

B3Living

Annual complaints performance and service improvement report

2023-24

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A central theme of our Better Futures strategy is *"Excellent customer experiences"*.

Without complaints, we couldn't build an accurate picture of what customer experience we offer as a business. So, we would like to express our gratitude to every customer who took the time to share their feedback with us and, where relevant, work with us towards a resolution.

This report is our inaugural Complaints Performance and Service Improvement Report. Through it we hope to provide assurance for our customers, stakeholders and Board members that our approach to complaint handling is robust and that we are truly listening to the feedback we have received.

We have reported against performance for all complaints we received. For our regulator, we also report complaints performance via the Tenant Satisfaction Measures. These figures have been included for transparency, but it should be noted that these metrics only include complaints made by our tenants (excluding market rent tenants) so will differ from our overall measures.



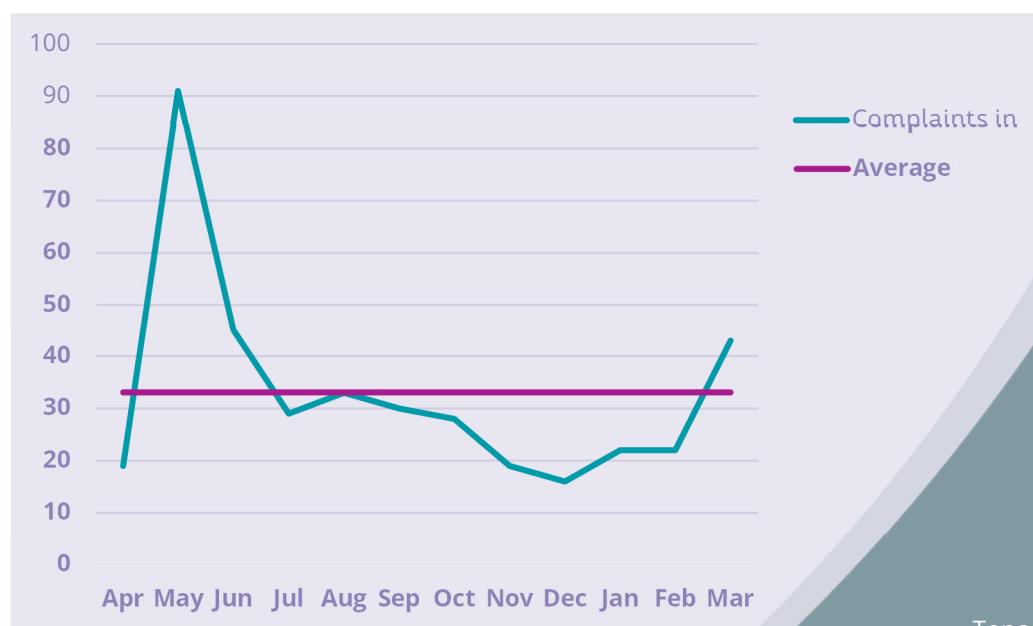
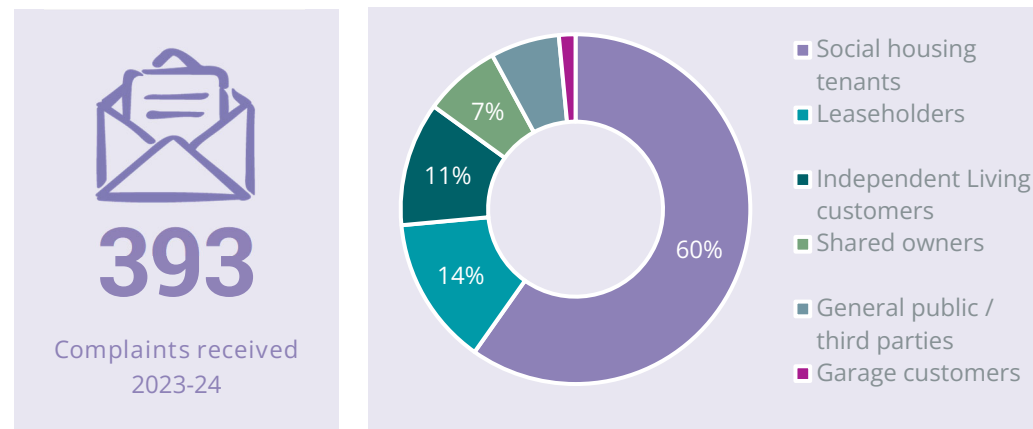
More detail on...

The complaints we receive

In 2023-24 we received 393 complaints in total, an increase on the 317 complaints we received in 2022-23. This increase can be partly attributed to the general growth in our stock, number of customers and activities, as well as our work to better promote our complaints service.

However, the monthly trend graph shows an above average spike in complaints in May 2023, which was related to a failure in our grass cutting service (see page 8 for more details).

When compared with our stock profile, different tenure types are largely represented in our breakdown of complaints. Only garage customers are underrepresented compared with the size of the customer group while Independent Living customers are reporting higher volume of complaints in proportion to their numbers – but neither by a significant degree.



**Please note that some complainants fall outside the remit of the TSMs so are excluded from this calculation.*

Tenant
Satisfaction
Measures (TSMs)*

68.2

Stage 1 complaints
per 1,000 homes

Reviewing the themes across our caseload, we found that most frequent areas generating complaints were our grounds / estate maintenance service, day-to-day repairs and neighbourhood / tenancy services. Exploring the root causes more closely, we identified the following common drivers across different service areas:

- Communication during works or cases.
- Communication during the complaint case itself.
- Poor performance by third-party contractors.
- Delays getting repairs completed or issues with the quality of workmanship.

