

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	<p>A complaint must be defined as:</p> <p><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></p>	Yes	<p>Link to policy. Our complaints policy can be found on our website: https://www.rhp.org.uk/complaints/</p>	<p>Our complaints policy details that we define a complaint as an expression of dissatisfaction however made, about the standard of service, actions or lack of action by RHP, our colleagues, or those acting on our behalf, affecting a customer or group of customers.</p>
1.3	<p>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.</p>	Yes	Complaints Policy	<p>Our policy is aimed at all existing RHP customers, or anyone directly impacted by the services we provide. We accept complaints on behalf of our customers through anyone that has their permission. When a customer expresses dissatisfaction with our service, all employees will be trained to understand</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				what is a complaint and to give customers a choice whether they want to raise a formal complaint.
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	Complaints Policy	Our policy has been updated in line with the code to define a service request and a complaint. Employee training has been delivered to complaint handlers and relevant employees are able to identify the difference between service request/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	Complaints Policy	Where a customer expresses dissatisfaction with our response to a service request, we will raise a formal complaint and continue to respond to their service request.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		We provide our customers with details on how to raise a complaint at the end of each transactional survey. Our TSM survey handler ensures all customers are aware how they can make a complaint to RHP.

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	Complaints Policy	We will always aim to raise a complaint in line with our policy and the code. The occasions where we won't accept a complaint are rare. Our complaints policy details the circumstances where we will not accept a complaint. We will always explain to a customer the reason for not accepting a complaint in writing in line with our policy.
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. 	Yes	Complaints Policy	Our complaints policy clearly details the circumstances where we will not accept a complaint in line with this section of the code.

	<ul style="list-style-type: none"> • 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. 			
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	Complaints Policy	A complaint will need to be received by RHP within 12 months of the problem occurring. We will always review any request outside of this timeframe and discretion may be applied. If it does fall outside of this time we may decide after understanding the customer's personal circumstances, to investigate.
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	Yes	Complaints Policy	There will be some instances where we won't accept a complaint for investigation or escalate a complaint. Whilst we will not unreasonably decline a

	not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.			complaint or a request to escalate a complaint, the reasons where this may be appropriate are captured in our policy. If we are not accepting a complaint, we will clearly set out the reasons why, and signpost the customer to the Housing Ombudsman Service for further advice or support.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy	There will be some instances where we won't accept a complaint for investigation or escalate a complaint. Whilst we will not unreasonably decline a complaint or a request to escalate a complaint, the reasons where this may be appropriate are captured in our policy. If we are not accepting a complaint, we will clearly set out the reasons why, and signpost the customer to the Housing Ombudsman Service for further advice or support. We will always make this

				decision based on the individual circumstances of the complaint.
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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	Complaints Policy Website Vulnerable Customers Policy Service Adjustments recorded on cases.	RHP offer customers the opportunity to log a complaint with us via the phone, email, face to face, social media, letter. This is detailed in our complaints policy. Our complaints policy details how we support our vulnerable customers, in compliance with the Equality Act 2010. Our Complaint handlers have been trained to appropriately identify where reasonable adjustments may be needed, to effectively support our customers through 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	Yes	Training and briefings carried out for Teams in February and March of how to raise complaints	From April 2024 all RHP employees will receive appropriate training and briefings on complaint handling as part of their induction and on an annual basis.

	to the appropriate person within the landlord.			
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	Report of Volumes/TSM Stats as published on our website	Our annual complaint handling reports published on the Website and as part of TSM data reporting shows that we have a high volume of complaints raised. RHP will use the learning from these complaints and improve our service offer to customers.
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	https://www.rhp.org.uk/complaints/	<p>Our complaints policy clearly details the number of stages involved in our process, what will happen at each stage, and the timeframes for responding so it's accessible for our customers. Our policy can be found on our website, we can send a copy to our customers via email, and also send a copy in the post. We will always make reasonable adjustments to support our customers with accessing our complaints policy where required.</p> <p>Our website includes information on how to raise a complaint and ensures our complaint policy and process is visible so our customers can easily access this</p>

				information. Please see link - https://www.rhp.org.uk/complaints/
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	Complaints Policy	In our Complaints policy there is a section called Housing Ombudsman Service which sets out our commitment to follow and comply with the Complaint Handling Code highlighting key areas of compliance and information on how residents can contact and access the Housing Ombudsman Service.
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	Complaints Policy	As detailed in our policy, it is aimed at all existing RHP customers, or anyone directly impacted by the services we provide. We accept complaints on behalf of our customers through anyone that has their permission. For the purpose of this policy the terms customer, tenant and resident are used and the policy applies to all 3 groups.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with	Yes	Complaints Policy Complaint responses	Information on how to access the Housing Ombudsman service is publicised in our complaints policy. On our website https://www.rhp.org.uk/complaints/

