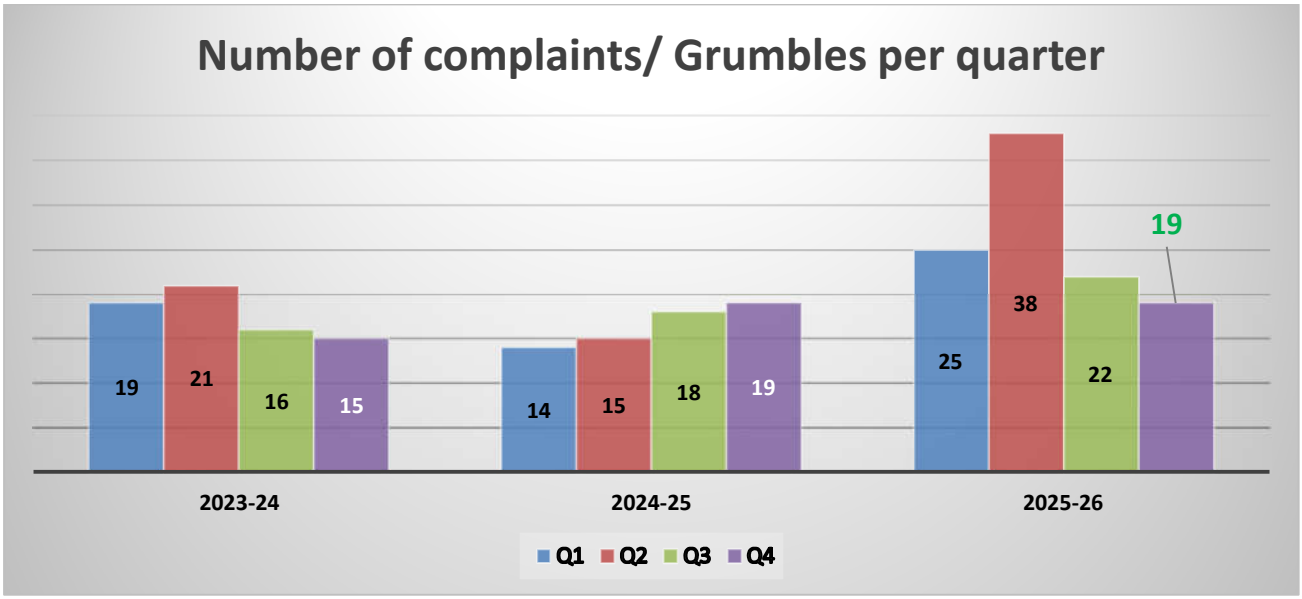
St CHRISTOPHER'S
CREATING BRIGHTER FUTURES

