



Compensation policy and procedure

OPS 24

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Issued: March 2013

Reviewed: April 2026

Next review: April 2029

POLICY

1. Policy Statement

To ensure we have an accountable and fair system, which compensates clients and others who have experienced a direct loss or suffered significant inconvenience, as a result of an action or a failure to act by us or a contractor acting on our behalf. Our aim is to restore the person to the position that they would be in if the service failure had not occurred.

2. Scope

- 2.1. The purpose of this policy and procedure is to provide guidance to staff and clients on the circumstances which may lead to a payment of compensation.
- 2.2. This policy does not detract from the rights of clients to refer their matter to the housing ombudsman service.

3. Circumstances in which compensation will be issued

3.1 There are three categories of compensation payments

- a) mandatory – these may be paid in situations such as home loss, disturbance, improvements and payments under the Right to Repair scheme.
- b) quantifiable loss payments - where clients can demonstrate actual loss and evidence is provided (receipts). Examples could be increased heating bills due to disrepair, having to pay for alternative accommodation or take away food, paying for cleaning or carrying out repairs where we have failed to meet our obligations
- c) discretionary payments - for time and trouble/distress and inconvenience. Examples may include poor complaint handling, delays in providing a service e.g. in undertaking a repair, failure to provide a service that has been charged for or unreasonable time taken to resolve a situation

4. Other remedies

- 4.1 There may be situations where other remedies that are not financial would be appropriate, these may be separate from an offer of compensation or in addition to it. This may include practical actions (such as offering to undertake repairs or redecoration which would otherwise be a customer's responsibility) and gestures of goodwill (e.g. vouchers, chocolates, flowers).

5. Calculation of compensation

- 5.1 The amount of compensation offered will be calculated in line with the financial remedy's stipulated by the Housing Ombudsman (Guidance on remedies | Housing Ombudsman)



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6. Policy Review

This policy will be reviewed at least every three years by the business development and improvement manager or whenever relevant legislation changes.

7. Links to other policies

This policy should be read in conjunction with:

- [Tell us – our complaints policy](#)
- [OPS 31 Preventing of evictions and abandonments policy](#)
- [OPS 05 Serious incident reporting procedure](#)
- [OPS 01 Confidentiality policy](#)

Version	Date	Type	Summary of changes	Author
7.	15.04.2026	Major	Inclusion of Sections 3 to 5 identifying circumstances, remedies and calculation of compensation	NS