Some of the work we have done to address these issues is outlined on pages 6-8.

Refused complaints

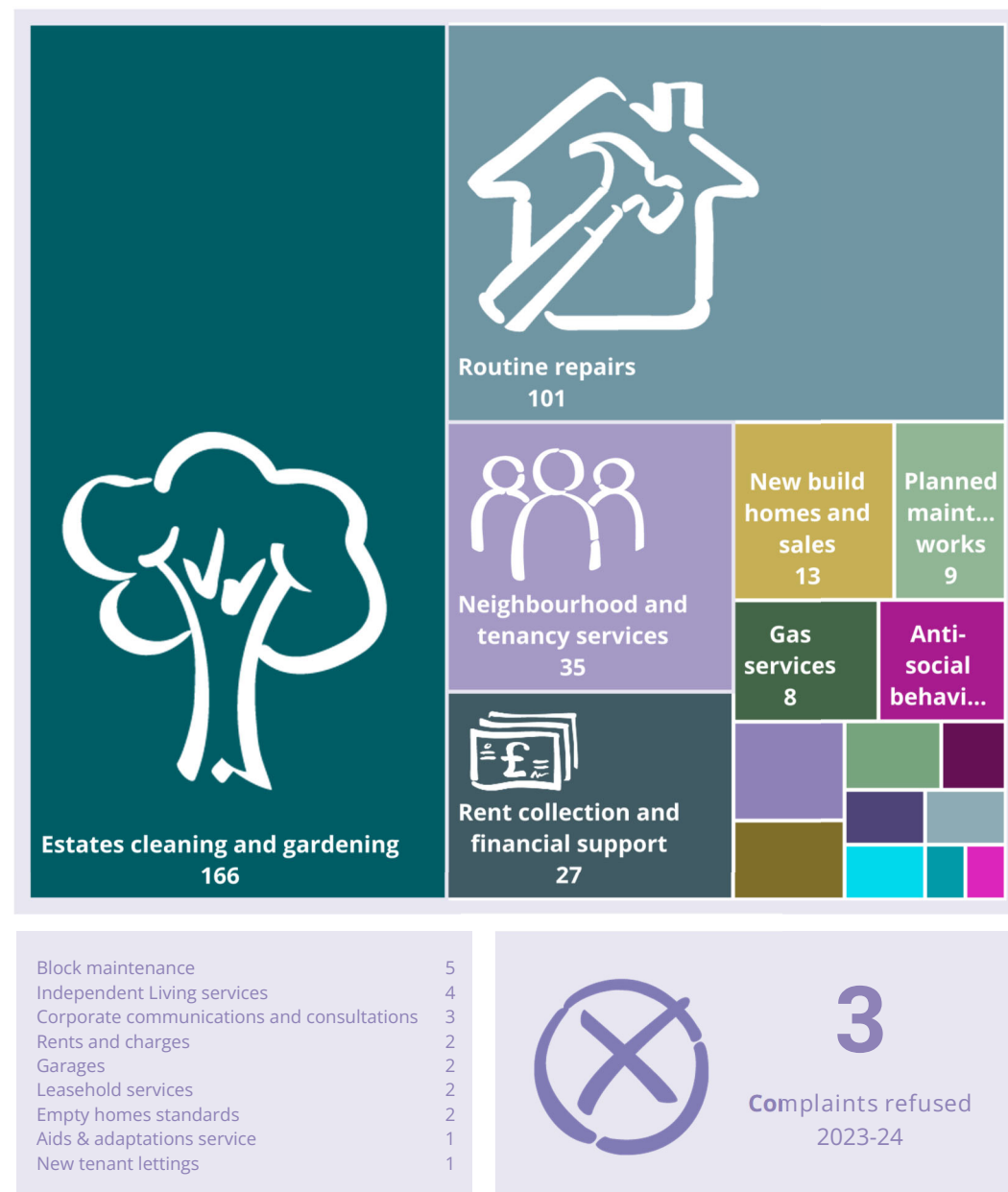
During the year, complaint handlers refused to investigate 13 complaints in total. However, on review, 10 refusals fell outside B3Living's policy, so these complaints have been counted as complaints not responded to within target times. These errors are due to a training issue related to B3Living's devolved approach to complaint handling across different teams, so it is expected that the introduction of dedicated Resolution Leads in 2024-25 will bring greater accuracy in how we apply our policy.

Reasons for refusal (*non-compliant with policy*):

- The complaint is an initial service request.
- The issue has been investigated and the complaint has not been upheld.

Reason for refusal (*compliant with policy*):

- The incident behind the complaint occurred more than six months before the complaint was reported to B3Living.
- The complaint has been previously investigated twice.
- The issue related to services provided by the local authority, not B3Living.



More detail on...

How we handle complaints

While we respond to the majority of complaints within the target timescales, we acknowledge that there is room for improvement as our target is to respond to at least 95% of complaints within the timescales set by the Housing Ombudsman.

We conduct a post-transaction survey to find out how our customers felt about our complaints handling process and 39% customers felt satisfied with how we handled their complaint, a slight fall against last year's score of 43%. Please note that this score has not been adjusted to account for outcome bias.

In our general tenant perception survey as part of the TSMs (see page 2), we received a more positive score of 48.9% satisfaction with complaint handling (*only scored by customers who had logged a complaint within the last 12 months*).

We have analysed the reason why 10% of complaints escalate to Stage 2 of our process and, given the low volume, it is difficult to identify any common root causes. However, we acknowledge that we could get better at keeping the customer updated during investigations and while we resolve actions identified at Stage 1.