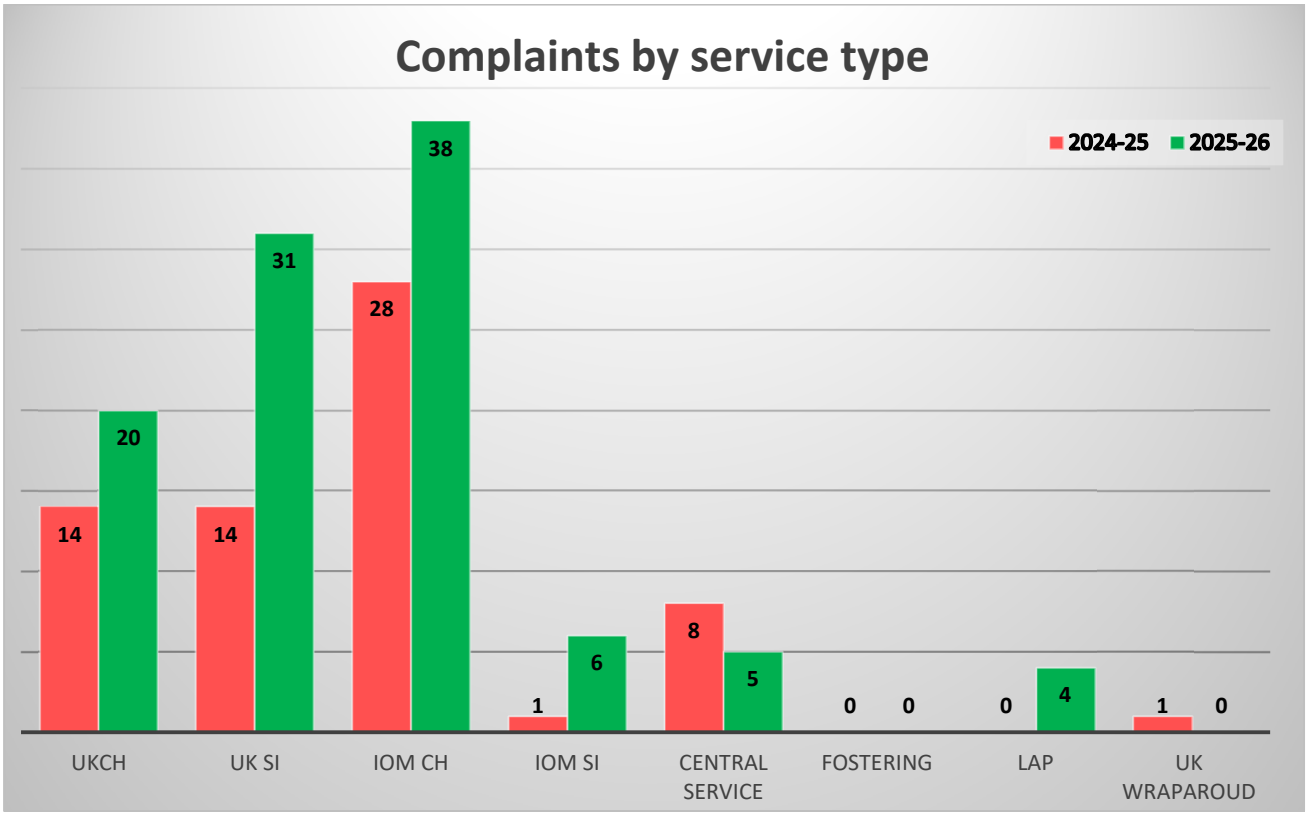
3 June 2026

Complaints- Year on Year Comparison

1. The purpose of this report is to provide a year-on-year comparison of the complaints/grumbles data available for last 3 years (2023-24, 2024-25 & 2025-26) and to explore any emerging trends. From 2025-2026, a formal recording mechanism for grumbles & responses was implemented within ClearCare to enhance accuracy and reporting and improve the efficiency of complaint handling procedures.



2. In 2025-26, 104 complaints and grumbles were reported, up from 66 in 2024-25, as shown in the graph above. Although complaints and grumbles fell in Q4 2025-26, there was a noticeable increase in Q2. Over the coming years, it will be important to monitor whether this pattern continues and to identify any factors behind the increases in these quarters.



3.1 The table above shows the volume of complaints by service for Q1 to Q4 in 2024-25 and complaints and grumbles for Q1 to Q4 in 2025-26. In the last four quarters, 87.5% of UK residential services and 88.9% of IoM services recorded at least one complaint, suggesting that staff understand the need to record complaints when they arise. Further analysis with heads of service and managers is underway to address any under-reporting. This quarter, 50% of UK homes and 33.33% of IoM homes recorded at least one complaint. A structured process, supported by lessons learned and clear terms of reference, is in place to review complaints and identify recurring issues or patterns. Further development of this forum is needed to enable deeper analysis and move beyond a purely data-driven approach.

