

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 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 its behalf, affecting a resident or group of residents.’</i>	Yes	Tell us policy and procedure Section 3.1	Our complaints and compliments policy, “Tell-us” clearly defines a complaint as such
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	Tell us policy and procedure Section 3.2	Section 3.2 states that “we consider a complaint to be any expression of dissatisfaction” raised by a complainant and we do not require the word “complaint” to be required for it to be treated as such.
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	Tell us policy and procedure Section 3.4	Section 3.4 defines the difference between a service request and a complaint
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	Tell us policy and procedure Section 3.4	We state that “a complaint should be raised when a client raises dissatisfaction with their service request”
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	Tell us policy and procedure Section 8.1 Client survey	Our annual client survey asks whether a client who has raised a complaint feels the complaint was handled correctly. We use this information to assess how we manage complaints and how we communicate with clients. Our policy states how complaints can be made, and this list excludes surveys.

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	Tell us policy and procedure Sections 8.9, 9.1 and 10.1	In Section 9.1 we state that the responding manager must deal with each complaint on its merit. We only state two reasons to not accept a complaint • In 8.9 – if a complaint is more than twelve months old • In 10.1 – if a complaint is vexatious with the intent to be retaliatory in nature and/or intended to annoy or damage the reputation of the organisation. In both circumstances we would provide a detailed explanation setting out reasons what the matter is not suitable for the complaints process
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. • Matters that have previously been considered under the complaints policy.	Yes	Tell us policy and procedure Sections 8.9 and 10.1	Only exceptions are those that are stated in 2.1 above

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Tell us policy and procedure Section 8.9, 8.10	Our policy states that complaints will only be considered if the incident took place within twelve months of the date of the complaint in line with previous guidance. However, a complaint may be considered beyond this period if it is related to a safeguarding or health and safety issue.
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	Tell us policy and procedure Section 8.10, 10.3 11.1	Our policy states in 8.10 that “a detailed explanation must be provided to the complainant setting out reasons why the matter is not suitable for the complaints process”. Section 10.3 regarding vexatious complaints states “will write to the complainant to inform them that the complaint is not accepted, provide reasons and inform them they have a right to take their decision to the Housing Ombudsman” 11.1 states “if a complaint is not accepted, we must inform the complainant they have a right to take their decision to the Housing Ombudsman” and “the Housing Ombudsman may ask for the complaint to be heard”.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Tell us policy and procedure Section 9.1	Section 9.1 states that the responsible investigator must deal with the complaint on its merit, act independently and have an open mind.

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	Tell us policy and procedure Sections 8.1, 8.3, 8.4 and 8.5	Section 8.1 states that complaints can be made in person; by telephone; by text message; by letter; by email; and via our website. Section 8.3 identifies support needs of our clients, for example language or literacy issues, mental health issues, disabilities or substance misuse. Reasonable adjustments include allowing a third party to log a complaint as their advocate, this may include a relative, friend or another agency as appropriate.
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	Tell us policy and procedure Section 16.4	Managers are responsible for ensuring that their staff are adequately trained and inducted to deal with complaints.
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	Client Survey MyFeedback leaflet Service Guide Client Engagement Quality Assurance Visit	We treat each complaint on its merit and use data of volumes of complaints to develop our service delivery. We clearly advertise in all services how complaints can be made. We collect data on complaint numbers so we can evaluate year on year trends.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	My Feedback leaflet and on our website	My Feedback leaflet is displayed in all services and included in clients service guides. It sets out the complaint's procedure including timeframes for each of the two stage process we have in place. It also states that if a client is still dissatisfied after stage 2, they can take their complaint to the Housing Ombudsman. The same information is on our website. Complainants can request accessible formats such as large font, translation services etc
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	Tell us policy and procedure Section 7 My Feedback leaflet	Section 7.1 states that our leaflet, MyFeedback is given to clients on arrival as part of their service guide and that the leaflets are on display at services. We also state how we publicise our complaints process on our website. My Feedback includes information about the Ombudsman and this code.
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	Tell us policy and procedure Section 8.3 and 8.5	Our procedure sets out how a client can log their complaint via a third party as their advocate and that we will offer clients the opportunity to have a friend, relative or another agency support them as appropriate.
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	Tell us policy and procedure Appendix 6	We provide clients information on their right to access the Ombudsman service in our response letter after the stage 2 review has been completed.

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	Tell us policy and procedure Sections 5.5, 11.4 and 11.5	Our head of governance and company secretary acts as the organisations complaints officer and is responsible for liaising with the Housing Ombudsman, ensuring complaints are reported to our Board.
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	Tell Us policy and procedure Section 5.5	Our complaints officer has access to staff at all levels to facilitate the prompt resolution of 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	Tell us policy and procedure Sections 2 and 16.4	Managers are responsible for ensuring that their staff are adequately trained and inducted to deal with all complaints. Complaints are recorded and monitored to help the organisation to learn from mistakes and improve service delivery.