To improve in this area, we are reviewing our process and have appointed two dedicated Resolution Leads who will specialise in high quality complaint handling.

Responses on time



7

Complaints extended to allow us more time to respond



39%

Customer satisfied with how we handled their complaint



10%

Cases escalate to Stage 2 of our process

**Please note that some complainants fall outside the remit of the TSMs so are excluded from this calculation.*

Tenant Satisfaction Measures (TSMs)*

82.1%

Stage 1 complaints responded to on time

48.9%

customers satisfied with our approach to complaint handling

62.5%

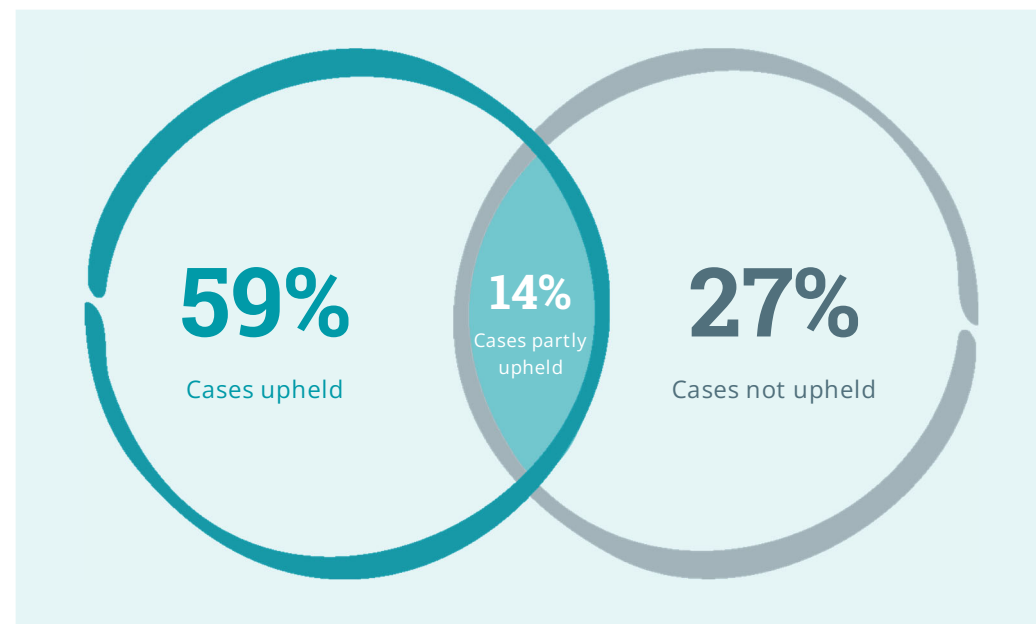
Stage 2 complaints responded to on time

More detail on...

Outcomes for our customers

At the end of every complaint, our process requires colleagues to consider what learnings they can draw from the complaint. We also have a Customer Experience Forum, made up of colleagues from all departments, who collectively review any learnings from complaints about we might bring these to life. Examples of some of their projects are included over the page.

Our data shows that we uphold or partially uphold most of our complaint cases (73%), which gives us rich data on how we could improve our services.



Service improvements based on complaints

Completed



Rotas



Heating Instructions



Carer Parking



New build defects

Coming up



Grass cutting



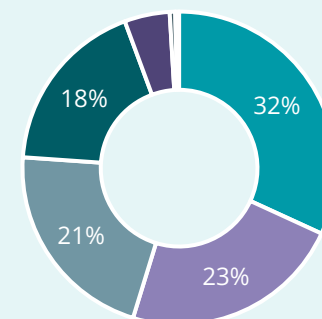
Service charge increases



Communication



Vulnerabilities / neurodiversity



- No learning applicable
- Contractor issue
- Improve communication
- Other
- System/process change
- Review policy
- Training needed

Service improvements, 2023-24

Independent Living service rotas

Complaints feedback told us that our Independent Living customers wanted more consistency in the people visiting their scheme, with less hand over between colleagues. Although the team find regular rotation useful to spread knowledge and generate ideas, they have extended their rotation period to three months. This allows them time to conclude service requests with customers who, in turn, become more familiar with each individual and are able to get more personalised updates on their cases.

New parking arrangements

We received several complaints after AMPR parking control was introduced at one of our largest schemes, Cheshunt Lakeside. Customers found it difficult to have carers, childcare support or visitors to stay without incurring large charges and, as part of a wider regeneration scheme, the arrangements were not solely under B3Living's control. However, our Neighbourhood team worked with the parking agency to set up a carers' permit application system and give visitors more flexibility through the parking control app. They are also exploring introducing extra pay-and-display bays for short-term visitors.

Storage heaters

Customers on some of our Independent Living services struggled to use the storage heaters as they felt they were too complicated. So, our Independent Living and Property Services colleagues found easy read instructions, which were laminated and delivered to all the customers with these heaters to help them better manage their heating or to act as materials for any visiting staff, care workers, family or friends looking to support them.

New build defects

Some customers in our brand new homes were not always receiving an effective, timely service when they reported defects to us because of a lack of internal knowledge about the process and weaknesses in internal communication. A Development Administrator was appointed to help triage customer issues earlier in the process, before they develop into complaints, and to ensure requests are assigned to the correct person to action. They are also exploring a training module for colleagues on complaints.