	<p>the Ombudsman about their complaint.</p>			<p>We also advised customers of their right to contact the Housing Ombudsman service included within –</p> <ul style="list-style-type: none">The Complaint AcknowledgementStage One Complaint ResponseStage Two complaint Response <p>In written and verbal interactions where this advice would be appropriate.</p>
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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		RHP's Complaints team are the designated team at RHP responsible for complaint handling and liaising with the Housing Ombudsman Service.
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		The Complaints & Complex Case Manager will act as 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 complaints are seen as a core service and must be resourced to handle complaints effectively	Yes		The Customer Experience & Quality Team will oversee complaints management.

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	Complaints Policy	RHP has one Complaints Policy that all employees follow in relation to complaint handling
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	Complaints Policy	We investigate complaints under a two-tier stage process. We initially investigate a complaint under stage one, and if our customer requests escalation to stage two, this is the final stage. We believe this process enables us to fully investigate our customers complaint and enables us to provide a resolution to support our customers complaint. There are no informal stages in our process.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the	Yes	Complaints Policy	Our complaints process complies with the code, and we only have two complaint

	complaint process unduly long and delay access to the Ombudsman.			stages as detailed within our policy. We initially investigate a complaint under stage one, and if our customer requests escalation to stage two, this is the final stage. We believe this process enables us to fully investigate our customers complaint and enables us to provide a resolution to support our customers complaint. We inform customers throughout the process at each stage of their right to access the Housing Ombudsman at any stage.
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	Complaints Policy	RHP's Complaints Policy sets out that we will investigate and respond to all complaints related to services provided by us. Where services are provided by a third party RHP will oversee and provide the complaint response in line with this code.

				A complaint is an expression of dissatisfaction however made, about the standard of service, actions or lack of action by RHP, our colleagues, or those acting on our behalf, affecting a customer or group of customers
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		Third parties are required to demonstrate how they comply with the code. An induction is carried out with instructions given to third parties detailing how to notify/log a complaint
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	Acknowledgement Template Letter	In every acknowledgement we set out the reasons our understanding of the complaint and outcome required. If this isn’t clear, we will clarify this with our customers and confirm this on the case and as part of the acknowledgement and further investigation.
5.7	When a complaint is acknowledged at either stage, landlords must be clear	Yes	Acknowledgement Template Letter	RHP formally acknowledge complaints logged at stage

	<p>which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.</p>			<p>one and two of the complaints process. Our acknowledgement letter includes –</p> <p>Date complaint received.</p> <p>Acknowledgement Date</p> <p>Stage the complaint has been logged at.</p> <p>Summary of the complaint reason</p> <p>What will be investigated and responded to detailing any exceptions in line with this code and our complaints policy</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol 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	Training content and record of attendance	Complaint handlers are trained annually to ensure that they comply with all elements of the code including the requirements set out in this section of the code.

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	Complaints Policy	As per our policy. If we are not able to respond to a complaint in line with our policy and the code, we will inform our customers of this detailing the reason and agreeing timescales for keeping them informed through to resolution of their complaint. We are strengthening our approach to ensure compliance here following an internal audit and have made changes to our customer management system to track cases through to resolution ensuring deadlines and timescales are met.
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	Yes	Complaints Policy	Our complaints policy sets how we support our vulnerable customers and is in compliance with the Equality Act 2010. Our Complaint handlers have been trained to