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	Tell us policy and procedure	Our Tell us policy is our single policy for dealing with 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.	Yes	Tell us policy and procedure Section 9	Our complaints process starts with Stage 1 and is handled by the relevant manager
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	Tell Us policy and procedure Section 9.1	We have a two-stage process in place for managing complaints
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.	N/A		The complaint will be made by Two Saints and will comply with the contractual complaints process. Any feedback from the response will be provided to the client.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Contract with the contractor, Tell us policy	We will expect the contractor to manage the complaint in line with the agreed contractual agreement. Our Tell Us policy states that where a contractor does not have a complaints process or where it would not be appropriate for it to be used, the complaint will follow our staged approach. A recent complaint has highlighted that we need to review our current process and ensure it is fit for purpose, particularly in relation to smaller contractors.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Yes	Tell us policy and procedure Section 9.2 Appendix 1 & 4	Our stage 2 process requests that the complainant clearly states the details of the complaint, why they’re dissatisfied with the response from stage 1 and the resolution they’re seeking. If the regional director requires any further clarification they’ll ask the complainant for more information.
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	Tell us policy and procedure Appendix 1 & 4	Our response letters at each stage of the complaint make it clear what aspects of the complaint we’re responsible for and we’ll clarify any areas where this 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 d. consider all relevant information and evidence carefully	Yes	Tell us policy and procedure Section 9.1	Section 9.1 covers this process
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	Tell us – our complaints and compliments policy- Section 9.2 Appendix 2 & 5	Where a complaint can’t be resolved within the set timescales, we will inform the complainant in writing and advise them of the date a response will be ready by.
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	Equality, diversity and inclusion policy and procedure Tell Us policy and procedure	Our EDI policy and procedure states we aim to provide fair access to the full range of services provided by the organisation. 8.4 states we will make reasonable adjustments for complainants where appropriate under the Equality Act 2010. A

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Section 8.4	record of the disabilities a client has disclosed is kept on our client management system.
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	Tell us policy and procedure Section 9.1	Our policy does not state any reasons to refuse escalation of complaints, we will always consider escalation of a complaint to stage 2.
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	Complaints form – On Rubixx	Our complaints form is made up of stages that must be completed which will include the date received, the responses sent to the complainant and any supporting documentation. Any complaints information outside of Rubixx is held securely by the governance team
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	Tell us policy and procedure Section 12 Compensation policy	Section 12 sets out guidelines for redress for the complainant, which starts with a written apology and an explanation of what steps will be taken as a result. Compensation may be given if appropriate in line with our compensation policy. Goodwill gestures may be given and will be recorded on the complaint letter as part of the resolution.
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	Preventing Evictions and abandonment policy Support intervention procedure	Section 3 of our policy is the support intervention procedure which explains our warning system and the work we do to manage unacceptable behaviour whilst doing our best to support clients to prevent being evicted. We do not put any restrictions in place.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	We do not put any restrictions in place.

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	Tell us policy and procedure Section 8 & 9	Our procedure states how a complaint can be made, considers the timescale for all complaints and considers factors that may require additional investigation and therefore the need to write to the complainant and provide revised timescales if required and why. Most complaints are completed at stage 1 and responded to in writing with the necessary explanation, resolution and/or apology where required.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received.</u>	Yes	Tell us policy and procedure Section 9.2	Section 9.2 states "The manager will confirm receipt of the complaint within five working days of receiving the complaint"
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Tell us policy and procedure Section 9.2	Section 9.2 states "advise the complainant when they can expect to receive a full response, which must be no longer than 10 working days from the acknowledgement of the complaint."
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	Tell us policy and procedure Section 9.2 Appendix 2	We have a template letter to request an extension if required, any extension will be no more than 10 working days and state the reason for the request.
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	Tell us policy and procedure Section 11.2 Appendix 2	Our letter provides information to the client informing them the contact details of the Housing Ombudsman.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Tell us policy and procedure Section 9.2 Appendix 3	The appropriate manager will respond with the outcome of the complaint, any actions outstanding will be completed within an agreed timescale provided in the response. Section 9.2 states “advise the complainant when they can expect to receive a full response, which must be no longer than 10 working days from the acknowledgement of the complaint.”
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	Tell us policy and procedure Section 9.2 Appendix 3	We respond to all complaints in writing. Our template letters provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.
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	Tell us policy and procedure Section 9.2	Our policy states additional complaints must be incorporated into the stage 1 investigation and response. Section 9.2 states “If a complainant raises 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.”
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 mad 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	Yes	Tell us policy and procedure Section 9.2 Appendix 3	Our response letter covers all of these requirements including details on how to escalate matters to stage 2 if complainant is not satisfied with the response.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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	Tell us policy and procedure Section 9.2	We have a stage 2 process and stage 2 is our final response.
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	Tell us policy and procedure Section 9.2 Appendix 4	Section 9.2 states "The regional director will confirm the receipt of the complaint within five working days of receiving the notice of escalation"
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	Tell us policy and procedure Section 9.2	Our regional director will make reasonable efforts to understand why a client has escalated their complaint
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Tell us policy and procedure Section 9.2	Stage 2 complaints are heard by a regional director
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Tell us policy and procedure Section 9.2	Section 9.2 states "they will inform the complainant that they will investigate the matters raised and respond within 20 working days of the date the notice of escalation was acknowledged"
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.	Yes	Tell us policy and procedure Section 9.2 Appendix 5	Section 9.2 states "Where the regional director can't resolve the complaint within 20 working days, the complainant will be advised of the relevant timescale in writing. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the complainant."
6.16	When an organisation informs a resident about an	Yes	Tell us policy and	Our template letter provides information to