Introducing our dedicated complaints officers

We recognised that we could do more to improve the timeliness of our response to complaints as well as the customer experience throughout the process. So, at the end of 2023-24, we appointed two dedicated Resolution Leads. The Leads will be able to focus on effective diagnosis of complaints, communication with the customer and identifying learnings and areas where we can improve our processes.

We will monitor the impact of these new resources throughout 2024-25 to see how this impacts customer satisfaction with our complaint handling and the proportion of cases that escalate to Stage 2 or the Housing Ombudsman.



Sean, Resolution Lead



Joanna, Resolution Lead

Planned service improvements

Grass cutting

Noticeably, our grass cutting service represented the more significant area of complaints for B3Living in 2023-24, causing a spike in volume during the summer months. Although we have observed seasonal peaks in grass cutting complaints for a few years, a new grass cutting contract went live in April 2023. Service delivery and quality issues with the new contract exacerbated dissatisfaction with this service. This was further impacted by the clement weather and contractor staff shortages.

In 2024-25 we plan to explore long-term solutions and are looking at several options for how this service could be delivered such as, for example, bringing the service in house. We will be inviting customers to be involved in co-designing this solution.

We also recognise that we could have been more proactive in communicating the issues we were experiencing with the contractor and keeping customers updated. We are designing a new process that will allow us to update customers who receive grass cutting services via SMS and email so we can stay in touch with them more frequently.

Changes in service charges

Another topic that generated higher than usual volumes of complaints was around the increase in charges for customers who pay for heating charges. We feel we could have done more to reach out to customers in advance of the new charges being announced to explain why there was an increase, listen to concerns, and identify anyone who needed support.

When we are looking to tell customers about new charges in 2025, we will first identify any areas where changes are significant and coordinate a targeted communications plan, involving calls and visits to residents, to improve their experience.

Communication

A common theme across all our complaints is the need to communicate better with our customers when we are working with them: i.e. managing expectations more effectively, keeping them updated more frequently, or improving the tone and clarity of what we are saying. In 2024-25 we will be conducting several projects to address this such as:

- Establishing core service standards for areas like response times to email enquiries or voicemails.
- Mapping out all our customer processes and identifying gaps in customer communication.
- Working with third-party contractors to improve their processes and to better identify where we have the responsibility for keeping customers informed.

Adapting for vulnerabilities and neurodiversity

We recognise that part of improving communication with customers is building a better understanding their specific needs and situations. We have formed a working group to investigate how we can more effectively gather and store information on any additional needs / considerations we might need to take and how we can build reasonable adjustments into our day-to-day service delivery.

More detail on...

How we work with the Ombudsman

We follow any announcements from the Housing Ombudsman to make sure we have kept up with the latest good practice and advice in the sector. In this vein, we have assessed our policies and processes against the new Complaints Handling Code (published February 2024); our full self-assessment is available on pages 10- 42. Although there is more we want to do to make sure customers always have an excellent experience, we are pleased to report compliance with the Code.

Maladministrations and findings

In 2023-24, B3Living received no final determinations of maladministration in our complaint handling. However, B3Living received one provisional determination of maladministration, which has been appealed by the complainant – at the time of writing, the final decision of this is still pending.

B3Living has not yet met the threshold for the Housing Ombudsman to produce an annual report on our performance or any other publications in relation to our work. They have found no areas of non-compliance in our complaint handling.

Turn over for the full self-assessment >>



Appendix: Full self-assessment

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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.1.1 (page 3).</p> <p>2. Learning and training</p> <p>All complaint handlers were trained in September 2022.</p> <p>A complaint handling e-learning module will be going live on our Learning Management system in August 2024 for new starters and will be available for existing colleagues to self-enrol on..</p> <p>Refresher messages will be posted on the organisation's intranet in between Q2-Q3 2024.25</p>	<p>B3Living align with the code definition, and this is evidenced in the complaints policy:</p> <p>A complaint is defined as "an expression of dissatisfaction, however made, about the standard of service, actions, or lack of actions by the organisation, its own staff, or those acting on its behalf, affecting a resident or groups of residents."</p>
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 a complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 1-2), section 3.1.1, 3.1.3 (page 3) 3.1.4 (page 3), 3.1.6 (page 4).</p>	<p>B3Living align with the code and customers do not have to use the word complaint for it to be handled as a complaint.</p> <p>Customers can use an advocate/representative to make a complaint on their behalf, which includes an option for the customer to refute if they wish.</p> <p>See section 2 (page 1-2), section 3.1.4 (page 3), 3.1.6 (page 4).</p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>1.Policies and procedures</p> <p>Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 2) and 3.1.2 (page 3), Appendix 1 Service requests or complaints flow charts (page 15,16)</p> <p>2. Learning and training</p> <p>All complaint handlers were trained in September 2022.</p> <p>Two Resolution Leads (who have responsibility for B3Living's complaint process) have been trained April – May 2024 on the Housing Ombudsman complaint handling code and B3Living's internal process which includes recognising the difference between a complaint and a service request</p> <p>All Managers have been trained on a complaint definition and the difference between a complaint and a service request: May 2024</p> <p>A complaint handling e-learning module will be going live on our Learning Management system in August 2024 for new starters and will be available for existing colleagues to self-enrol on. Refresher messages will be posted on the organisation's intranet in between Q2-Q3 2024.25</p>	<p>B3Living recognise the difference between service requests and a complaint, and this will be addressed further in more staff training.</p> <p>B3Living's guidance is to log all contacts and we are looking at a structure to make sure staff are consistently recording, monitoring and reviewing this.</p> <p>Our policy states: A complaint is not a service request, B3Living will record all service requests in their housing system and monitor each request to completion. B3Living will record the area of service provision and the dates it was received and resolved.</p> <p>See section 2 (page 2) and 3.1.2 (page 3)</p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 2), Appendix 1 Service requests or complaints flow charts (page 15,16)</p> <p>2. Learning and training</p> <p>All complaint handlers were trained in September 2022.</p> <p>Two Resolution Leads (who have responsibility for B3Living's complaint process) have been trained April – May 2024 on the Housing Ombudsman complaint handling code and B3Living's internal process which includes recognising the difference between a complaint and a service request</p> <p>All Managers have been trained on a complaint definition and the difference between a complaint and a service request: May 2024</p> <p>A complaint handling e-learning module will be going live on our Learning Management system in August 2024 for new starters and will be available for existing colleagues to self-enrol on.</p>	B3Living recognise and practice that a service request must remain ongoing even if a complaint case were to open. B3Living recognise that a service request and a complaint can run in parallel. Taking ownership is part of B3Living's customer ethos.