	reasonable adjustments must be kept under active review.			appropriately identify where reasonable adjustments may be needed, to effectively support our customers.
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	Complaints Policy	We will not unreasonably refuse to escalate a complaint throughout the stages of our complaints process. If we decline to escalate a complaint, we will provide a clear and valid reason for this outcome. We would not escalate a complaint if we are taking or defending legal action and it could impact the ongoing proceedings. The reasons are listed within our complaints policy
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	Records of case management on CRM	All complaint records are logged and stored on our customer management system. The complaint case on our system will include all information in relation to the complaint to include the steps taken in the investigation, conversations

				with our customer and any other relevant party. The outcome of the complaint and any associated documents will be stored on the case file.
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	Complaints Team will manage the complaint	We will always complete a thorough investigation in relation to our customers complaint and our Complaint Handlers will always aim to resolve a complaint at the earliest opportunity once they've assessed the evidence required and actioned any urgent concerns. We will always call our customer to discuss their complaint whilst investigating to ensure their issues are fully considered.
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	Yes	H&S Policy Complaints Policy Unreasonable Behaviour Policy	The Complaints Policy sets out how we will deal with unreasonable behaviour and will be dealt with on a case by case basis, in line

	must keep restrictions under regular review.			with our unreasonable behaviour policy
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	H&S Policy Unreasonable Behaviour Policy	Any restrictions in service are managed in line with our health and safety policy which details any restrictions to service and the reasons which our customer is notified of in writing along with any review date. This information is recorded on the customers file on our CRM system.

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		Our Customer Experience and Quality Manager is responsible for logging and triaging complaints to ensure they are logged as soon as possible, are in line with SLAs. Our Complaints and Complex Case Manager will ensure cases are responded to as quickly as possible.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Complaints Policy	Our complaints policy sets out that stage one complaints are acknowledged and logged within five days of receipt. Within our complaint acknowledgement, we ensure we set out our understanding of the complaint and the outcome our customer is seeking.

				<p>If any aspect of our customers complaint is unclear, we will ask for clarification and agree the full definition with our customer before we investigate and respond. Due to a high volume of complaints during 2023/24, we were not always meeting this 5 day target. Since 01/04/2024 we have improved our performance in this area through better complaints management tracking via our customer records management system, providing quicker first time responses when customer contact us to ensure we response and then acknowledge complaints within 5 working days.</p> <p>We are currently achieving this requirement in over 90% of stage one cases.</p>
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working</u>	Yes		Our Complaints Policy sets out all stage one complaints are logged on our CRM

	days of the complaint being acknowledged.			system and a full response issued within 10 days. The timeframes are tracked and monitored on our system to ensure the 10-day timescale in met. Due to a high volume of complaints during 2023/24, we were not always meeting this 10 day target as mentioned in 6.2. Since 01/04/2024 we have improved our performance in this area through better complaints management tracking via our customer records management system to ensure we meet this target.
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		If we need to extend this timeframe, we will agree this and explain the reason with the resident and record this in the system to ensure the deadlines for responding are adjusted. The system is set up to track compliance with complaint handling SLAs for management and monitoring performance against the code.
6.5	When an organisation informs a resident about an extension to these	Yes		Throughout each stage of the complaints process we

	timescales, they must be provided with the contact details of the Ombudsman.			inform the resident of their right to contact the Ombudsman in writing.
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		We will inform and respond to residents' complaints as soon as we can provide an update or resolution on their complaint. Following a response being sent, outstanding actions are allocated to case owners and tracked on our CRM system or spreadsheet through to resolution. We will update residents with progress as agreed with them and record this on the case through to resolution. Cases will remain open until fully resolved. Through our complaints feedback and lessons learnt, we have identified that this a key area for improvement for complaint handling and we are strengthening our approach by tracking actions within the complaints service to ensure actions by other teams are delivered and

				that customers are being kept informed of progress.
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		Complaints handlers are trained to respond to complaints covering all points raised and the decisions made. We use a template checklist for guidance to ensure each response covers these points in line with the code.
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	Complaints Policy	We incorporate any issues relating to the stage one complaint within our investigation and response if they are relevant and our stage one response has not been sent. If we have sent our stage one response, or the issues would unreasonably delay our response, we will log a separate stage one complaint to investigate and advise our customer.
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. the complaint definition; c. the decision on the complaint; 	Yes	Complaints Policy	We always ensure our complaint responses are written in clear, plain responses and that they comply with the Housing Ombudsman Complaint

