy and Procedure.</i> FPHC Complaints Team	FPHC is a rather small co-operative. The FPHC Complaints and Mediation Team consists of volunteers, not employed staff. The Complaints Team informs the MC of any emerging systemic issues for which remedies can be discussed while keeping confidentiality relating to specific complaints.
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.	not applicable	<i>FPHC Annual Complaints Performance and Service Improvement Report 2025.</i> <i>FPHC Complaints and Mediation Policy and Procedure</i>	The Complaints Team reports to the MC regularly at general meetings on a general basis (e.g. number of complaints or cases resolved). To ensure confidentiality, only issues that need to be addressed at a wider level are reported to the MC in more detail on a need-to-know basis. Regular reviews of the complaints policy and suggestions for

				improvements are discussed at MC meetings and ratification of a changed policy takes place at general meetings.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: 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	<i>FPHC Annual Complaints Performance and Service Improvement Report 2025.</i> <i>FPHC Response to the Annual Complaints and Service Improvement Report 2025.</i> Minutes of SGM meetings and general meetings	The Complaints Team reports to the MC regularly at general meetings, but, to ensure confidentiality, only issues that need to be addressed at a wider level are reported to the MC in more detail. Regular reviews of the complaints policy are discussed at MC meetings and ratification of a changed policy takes place at general meetings.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: 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	Yes	<i>FPHC Complaints and Mediation Policy and Procedure;</i> Correspondence relating to past complaints	FPHC is dedicated to treat all members equally and fairly, complying with the Ombudsman's Complaint Handling Code and their own Complaints and Mediation Policy and Procedure. Objectives and Principles are set out in the <i>FPHC</i>

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			<i>Complaints and Mediation Policy and Procedure.</i>
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