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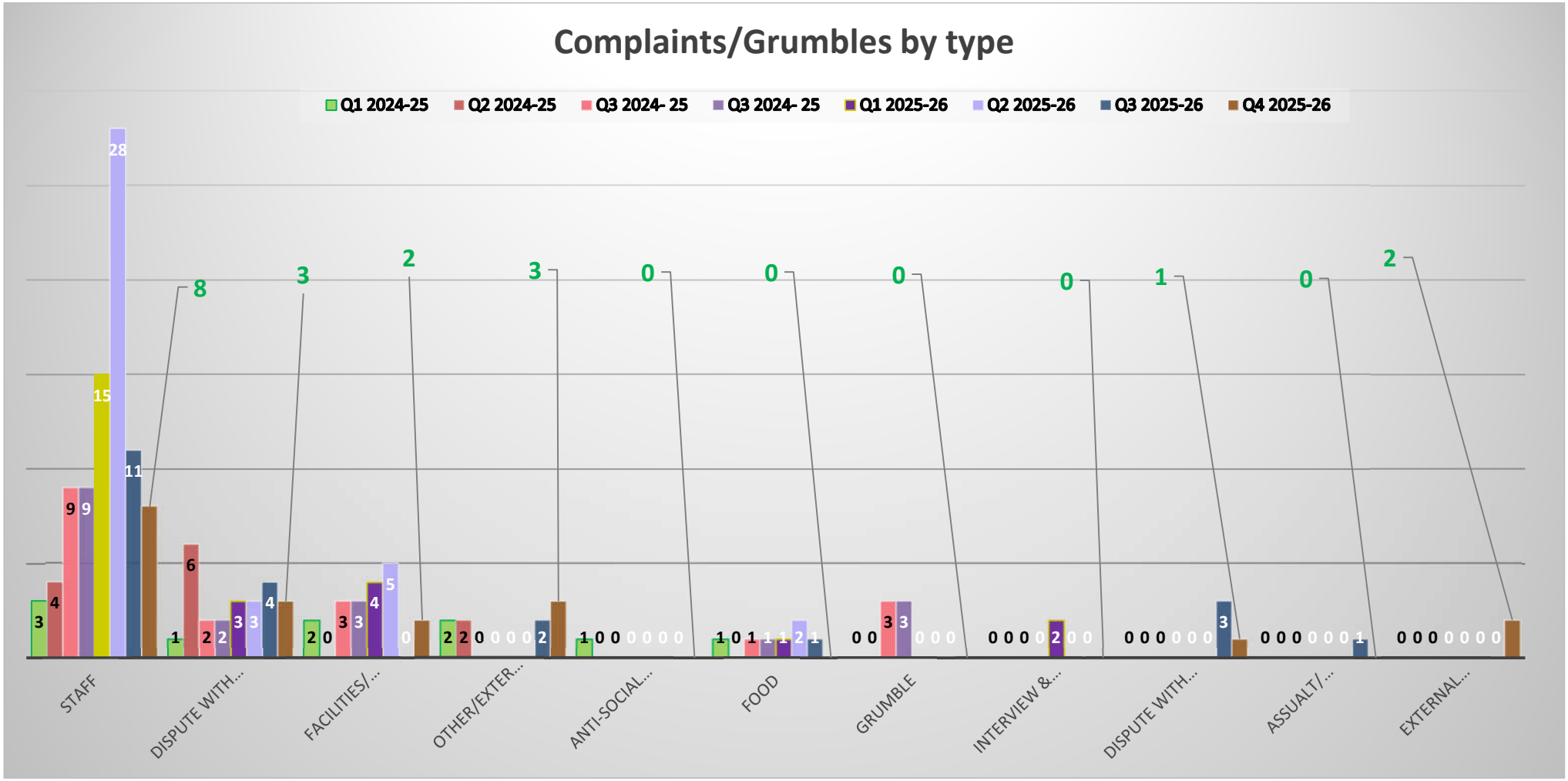