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Refresher messages will be posted on the organisation's intranet in between Q2-Q3 2024.25	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 2.3)</p>	<p>B3Living run their surveys through IFF Research IFF Research Independent Social & Market Research Agency. Our script says:</p> <p><i>Thank you for your time, we really value your feedback. I hope you have a great day. B3Living accepts written or verbal complaints from customers, or their representatives,</i></p> <p><i>and customers can be accompanied by a representative at any meeting. You can check for further information on B3Living's website (www.b3living.org.uk) or call them on 01992 453 700 (freephone: 0300 100 0023)'.</i></p>

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: Section 2 (page 2), 3.1.6 (page 4)</p>	Where there are valid reasons not to accept a complaint (section 2, page 2) B3Living provides a response to customers evidencing their reasons.

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	evidence their reasoning. Each complaint must be considered on its own merits.			<p>B3Living's policy says that we will:</p> <p><i>Provide a detailed explanation to the customer if we decide not to accept a complaint based on the reasons set out in section 2. We will set out why the matter is not suitable for the complaints process. Following this a customer will be advised that they have the right to take that decision to the Housing Ombudsman and we will make the customer aware of how to contact the Housing Ombudsman.</i></p>
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> 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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 2)</p>	<p>Under section 2 in B3Living's policy, the circumstances in which a matter will not be considered as a complaint or escalated are set out. B3Living have included the Housing Ombudsman's acceptable exclusions.</p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 2)</p>	<p>B3Living align with the Housing Ombudsman and state in their policy:</p> <p><i>'B3Living will consider accepting complaints made outside of the time limit of 12 months where there are good reasons to do so'.</i></p>
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.1.6 (page 4)</p>	<p>B3Living's policy states that we will:</p> <p><i>'Provide a detailed explanation to the customer if we decide not to accept a complaint based on the reasons set out in section 2. We will set out why the matter is not suitable for the complaints process. Following this a customer will be advised that they have the right to take that decision to the Housing Ombudsman and we will make the customer aware of how to contact the Housing Ombudsman'.</i></p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.1.6 (page 4)</p>	<p>B3Living practice reviewing complaints on their own merits. B3Living's policy states that we will:</p> <p><i>'Manage the complaints process efficiently and objectively, resolving problems as soon as possible and understanding which complaints require further investigation'.</i></p>

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 1-2), 3.1.6 (page 4)</p>	<p>B3Living define this in the complaints policy; removing barriers and understanding customer needs. Our policy says:</p> <p><i>'If a customer needs support to provide us with feedback, we will work with them to identify the most suitable way to meet their needs; this may be through support from a B3Living colleague, from an external agency (e.g. a carer, interpreter, or translator), or by arranging translations of key documents'.</i></p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>'Make it as easy as possible for customers to complain by accepting written or verbal complaints from customers, or their representatives, and allowing customers to be accompanied by a representative at any meeting'.</i>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 1-2), 3.1.6 (page 4), 9.3 (page 13)</p> <p>2. Learning and training</p> <p>2. Learning and training</p> <p>All complaint handlers were trained in September 2022.</p> <p>Two Resolution Leads (who have responsibility for B3Living complaint process) have been trained April – May 2024 on the Housing Ombudsman complaint handling code and B3Living internal process and policy.</p> <p>All Managers have been trained on a complaint definition and the complaint process at B3Living, this is being cascaded down to team members and our intranet site updated with relevant guidance: May – June 2024.</p> <p>A complaint handling e-learning module will be going live</p>	<p>B3Living's complaint policy defines:</p> <p><i>To remove any barriers, a customer may provide us feedback on our services using the method they find easiest, including:</i></p> <p><i>By phone – call a member of staff directly or via our main office number.</i></p> <p><i>In person – make an appointment to visit our office or talk to our staff.</i></p> <p><i>In writing – by email, letter, online, or using our app.</i></p> <p><i>Using an advocate / nominating a representative (e.g. a carer).</i></p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			our Learning Management system in August 2024 for new starters and will be available for existing colleagues to sign enrol on. Refresher messages will be posted on the organisation's intranet in between Q2-Q3 2024.25	<i>Seeking assistance from B3Living staff or a third-party agency (e.g. a British Sign Language translator, alternative language interpreter).</i> <i>'Managers are responsible for ensuring that all staff are aware of the complaints process, policy, and definition of a complaint'.</i>
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	1.Policies and procedures Complaints policy (b3living.org.uk)	The customer voice from complaints is reviewed at internal customer experience meetings and recorded in quarterly board papers.
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	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: the procedure is detailed in 3.2 (page 5-9),	B3Living adhere to the Housing Ombudsman code and detail to customers a two stage process, explaining clearly what happens at each stage. The policy is published on our website.
3.5	The policy must explain how the landlord will publicise details of the	Yes	1.Policies and procedures Complaints policy (b3living.org.uk)	In the complaints policy, B3Living state that they will: <i>'Make customers aware of the complaints policy</i>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaints policy, including information about the Ombudsman and this Code.		Policy: 3.1.6, (page 4). 3.1.7 (page 5). 3.2.9 (page 7-8). 3.2 (page 9). 3.3.2 – 3.3.5 (page 9).	<p><i>and procedure through the B3Living website, policies, leaflets, and articles in customer newsletters, and as part of regular correspondence with customers'.</i></p> <p>Information about the Housing Ombudsman is provided in all complaint letters sent out to customers from B3Living.</p>
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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 2 (page 1-2), 3.1.6 (page 4).</p>	<p>Customers can use an advocate/representative to make a complaint on their behalf, which includes an option for the customer to refute if they wish.</p> <p>See section 2 (page 1-2). 3.1.6 (page 4)</p>
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.3.2 – 3.3.5 (page 9).</p>	Information on accessing the Housing Ombudsman is given to customers at each stage of their complaint

