

Housing Ombudsman Complaints Self Assessment form completed 31st Dec 2025

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

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

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

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

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</i>	Yes	Complaint Policy Section 1.2	All staff will be asked to make a note of any verbal complaints or dissatisfaction within a Complaints folder. Documents with the name of the resident, the date and the nature of the verbal complaint.

	<i>its behalf, affecting a resident or group of residents.'</i>			There will also be a column to show how the complaint has been dealt with
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Complaint Policy Section 1.3	All staff will be asked to make a note of any verbal complaints or dissatisfaction within a Complaints folder. Documents with the name of the resident, the date and the nature of the verbal complaint. There will also be a column to show how the complaint has been dealt with. This also applies to written complaints and those submitted by a third party
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	Complaint Policy Section 1.4 & 1.5	Service requests are recorded under each property with the name of the resident, the date of the request and the action taken
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	Yes	Complaint Policy Section 1.6	Service requests are dealt with by the Scheme Manager and Maintenance Manager in the first instance. Should the resident still complain then the Housing Manager should be informed and they

	stop their efforts to address the service request if the resident complains.			will look into the case and seek to reach a resolution
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	Complaint Policy Section 1.7	The Resident's handbook and our web site has details of how to complain about a service

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaint policy section. 2.1	We will log all complaints as above

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. • Matters that have previously been considered under the complaints policy. 	Yes	Complaint policy section. 2.2	This has been included in our updated Complaints procedure provided by The Almshouse Association and adopted in March 2025
2.3	<p>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.</p>	Yes	Complaint policy section. 2.3	This discretion has been written into our updated 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.	Yes	Complaint policy section. 2.4	This has been written into our updated Complaints policy
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaint policy section. 2.1	This has been written into our updated Complaints policy

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	Yes	Complaint policy section 1.4, 4.1 4.2	Residents can complain to any member of staff and specifically to the Scheme Manager. There is also a section on how to complain in the Residents handbook which is issued to residents and updated regularly

	adjustments of residents who may need to access the complaints process.			
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	Complaint policy section 1.4 & 5	Residents can complain to any member of staff and specifically to the Scheme Manager. There is also a section on how to complain in the Residents handbook which is issued to residents and updated regularly
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	Complaint policy section 4.3	OBH will monitor the level of complaints and also carry out an annual resident's survey as a gauge of our success
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	Complaint policy section 4.4	Policy has been updated to detail each stage and timeframes for responding The Policy will be put onto our website and handed out with our handbook on start of occupancy
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Complaint policy section 4.4	Policy has been updated to show where this will be publicised

				The Policy will be put onto our website and handed out with our handbook on start of occupancy
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	Complaint policy section 4.5	Policy updated as per the Almshouse Association new Policy. The Policy will be put onto our website
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	Complaint policy section 7.2, 8.5, 8.6, & section 12	This is currently included in the Resident's handbook and will be on the Website when updated.

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	Yes	Complaint policy section 6	All issues and Complaints will initially be dealt with by the Scheme Manager any issues on to the Housing Manager/Trustee. This team will be known as the "Complaints Officer".

	person or team as the 'complaints officer'. This role may be in addition to other duties.			
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		Noted and discussed with the "Complaints Officer"
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 complaint handling is seen as a core service and must be resourced to handle complaints effectively	Yes in progress	Complaint policy section 5.4	All relevant staff to be trained in Complaint Handling

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	Yes	Old Ben Homes Complaints Policy	OBH only have 1 complaints Policy

	by this Code. Residents must not be treated differently if they complain.			
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaint policy section 7 & 8	Only two complaint stages
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	As Above	As Above
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	Complaint policy section 7.4	Resolving Complaints stage one & two
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	As Above	As Above
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set	Yes	Complaint policy section 7.1 & 8.2	

	<p>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.</p>			
5.7	<p>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.</p>	Yes	Complaint policy section 7.1 & 8.2	We will make this clear
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Complaint policy section 6	OBH will handle all complaints in a fair manner

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	Complaint policy section 7.2	OBH will keep residents informed
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	Complaint policy section 4.2	OBH will keep a record of reasonable adjustments
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaint policy section 2	This will be built into the 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	Yes	OBH Complaints Folder	All OBH staff will be asked to make a note of any verbal complaints or dissatisfaction within a Complaints folder with the name of the resident, the date and the nature of the verbal complaint.

	any relevant supporting documentation such as reports or surveys.			There will also be a column to show how the complaint has been dealt with
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	OBH Complaints Policy & Procedure	All OBH staff will be asked to make a note of any verbal complaints or dissatisfaction within a Complaints with the name of the resident, the date and the nature of the verbal complaint. There will also be a column to show how the complaint has been dealt with. Appropriate remedies can be provided at any stage of the complaints process without the need for escalation.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Anti Social Behaviour Policy	Unacceptable behaviour is noted in our Residents agreement/handbook
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	As Above	Unacceptable behaviour is noted in our Residents agreement/handbook

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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints	OBH to explain the processes of how it deals with complex complaints and complaints from vulnerable or at risk residents
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.	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.1	
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.2	

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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.2	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.2	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.3	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.8	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.7	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. The complaint stage; b. complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 7.8	

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	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints	

	of the landlord's procedure. Stage 2 is the landlord's final response.		Complaint Policy Section 8.1	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.3	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.2	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8	Complaint Officer stage 1 Complaint Officer stage 2
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.4	
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	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.5	

	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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.5	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.6	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.7	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; 	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 8.7	

	<p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
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>Old Ben Homes Complaints Policy and Procedure. Resolving Complaints</p> <p>Complaint Policy Section 8.4</p>	

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; 	Yes	<p>Old Ben Homes Complaints Policy and Procedure. Resolving Complaints</p> <p>Complaint Policy Section 9.1</p>	

	<ul style="list-style-type: none"> • 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. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 9.2	
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	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 9.3	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies	Yes	Old Ben Homes Complaints Policy and Procedure. Resolving Complaints Complaint Policy Section 9.4	

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>Quarterly Board of Trustee Meetings</p> <p>OBH website</p> <p>Annual complaints performance and service improvement report providing all requested information</p>	First Annual submission March 2025

	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	Taken and discussed at the Board of Trustees meeting to be agreed	Placed on OBH Website
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	OBH understands the requirement for this provision	
8..4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	OBH understands the requirement for this provision	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	OBH understands the requirement for this provision	

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	Annual complaint's performance and service improvement report	The Complaints Officer will review trends and take to the quarterly Board of Trustee meeting. Reported annually to Ombudsman
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Annual complaint's performance and service improvement report	The Complaints Officer will review trends and take to the quarterly Board of Trustee meeting. Reported annually to Ombudsman. Staff training when required
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	Annual complaint's performance and service improvement report	Resident Survey, Resident Newsletters, coffee mornings with Trustees and staff, Staff visits
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	Complaint Policy Section 10.1	The Complaints Officer will review trends and take to the quarterly Board of Trustee meeting.

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	Complaint Policy Section 10.2	Appointed lead responsible for complaints - Housing Manager
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	The Complaints Officer will work closely with the MRC and trends will be reviewed and taken to the Quarterly Board meeting.	Discussed at: Trustee Board Meetings Staff Meetings
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	The Complaints Officer will work closely with the MRC and trends will be reviewed and taken to the Quarterly Board meeting.	Discussed at: Trustee Board Meetings Staff Meetings

	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> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	Refer to OBH Complaints policy And minutes of the Quarterly Trustee meetings	Staff and Trustees are keen to deal with service requests to stop any complaints. Complaints to dealt with effectively to maintain a positive image