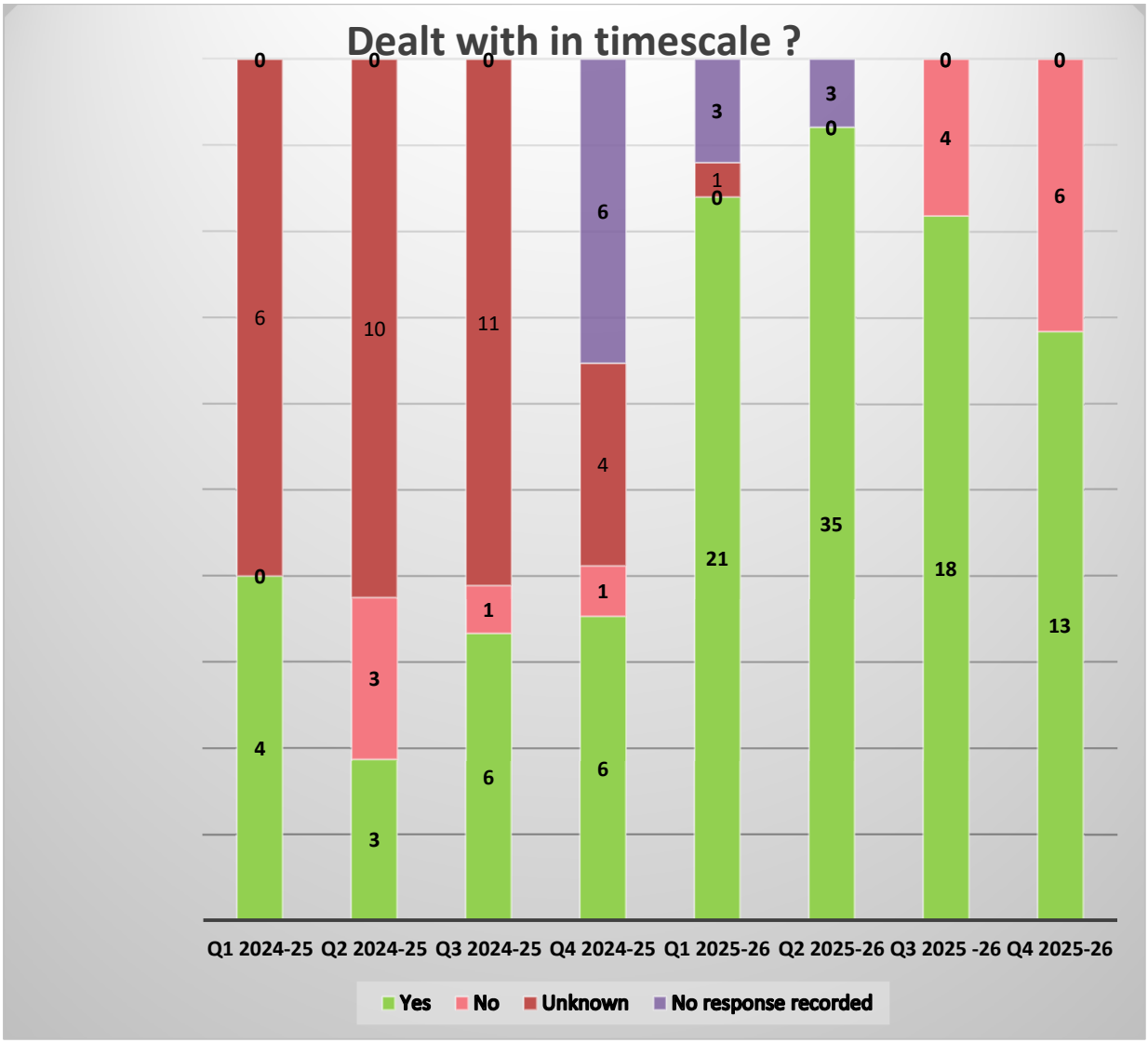
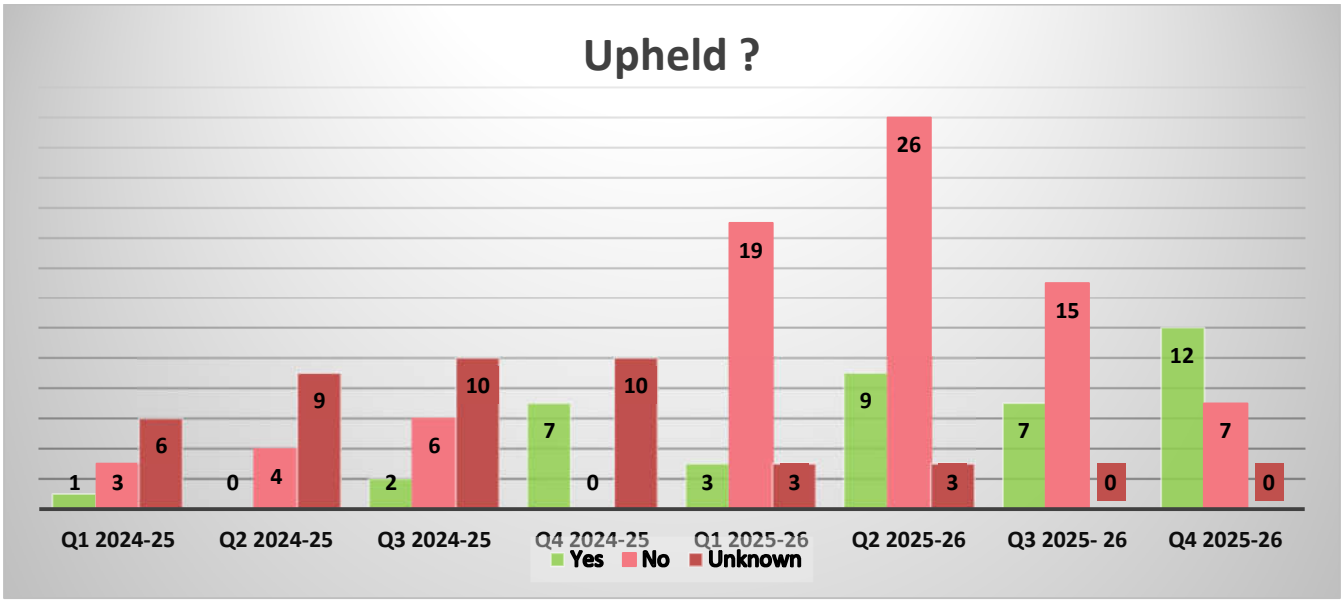