Appendix: Full self-assessment

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	1.Policies and procedures Complaints policy (b3living.org.uk)	From April 2024 B3Living have two Resolution Leads who have the responsibility for managing the complaints process and applying B3Living's complaint policy. This does also include liaison with the Housing Ombudsman and ensuring that complaints are reported to B3Living's governing body. Historically complaints at B3Living were service led and the complaint handling and process was managed by complaint handlers and complaint responders (who had other duties within the organisation) who were trained.
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	1.Policies and procedures Complaints policy (b3living.org.uk)	From April 2024 B3Living have two Resolution Leads who have the responsibility for managing the complaints process and applying B3Living's complaint policy. This does also access to staff at all levels to facilitate prompt and robust resolution of complaints. The Resolution Leads have the authority and autonomy to act to resolve disputes promptly and fairly and act with fairness and impartiality. Supporting the Resolution Leads is the Customer Influence Manager who also has the authority and autonomy to support effective complaint handling for B3Living's customers.

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				Historically complaints at B3Living were service led and the complaint handling and process was managed by complaint handlers and complaint responders (who had other duties within the organisation) who were trained. They were supported by the Customer Influence Manager who had and still has the autonomy to intervene and work with complaint handlers and staff to assist in resolving complaints.
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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>2. Learning and training</p> <p>All complaint handlers were trained in September 2022.</p> <p>Two Resolution Leads (who have responsibility for B3Living's complaint process) have been trained April – May 2024 on the Housing Ombudsman complaint handling code and B3Living's internal process.</p> <p>All Managers have been trained on a complaint definition and the difference between a complaint and a service request. Training also covered</p>	<p>From April 2024 B3Living have two Resolution Leads who have the responsibility for managing the complaints process and applying B3Living's complaint policy. The Resolution Leads also have the responsibility of complaint reporting which includes looking at complaint themes and applying the framework of learning to all complaints. Supporting the Resolution Leads is the Customer Influence Manager who also has the authority and autonomy to support effective complaint handling for B3Living's customers.</p> <p>Historically complaints at B3Living were service led and the complaint handling and process was managed by complaint handlers and complaint responders (who had other duties within the organisation) who were trained.</p>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			<p>B3Living's framework of learning (lessons learnt from complaint and embedding actions from complaints): May 2024</p> <p>A complaint handling e-learning module will be going live on our Learning Management system in August 2024 for new starters and will be available for existing colleagues to self-enrol on. Refresher messages will be posted on the organisation's intranet in between Q2-Q3 2024.25</p>	They were supported by the Customer Influence Manager who had and still has the autonomy to intervene and work with complaint handlers and staff to assist in resolving complaints

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	1.Policies and procedures Complaints policy (b3living.org.uk)	B3Living has a single complaints policy and procedure that is compliant with the complaints 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	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.9 (page 7)</p>	<p>Every effort is made to resolve complaints as early as possible and with local resolution</p> <p>B3Living have only a two stages process and this is defined within our complaint's procedure.</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			
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	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	B3Living have only a two stages process and this is defined within our complaint's procedure.
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	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: Section 2 (page 2) Policy: 3.2.9 (page 7)	B3Living have only a two stages process and this is defined within our complaint's procedure. There is no third party involved in B3Living's complaints procedure.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	There is no third party involved in B3Living's complaints procedure.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of	Yes	1.Policies and procedures Complaints policy (b3living.org.uk)	<i>'Acknowledgements will set out B3Living's understanding of the complaint and the outcomes the customer is seeking, this will be known as the</i>

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		Policy: 3.2.6 (page 6), 3.2.12 (page 8)	<i>complaint definition. We will also confirm which stage the complaint is being logged at and who will be responsible for investigating the complaint. If any aspect of the complaint is unclear, we will ask the customer for clarification so a full definition of the complaint can be agreed and then investigated’.</i>
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	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.6 (page 6)	B3Living’s complaint policy says that ‘we will be clear which aspects of the complaint we are and are not responsible for and clarify any areas that are not clear’.
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	Yes	1.Policies and procedures Complaints policy (b3living.org.uk) Policy: Sections 3.1.6, 3.2.9 (page 7)	B3Living’s complaint policy says that: <i>‘Investigations are impartial’ that ‘We will investigate the complaint fully’ and that ‘customers are given the opportunity to explain their point of view about the outcome they are seeking before a decision is reached’.</i> Lastly that the <i>‘The member of staff considering the complaint at stage 2 will not be the same person who considered the complaint at stage 1’.</i>