	<ul style="list-style-type: none"> 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. 			<p>Handling Code. Our responses include:</p> <ul style="list-style-type: none"> a. The complaint stage. b. The decision of the complaint. c. The reasons for any decisions made. d. The details of any remedy offered to put things right. e. Details of any outstanding actions. f. Details of how to escalate to stage two of our complaints policy. g. Details on how to contact the Housing Ombudsman if our customer remains dissatisfied.
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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	Complaints Policy	We investigate complaints under a two-tier stage process. We initially investigate a complaint under stage one, and if our customer requests

				escalation to stage two, this is the final stage in the process, and our final response as explained in our complaints policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints Policy	Our Complaints policy sets out that stage two complaints are acknowledged and logged within five days of receipt. Within our complaint acknowledgement, we ensure we set out our understanding of the complaint and the outcome our customer is seeking. We have identified a delay in some complaints being escalated and acknowledged within the 5 day timeframe, and we have retrained employees to ensure that they identify and acknowledge stage two complaints to meet this timeframe. We are working to improve our overall response times to customers enquiries to ensure we can meet this timeframe.

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	Complaints Policy	If a customer asks for a complaint to be escalated to stage two, we will action this and log and acknowledge within the agreed five-day SLA. If any aspect of our customers complaint or reason for escalation is unclear, we will not hold up the complaint escalating we will action this immediately. If we are unclear of what the customer is seeking, we will investigate this during the stage two investigation and if necessary, ask for clarification and what resolution our customer is seeking before we issue our stage two response.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes		To ensure the stage two complaint is approached in a fair manner, we will ensure the person considering the complaint is not the same person who considered the stage one complaint. As per our complaint policy, one of our service area managers will respond to our customers stage two complaint.

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes		Our policy sets out we always aim to respond to our customers complaint within twenty working days following the complaint being logged and our acknowledgment provided to our customer. We have not met this target consistently over the past 6 months, specifically in relation to resolving repair related complaints. From April 2024 we have made improvements in the way we manage stage two repair complaints to ensure that this target is now being met consistently in 2024/25.
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		Our policy sets out where we require an extension of time to respond to the complaint, this will not exceed a further 20 working days without good reason and we will always provide a good and detailed reason for the required extension of time to respond the complaint in writing to the

				customer. We have strengthened our approach to ensure compliance with SLAs by making changes to our system to enable us to track and monitor compliance with these deadlines and extensions. This was previously an issue in relation to some repair complaints due to the volume and management in this area. We have made changes to the structure and management to ensure that this timeframe will be met consistently moving forward.
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		We will always inform our customers of their rights and contact details for the Ombudsman in each written extension to our customers.
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		We aim to resolve complaints as quickly as possible, and we inform customers once we have an outcome. We will always complete a thorough investigation in relation our customers complaint and will always aim to resolve a

				<p>complaint at the earliest opportunity once the evidence has been assessed and actioned any urgent concerns. We will always call our customer to discuss their complaint whilst investigating to ensure their issues are fully considered. We have strengthened our approach to ensure compliance with SLAs by making changes to our system to enable us to track and monitor compliance with outstanding actions tracked through to resolution. Complaint cases will remain open until customers confirm the issues are resolved.</p>
6.18	<p>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.</p>	Yes		<p>Complaints handlers are trained to respond to complaints covering all points raised and the decisions made. We use a template checklist for guidance to ensure each response covers these points in line with the code.</p>

6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <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; 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	Complaints Policy	<p>We always ensure our complaint responses are written in clear, plain responses and that they comply with the Housing Ombudsman Complaint Handling Code. Our responses include:</p> <ul style="list-style-type: none"> a. The complaint stage. b. The decision of the complaint. c. The reasons for any decisions made. d. The details of any remedy offered to put things right. e. Details of any outstanding actions. f. Details of how to escalate to stage two of our complaints policy. g. Details on how to contact the Housing Ombudsman if our customer remains dissatisfied.
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	Complaints Policy	<p>As per our complaints policy our stage two is our final response and will be signed off by the appropriate service manager.</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; • 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	Complaints Policy	<p>We understand that effective dispute resolution is key when handling our customers complaints. Where something has gone wrong, we will acknowledge this, and update our customer with how we plan to put things right providing an explanation and using the guidance details to ensure we cover the following points.</p> <ul style="list-style-type: none"> • 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;

