**Local Government and Social Care Ombudsman**

**Code of Practice**

Self-assessment Action Plan

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| Action ref. | Action | Lead Officer | Timescale | Progress (27/2/2024) |
| CCOP:01 | Undertake a new self-assessment against the revised complaint handling code published in February 2024 | Performance and Insight Manager / Customer Services Manager | 19 February 2024 | Completed |
| CCOP:02 | Develop a revised action plan to address any gaps as a result of the self-assessment | Performance and Insight Manager / Customer Services Manager | 23 February 2024 | Completed |
| CCOP:03 | Revise the current Complaints policy | Performance and Insight Manager / Customer Services Manager | 29 February 2024 | Completed |
| CCOP:04 | Revised complaints policy and self-assessment presented to Cabinet / Overview and Scrutiny Committee (OSC – Corporate) | Head of People and Transformation | 18 March 2024  | Completed |
| CCOP:05 | Formal adoption of the revised complaints policy and self-assessment | Head of Paid Service | 21 March 2024 | Completed |
| CCOP:06 | Publish approved complaints policy and self-assessment on council website | Performance and Insight Manager | 2 April 2024 |  |
| CCOP:07 | Publicise revised complaints policy including on all MDC lead survey’s and questionnaires | Marketing and Communications Manager | 2 April 2024 - ongoing |  |
| CCOP:08 | Train all relevant staff on revised complaints policy | Performance and Insight Manager / Marketing and Communications Manager | April / May 2024 |  |
| CCOP:09 | Review Unacceptable Behaviour Policy | Marketing and Communications Manager | 30 June 2024 |  |
| CCOP:10 | Develop a Housing Compensation policy | Performance and Insight Manager | 31 May 2024 | Completed |
| CCOP:08 | Produce annual report that includes self-assessment, analysis of performance, findings of non-compliance, service improvements made, performance from Ombudsman | Marketing and Communications Manager / Performance and Insight Manager | 2 May 2024 |  |
| CCOP:09 | Present report to Cabinet / OSC (Corporate) | Head of People and Transformation  | 7 May 2024 |  |
| CCOP:10 | Publish report on website with Cabinet / OSC response | Marketing and Communications manager / performance and Insight Manager | 14 May 2024 |  |
| CCOP:11 | Identify named member responsible for complaints | Democratic Services Manager | 7 May 2024 | Completed – Cllr Craig Whitby Portfolio Holder Corporate and Finance |
| CCOP:12 | Submit self-assessment to Regulator | Performance and Insight Manager | June 24 |  |
| CCOP:13 | Complete self-assessment and update action plan | Customer Experience Manager / Performance and Insight manager | 22 September 2024 |  |