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	d. consider all relevant information and evidence carefully.			
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	1. Policies and procedures Complaints policy (b3living.org.uk)	B3Living aim to deliver all complaint responses within the timescales set out in the code including extensions. In the instances that a complaint falls outside these timescales then the Resolution Leads will make contact with the customer and agree suitable intervals for keeping them informed about their complaint.
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: Section 4 (page 11)	Where a customer has informed us of a disability, B3Living record the disability with consent on their internal housing management system. We are improving our processes in this area to ensure consistency and make sure reasonable adjustments are kept under active review.
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	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 8)	B3Living comply with the provisions set out in the code on exclusions and won't refuse to escalate a complaint unless there is a valid reason.

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	the provisions set out in section 2 of this Code.			
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.11 (page 8)</p>	<p>B3Living record their full complaint handling in a series of workflows on their internal housing management system. This also includes all correspondence sent from B3Living and from the customer.</p> <p><i>'We will maintain records of the complaint, and any reviews or outcomes at each stage. These will include the original complaint and the date received; all correspondence with the customer and with other parties; and any reports or surveys prepared. These records will be stored in line with our data retention policy.'</i></p>
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	<p>1. Policies and procedures</p> <p>Policy: Section 2 Page 3</p>	<p>Remedies to complaints can be offered at either stage of the complaint. Remedies include apologies, good will gestures and compensation. B3Living's policy states <i>'It is not necessary for a customer to make a formal complaint if they are requesting compensation. Where a customer states they wish to complain but the subject is about seeking financial redress, we have a Compensation Policy'</i>.</p>
5.14	Landlords must have policies and procedures in place for managing	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p>	<p>If a complainant and/or their representative is found to be unreasonable we will take</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		Policy: 3.4 (page 10)	<p>appropriate action in line with our approach to tenancy management.</p> <p>We have a warning system on our internal housing management system where we issue informal warnings and then formal written warnings. This is determined by the evidence collected such as: such as incident reports, witness statements. When we place the markers on our housing management system we write to customers to inform them of this and this is reviewed yearly, customers also have the right to appeal.</p>
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	1. Policies and procedures (Persistent/unreasonable behaviour complaints poli	<p>B3Living have a persistent/unreasonable behaviour policy in place. The policy states that we will apply the policy consistently, fairly and with professionalism. We do not discriminate against any person on grounds of their age, disability, gender reassignment/ transgender, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or any other matter that may cause a person to be treated with injustice.</p> <p>Additionally B3Living complete EIAs for their policies and proportionality assessments are carried out within ASB cases when warnings are issued.</p>

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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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.6 (page 6)	We do have processes and are documenting these to make sure we are consistent in practice.
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.6 (page 6)	Written acknowledgements are provided within five working days of the complaint being received. They will include a complaint definition and the outcomes the customer is seeking to resolve their complaint.
6.3	Landlords must issue a full response to stage 1 complaints	Yes	1. Policies and procedures Complaints policy (b3living.org.uk)	B3Living aim to issue a full response to all stage 1 complaints within 10 days.

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<u>within 10 working days</u> of the complaint being acknowledged.		Policy: 3.2.9 (page 7)	
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	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.9 (page 7)</p>	Where complaint cases are complex B3Living will extend a case to reach a full response for the customer. The extension will be no longer 10 working days and the customer will be informed.
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	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.9 (page 7)</p>	If an extension is required, we will write to the customer explaining the reasons for the extension and confirming the date they can expect to receive a written stage 1 response. Contact details of the Housing Ombudsman will also be provided in this letter.
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	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.8 (page 6), 3.2.9 (page 7)</p>	Written complaint responses are sent to the customer when the answer to complaint is known. Where there are any outstanding actions, these are listed within the written response with target dates and then kept on an action plan where we will keep the customer up to date.

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.12 (page 8)	At the completion of each complaint stage, B3Living will write to the customer addressing all points raised in the complaint definition. We will also provide reasons for any decisions made, including references to any policy, law, or good practice.
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.7 (page 6)	<i>'Any additional complaints raised during the complaint investigation will be incorporated into the response if they are relevant, and if a response has not already been issued. Where responses have been issued or where the additional complaints would unreasonably delay the response, the issues should be logged as new complaints'.</i>
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;	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.12 (page 8-9)	B3Living inform and confirm to the customer the complaint stage, definition, decision, reasons, remedy, action plans and escalations at the completion of stage 1 complaints and this is built into all template letters.

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			

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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	If customers are not satisfied by the response at stage 1 then they are able to escalate their complaint to stage 2 (final stage).

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	Written acknowledgements are provided within five working days of the complaint escalation being received.
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	Customers are not required to explain their reasons for an escalation. B3Living will make every effort to understand the reasons for dissatisfaction.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	<i>'The member of staff considering the complaint at stage 2 will not be the same person who considered the complaint at stage 1'.</i>
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 7)	Stage 2 complaints are responded to within the 20 working days, although we aim to provide the response as soon as we possibly can following a thorough investigation by a senior member of staff.
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	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 8)	Where complaint cases are complex B3Living will extend a case to reach a full response for the customer. The extension will be no longer 20 working days and the customer will be informed.