3. The data above shows that for Q2 2025-26, there has been a significant increase in the number of complaints/Grumbles related to staff, upon analysis its has been noted that 50% of these were grumbles and also includes complaints related to external staff members.

4 From Q4(2025-26) we have streamlined the mechanism to record the responses for Grumbles also on ClearCare, along with refinement of categorisation to help with further analysing the root cause.





5 The two graphs above show the number of complaints and grumbles resolved within the timescales set out in the complaints policy, and the number recorded as upheld. The data shows a significant improvement in recording both responses and upheld outcomes, partly due to electronic reminders to record complaint outcomes being introduced in Q3 2024-25. In Q4 2025-26, all responses, including grumbles, were recorded to support case closure and timescale monitoring.

6 During 2025-26, all complaints were resolved at either the informal grumbles stage or Stage 1, except for two that were escalated to Stage 2. No complaints were escalated to Stage 3, and St Christopher's did not refuse to consider any complaint.

7 Complaints Compliance

7.1 As a registered Housing provider, we need to adhere in the UK to the Housing Ombudsman Complaints Handling Code and from 2024 we need to submit an annual return against our compliance in June. The completed self-assessment is at annex A and those items in green show improvement from last year.

7.2 St Christopher's have a few areas where improvements are needed to reach full compliance, and we have plans to put in place the necessary improvements: The actions that are needed to improve our compliance are.

- *Landlords are expected to prioritise complaint handling and a culture of learning from complaints* – Formal training for managers and staff is being explored.

