

Complaints Handling Code Self-Assessment Submission

Contact email address	david@mjha.org.uk
Name of organisation	Manchester Jewish Housing Association
Size of organisation (number of units)	78
Name of the form submitter	David Mintz
Submitter's job title	Chief Executive
Please confirm the reason for your submission	Annual submission in line with the statutory Code
The date you submit this form	09/08/2024
Does the landlord have a website?	Yes
Link to the complaint self-assessment on landlord's website	https://mjha.org.uk/compliments-complaints-feedback/
Link to Annual Complaints Performance and Service Improvement Report from landlord's website	https://mjha.org.uk/wp-content/uploads/2024/08/MJHA_Annual_Complaints_Report_2024.pdf
Link to landlord's governing body's response to the self-assessment from landlord's website	https://mjha.org.uk/wp-content/uploads/2024/08/MJHA_Annual_Complaints_Report_2024.pdf
Link to the landlord's complaints policy from landlord's website	https://mjha.org.uk/wp-content/uploads/2024/08/MJHA_Complaints_Policy.pdf
Has the Complaint Handling Code 2024 and the self-assessment process helped your organisation to promote a positive complaint handling culture?	Yes
Please share any learning or changes you have made to promote a positive complaint handling culture	We have been able to better define what constitutes feedback and a formal complaint. We are a small housing association but we have made improvements in tenant engagement and addressing issues before they escalate to complaints.
Has the Complaint Handling Code 2024 helped your organisation to promote fairness through consistency in complaint handling?	Yes
Please share any learning or changes you have made to ensure consistency in complaint handling	We now ensure that any complaints receive follow a strict process in line with the code.
Code Provision 1.2	Complied
Code Provision 1.3	Complied
Code Provision 1.4	Complied
Code Provision 1.5	Complied

Code Provision 1.6	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 2.1	Complied
Code Provision 2.2	Complied
Code Provision 2.3	Complied
Code Provision 2.4	Complied
Code Provision 2.5	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 3.1	Complied
Code Provision 3.2	Complied
Code Provision 3.3	Complied
Code Provision 3.4	Complied
Code Provision 3.5	Complied
Code Provision 3.6	Complied
Code Provision 3.7	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 4.1	Complied
Code Provision 4.2	Complied
Code Provision 4.3	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the	none

intentions of the provision.	
Code Provision 5.1	Complied
Code Provision 5.2	Complied
Code Provision 5.3	Complied
Code Provision 5.4	Complied
Code Provision 5.5	Complied
Code Provision 5.6	Complied
Code Provision 5.7	Complied
Code Provision 5.8	Complied
Code Provision 5.9	Complied
Code Provision 5.10	Complied
Code Provision 5.11	Complied
Code Provision 5.12	Complied
Code Provision 5.13	Complied
Code Provision 5.14	Complied
Code Provision 5.15	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 6.1	Complied
Code Provision 6.2	Complied
Code Provision 6.3	Complied
Code Provision 6.4	Complied
Code Provision 6.5	Complied
Code Provision 6.6	Complied
Code Provision 6.7	Complied
Code Provision 6.8	Complied
Code Provision 6.9	Complied
Code Provision 6.10	Complied
Code Provision 6.11	Complied
Code Provision 6.12	Complied
Code Provision 6.13	Complied
Code Provision 6.14	Complied

Code Provision 6.15	Complied
Code Provision 6.16	Complied
Code Provision 6.17	Complied
Code Provision 6.18	Complied
Code Provision 6.19	Complied
Code Provision 6.20	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 7.1	Complied
Code Provision 7.2	Complied
Code Provision 7.3	Complied
Code Provision 7.4	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 8.1	Complied
Code Provision 8.2	Complied
Code Provision 8.3	Complied
Code Provision 8.4	Complied
Code Provision 8.5	Complied
If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.	none
Code Provision 9.1	Complied
Code Provision 9.2	Complied