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.			
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.9 (page 8)	<i>'If an extension is required, we will write to the customer explaining the reasons for the extension and confirming the date they can expect to receive a written stage 2 response. Contact details of the Housing Ombudsman will also be provided in this letter'.</i>
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.8 (page 6), 3.2.10 (page 8)	Written complaint responses are sent to the customer when the answer to complaint is known. Where there are any outstanding actions, these are listed within the written response with target dates and then kept on an action plan where we will keep the customer up to date.
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	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.2.12 (page 8-9)	B3Living address all customer dissatisfaction as defined in the complaint definition.
6.19	Landlords must confirm the following in writing to the resident at the	Yes	1. Policies and procedures Complaints policy (b3living.org.uk)	B3Living inform and confirm to the customer the complaint stage, definition, decision, reasons, remedy, action plans and Housing

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>completion of stage 2 in clear, plain language:</p> <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 g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 		Policy: 3.2.12 (page 8-9)	Ombudsman details at the completion of stage 2 complaints and this is built into all template 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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.3.2 (page 9)</p>	Stage 2 is B3Living's final response. Once a complaint has exhausted our internal complaints procedure, if the customer still feels the matter has not been put right, they may refer their complaint directly to the Housing Ombudsman immediately after they have had their final response from us.

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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • 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	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.9 (8-9)</p> <p>2.Learning and training: Resolution Leads 28th – 30th May 2024.</p>	<p>B3Living identify this in their policy but also consider this in their learning. Staff working in complaints understand being “resident focused” this means that they will complete a full investigation at stage 1 and will provide lessons learnt, this could include changing policies, procedures and practices. We look at our 3 P’s: People, Process, Policy.</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>1.Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.12 (8)</p>	<p>At the completion of each stage, we will write to the customer advising them of the details of any remedy offered to put things right, which reflect the extent of any failures in our service.</p> <p>B3Living have a framework of learning which is referred to as a complaint progresses and staff address any learnings that the organisation need to embed. This does also include a review of redress /remedy.</p>
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	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.2.8 (page 6), 3.2.12 (page 8)</p>	<p>All complaint responses will include the details of any remedy offered to put things right, which reflect the extent of any failures in our service.</p> <p>All complaint responses will be provided to the customer when the answer to the complaint is known and not when outstanding actions are completed. The customer will be kept up to date with their complaint via complaint action plans which will address what has been resolved and what is still left to action.</p>
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<p>1.Learning and training</p>	<p>As good practice B3Living refer to the Housing Ombudsman centre for learning and spotlight reports.</p>

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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 f. any other relevant reports or publications produced by the 	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk) Self-assessment (b3living.org.uk) Policy: 3.6.3 (page 10)</p> <p>2. Reports and Publications</p>	This will be sent via the Housing Ombudsman online portal

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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	1. Reports and Publications	This has been reported to the Operations Committee and the Group Board in June 2024 and their response to the report has been published alongside the report on the website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	1. Reports and Publications Self-assessment (b3living.org.uk)	B3Living are committed to carrying out an annual self-assessment against the Housing Ombudsman code to ensure our complaint handling and process remains in line with the requirements. A self-assessment will also be carried out after significant changes.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		B3Living have not to date been asked to review and update their self-assessment following a Housing Ombudsman investigation. However if requested B3Living will review their self-assessment.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber	Yes		If this situation were to occur at B3Living and the organisation were unable to comply with the Housing Ombudsman complaint handling

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			code, then we would inform the Housing Ombudsman and the customers who may be affected and publish this on our website with a timescale for compliance with the code.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.1.5, 3.1.6 (page 4), section 6 (page 12), 9.3 (page 13)	As part of the complaint process at B3Living, lessons learnt is built into the complaints workflow in the internal housing management system. Managers and team members are also given a framework for learning to review and action as part of the complaint handling process. Lessons learnt are also discussed at the internal customer experience meeting.
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	Yes	1. Policies and procedures Complaints policy (b3living.org.uk) Policy: 3.1.5, 3.1.6 (page 4), section 6 (page 12), 9.3 (page 13)	As part of the complaint process at B3Living, lessons learnt is built into the complaints workflow in the internal housing management system. Managers and team members are also given a framework for learning to review and

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	intelligence to identify issues and introduce positive changes in service delivery.			action as part of the complaint handling process. Lessons learnt are also discussed at the internal customer experience meeting.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: section 6 (page 12)</p>	Lessons learnt are discussed at the internal customer experience meeting to identify further service improvements.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>Board (b3living.org.uk)</p>	The senior lead person at B3Living is the Chair of our Operations committee and they have direct access to staff as required.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.6.4 (page 11)</p>	<i>'A member of the Board is appointed as lead for complaints and support a positive complaint handling culture'.</i>

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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Board (b3living.org.uk)	The senior lead person at B3Living is the Chair of our Operations committee and they have direct access to staff as required.
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 	Yes	1.Reports and Publications	The organisation produce a quarterly customer experience paper that goes to the Board and the Operations Committee.

Appendix: Full self-assessment

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	d. annual complaints performance and service improvement report.			
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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>1. Policies and procedures Complaints policy (b3living.org.uk)</p> <p>Policy: 3.6.6 (page 10)</p>	All relevant employees will have a standard objective in relation to complaint handling.

Registered office

Scania House
17 Amwell Street
Hoddesdon
Hertfordshire
EN11 8TS

Registration numbers:

FCA registration number 29876R
Regulator of Social Housing registration number L4455

Regulator of Social Housing registration no. L4455
Co-operative and Community Benefit Societies Act registration no. 29876R
HM Revenue and Customs (Charities Division number XR92753)

We comply with the National Housing Federation Code of Governance and are regulated by the Regulator of Social Housing.

www.b3living.org.uk/complaints