- Landlords must have policies and procedures in place for managing unacceptable behaviour from residents – An ASB policy needs to be put in place.
- *Accountability and transparency are also integral to a positive complaint handling culture* – Annual complaint report to be shared with YP Advisory Panel.
- *Landlords must appoint a suitably senior lead person as accountable for their complaint handling* – A trustee needs to be appointed as the Member Responsible for Complaints

7.3 The Housing Ombudsman states that there should only be a two-stage process, however our St Christopher's Complaints policy includes an informal stage where Grumbles can be addressed and a Stage 3. The Grumbles stage has been included as it is a requirement of Ofsted and given our client group and that our relationship is more supportive than a traditional landlord/tenant relationship, it is felt appropriate to retain this informal stage. The Stage 3 has been left in to consider complaints for services other than Supported Housing.

7.4 Attached in Appendix 1 is the Housing Ombudsman self-assessment checklist, which will need to be submitted to the Housing Ombudsman and published on our website by 30 June 2025. This report will also need to be published on our website.

8 Board Response

8.1 The Trustees considered the above report at their meeting on 3 June 2026 and agreed:

St Christopher's as a learning organisation welcomes complaints to improve services for the young people in our care.

St Christopher's is compliant with the Complaint Handling Code and plans are in place for improvements which need to be made, a key one being the appointment of a Member Responsible for Complaints*. It is accepted that compliance with the two-stage complaint approach is not possible given the requirements of Ofsted.*

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 complaint's 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.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Compliant	Definition included in Complaint Policy	
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses	Compliant	This is included in the Complaints Policy	

	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.			
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.	Compliant	Definition of Complaints and Service Requests are included in Complaints Policy. Service requests are recorded by the maintenance team and reported to SLT on a quarterly basis and reported in TSM.	
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.	Compliant	This is included in the Complaints Policy	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where	Compliant		Awareness has been actively generated through direct collaboration between staff, tenants, and young people within established forums. As a result, our demographic is fully

	landlords ask for wider feedback about their services, they also must provide details of how residents can complain.			informed of the complaints mechanism and possesses the necessary access and understanding to utilize these channels effectively if required

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	Compliant	All complaints received will be considered except for very specific reasons (mostly as they need to be considered by a different policies or regulatory arrangements) which are included in the policy	
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.	Compliant	This is included in the Complaints Policy	

	• 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.	Compliant	This is included in the Complaints Policy	
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Compliant	All complaints received will be considered except for very specific reasons (mostly as they need to be considered by a different policies or regulatory arrangements) which are included in the policy	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Compliant	This is in bedded in our practise	

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.	Compliant	Complaints can be made verbally either in person or by phone or in writing including messages such as WhatsApp.	
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.	Compliant	All staff are made aware of the complaints policy. Staff in the homes and central service staff who might need to answer the phone are aware of the correct way to receive and escalate a complaint.	
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.	Compliant	St Christopher's welcomes feedback from YP and if there are low volumes of complaints the reason for this is considered at the QQEM meetings..	N/A

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.	Not Compliant	St Christopher's has a two-stage process and publish the policy on the website and in the YP guide but we also have a grumbles stage as required by Ofsted and the IoM Regulation and Inspection Unit.	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Compliant	This is included in the Complaints Policy	

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.	Compliant	This is included in the Complaints Policy and is to be the Data Analysist	
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.	Compliant	Data Analysist works with all managers and WSLT members and so can prompt action.	
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	Not Compliant	All staff are made aware of the complaints policy.	Formal training for managers and staff is currently being explored. Young people are reminded about how to raise complaints as part of House Meeting and Keywork sessions. Lessons learned

				from complaints are disseminated across managers to adapt service practice.