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	extension to these timescales, they must be provided with the contact details of the Ombudsman.		procedure Section 9.2 Appendix 5	the client informing them the contact details of the Housing Ombudsman.
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	Tell us policy and procedure Appendix 6	Our regional directors respond with the outcome of the complaint, any actions outstanding will be completed within an agreed timescale provided in the response.
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	Tell us policy and procedure Section 9.2 Appendix 6	We respond to all complaints in writing. Our letter template clearly provides guidance to our regional director to provide clear reasons for any decisions and reference policy, law and good practice where appropriate.
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.	Yes	Tell us policy and procedure Section 9.2 Appendix 6	Our response letter covers all these requirements including details on how to escalate to the Housing Ombudsman Service if the client remains dissatisfied.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Tell us policy and procedure Sections 9.1 and 9.2	Stage 2 is our final response, and we involve all suitable staff members in our investigation to provide a response.

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 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	Yes	Tell us policy and procedure Section 12 Appendix 3 & 6 Quality assurance, performance and monitoring policy and procedure, compensation policy	Our procedure states that in this circumstance we will provide a written apology, an explanation of actions, considering financial remedies. We have covered the other points in our response letters Appendix 3 and 6. Our compensation policy sets out how compensation is considered. Our quality assurance policy covers how we learn and make amendments to decisions, policies or procedures.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Tell us policy and procedure Sections 12.1 and 12.2 Compensation policy section 1	Section 1 of the compensation policy states "Our aim is to restore the person to the position that they would be in if the service failure had not occurred"
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	Yes	Tell us policy and procedure Section 12.1	Our policy and outcome letters state what remedies are offered, how this will happen and by when.

	through to completion.		Appendix 3 and 6	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Tell us policy and procedure Section 11.5. Compensation policy	This is covered in our policy and will be the responsibility of our complaints officer. Our compensation policy and procedure was updated in 2026 in line with new guidance from the Housing Ombudsman.

Section 8: Self-assessment, reporting and compliance

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: the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 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: - any findings of non-compliance with this Code by the Ombudsman - the service improvements made as a result of the learning from complaints - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Tell us policy and procedure Section 13.2	Our annual complaints performance and service improvement report covers all elements.
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	Yes	Tell us policy and procedure Section 13.3 and 13.4	Our annual complaints performance is published on our website and we will update each year.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	published alongside this.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A		No significant changes are planned, however if this were to occur we could consider this
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A		Not recorded in our policy, but would consider if requested
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.	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.	Yes	Quality assurance, performance and monitoring policy Section 4 Tell us policy and procedure Section 13.3	We are committed to continuous improvement. Our performance team and Board considers learning from complaints on a quarterly basis. Our report provides information on changes to service delivery as a result of a complaint
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	Yes	Quality assurance, performance and monitoring policy	We've examples in services where we have made changes to practice as a result of complaints. This includes changes to policies and procedures and the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	service delivery.		Section 4 Tell us policy and procedure Section 13.3	development of service user guides.
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	Quality assurance, performance and monitoring policy Section 4 Tell us Procedure Section 13.3	Annual report is provided to our client engagement team, who'll offer recommendations for change in service delivery and highlight any considerations to be communicated organisation wide. Complaints report is provided to relevant contracts and performance managers each quarter so they can report to commissioners and other stakeholders.
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		The head of governance and company secretary who reports to the chief executive is responsible for compiling complaint analysis reports.
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	Tell us policy and procedure Section 14	We have a member of our Board who acts as the Member Responsible for Complaints (MRC)
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	Tell us policy and procedure Section 14.1 and 14.2	Quarterly reports are given to the MRC and they provide an insight on our complaint handling performance to the Board. They also receive information on any complaints escalated to the Housing Ombudsman.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: - regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance - regular reviews of issues and trends arising from complaint handling - regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and - annual complaints performance and service improvement report	Yes	Tell us policy and procedure Section 14.2	The MRC and the Board receives quarterly reports on complaints and our complaint handling performance; issues and trends arising from complaint handling; any updates on the outcome of Ombudsman's investigations; and the 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: - have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments - take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and - act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Co-production policy Managers, performance team, executive team and Board meetings	our co-production policy encourages a collaborative approach towards resolving complaints, we encourage feedback and agreed improvement to service delivery with our clients, staff and stakeholders our culture is to work together and identify required changes to ensure a better service to our clients. We use reflective practice amongst teams and reflect on suggested changes at meetings at different levels. Our staff act professionally and in line with code of handling complaints as set out by the housing ombudsman.