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.	Compliant	St Christopher's has a single complaints policy for YP and residents complaints. A separate policy is in place for fundraising complaints.	
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.	Not Compliant		Due to the nature of our service user and other regulators (Ofsted and Regulation and Inspection) an informal stage is included as grumbles need to be recorded.
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.	Not Compliant		Due to the nature of our service user and other regulators (Ofsted and Regulation and Inspection) an informal stage is included as grumbles need to be recorded.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a	Compliant	N/A	Complaints are handled by St Christopher's staff.

	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.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Compliant	N/A	Complaints are handled by St Christopher's staff.
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.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy	
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;	Compliant	This is embedded in our Complaints Policy	

	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.			
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.	Compliant	This is included in the Complaints Policy	
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.	Compliant	St Christopher's is committed to its EDI Pledge and all relevant staff are aware of any disabilities YP might have and suitable communication methods needed.	
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.	Compliant		St Christopher's would not refuse to escalate a complaint

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.	Compliant		We have successfully optimized our complaint management system by streamlining the intake and response tracking process. By refining our categorization framework, we have significantly enhanced our analytical capabilities, allowing for deeper insights into root causes. Furthermore, we have instituted structured 'Lessons Learnt' meetings to foster continuous improvement and prevent recurring issues."
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.	Compliant	This is embedded in our practice.	
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	Compliant		Procedures are in place and unacceptable behaviour from residents is addressed but an ASB policy needs to be put in place.

	must keep restrictions under regular review.			
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Compliant	N/A	N/A

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.	Compliant	This is included in the Complaints Policy	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Compliant	This is included in the Complaints Policy	
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Compliant	This is included in the Complaints Policy	
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	Compliant	This is included in the Complaints Policy	

	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.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy and currently followed.	
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.	Compliant	This is included in the Complaints Policy	
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	Compliant	This is embedded in our practise	

	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.	Compliant	This is included in the Complaints Policy	

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.	Compliant	This is included in the Complaints Policy A Stage 3 is in place for non-housing management complaints.	

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.	Compliant	This is included in the Complaints Policy	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Compliant	This is included in the Complaints Policy	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Compliant	This is included in the Complaints Policy	
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy	

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.	Compliant	This is included in the Complaints Policy and currently being followed.	
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.	Compliant	This is included in the Complaints Policy	
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.	Compliant	This is included in the Complaints Policy	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Not Compliant	This is included in the Complaints Policy A Stage 3 is in	

	members needed to issue such a response.		place for non-housing management complaints	

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; • Changing policies, procedures or practices.	Compliant	This is imbedded in our practise.	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Compliant	This is imbedded in our practise.	
7.3	The remedy offer must clearly set out what will happen and by when, in	Compliant	This will be included in any complaints letter sent.	

	agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.			
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Compliant		This has not occurred.

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.	Not Compliant Yes Yes Yes Yes Yes but not applicable Yes but not applicable		B) A structured approach is in place whereby all complaints are categorised, outcomes are captured from complainants, and insights are leveraged to support continuous improvement & best-practice alignment. D) Complaint lessons learnt forum has been established to conduct quarterly deep-dive assessments of complaints, evaluates existing procedures, and ensures continuous alignment with best practices.

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.	Compliant	The complaints report will be provided to trustees and then put on the website.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Compliant	N/A	This will be done after the IOM departure.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Compliant	N/A	N/A
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.	Compliant	N/A	N/A

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.	Compliant	This is considered at the QQEM meetings.	
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.	Compliant	This is considered at the QQEM meetings.	
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.	Not Compliant		Participation team will be sharing the Annual complaints report at the YP Advisory Panel from this year.
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.	Compliant	The CEO is the responsible person for complaints and a trustee has been appointed as our Member Responsible for Complaints	

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').	Compliant	A trustee has been appointed as our Member Responsible for 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.	Compliant	A trustee has been appointed as our Member Responsible for Complaints	
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	Compliant	A trustee has been appointed as our Member Responsible for Complaints	

	d. annual complaints performance and service improvement report.			
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 complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Compliant	This is part of our approach with managing complaints	