				<ul style="list-style-type: none"> • 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	Complaints Policy Compensation Policy	<p>We always ensure that any remedy offered, will reflect the extent of the service failure and the impact to our customer. This could be by way of a discretionary decision and/or payments, compensation and signposting to agencies who can support our customer. Our compensation guidelines provide a breakdown with how these decisions are made to ensure fairness. When considering offers of discretionary payments, we also identify whether any quantifiable loss has incurred which could result in also considering compensation. We work in line with our compensation</p>

				<p>guidelines when making our offer. When investigating a complaint, we always consider the time and trouble, the service received, the inconvenience and the personal impact to our customer. We will consider offering a discretionary payment based on these factors. We will carry out a review of our compensation policy in 2024/25 to ensure it remains compliant with the ombudsman's guidance.</p>
7.3	<p>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.</p>	Yes		<p>Within our complaint response, we clearly set out the details of our remedy offer and when and how this will be received. Where appropriate, we will discuss this with our customer, always ensuring we deliver our offer.</p>
7.4	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	Yes		<p>We are reviewing our compensation policy to ensure that this remains in line with the Ombudsman's guidance. This will be reviewed and implemented in 2024/25.</p>

Section 8: Putting things right

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> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>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;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>	Yes		<p>Our Service Delivery and Transformation Committee at its meeting in June 2024 will receive an annual review of complaints performance that covers the requirements set out in this section.</p> <p>It includes –</p> <ul style="list-style-type: none"> • a copy of this self-assessment. • Analysis of performance. There were no complaints that we refused. • Details of Orders and recommendations as ordered by the Ombudsman. • Service improvements and lessons learnt. • Details of all cases with the Ombudsman. • An annual review and updated copy of the Complaints Policy.

				<p>We have an appointed Board member to lead on a positive complaint handling culture. Updates are shared with them, ahead of updates to the Board for commentary and feedback.</p> <p>Our Service Delivery and Transformation Committee receive updates at every meeting held on a quarterly basis reporting on volume, categories, performance and updated on cases with the Ombudsman and compliance with orders. Our Board receives a quarterly update on cases with the Ombudsman. Actions and compliance with order are monitored by our Executive Group.</p>
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	Yes		We report on the annual self-assessment and annual review of complaints report in a report to the Service Delivery Transformation Committee and Board. This

	response to the report must be published alongside this.			information is shared on our website. We will publish the Board's response alongside the report in June 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		This is our self-assessment which details how we are compliant with the new code from 01/04/2024. We will carry out further self-assessments against the code as required in line with the Ombudsman's guidance on this.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We will always comply with order and recommendations from the Ombudsman and will review this upon instruction.
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	BCP	We will ensure that this is added to our BCP plan for informing the HOS of the interruption to service delivered to customers.

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		<p>We understand the importance of recognising themes and trends to identify potential systemic issues, serious risks and where policies and procedures may require revision.</p> <p>The introduction of a Customer Experience and Quality team from 01/04/2024 will focus on driving forward service improvements across teams and having a service improvement plan which incorporates learnings and improvements from complaints.</p>
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		<p>We encourage our customers to provide us with feedback in relation to our complaint handling so we can make positive improvements where necessary and learn from our complaints to improve our service.</p> <p>We provide a link to our complaint handling survey at the bottom of our letter or email within our stage one and stage two response for</p>

				<p>our customers to complete so we can capture this. A copy of this survey can also be sent in paper format if requested by our customer.</p> <p>We also use feedback from our TSM surveys around complaints handling to capture customer feedback. Feedback from customers is reported to our Executive Group and our Service Delivery Transformation Committee through our 'Voice of Customer' report and Complaints Performance Report.</p> <p>The introduction of a Customer Experience and Quality team from 01/04/2024 will focus on driving forward service improvements across teams and having a service improvement plan which incorporates learnings and improvements from complaints.</p>
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		<p>We believe that our customers complaints provide us with an opportunity to review and delivery. Landlords should ensure that employees are supported and engaged in the complaints process, including the learning that</p>

				can be gained. It will help shape the services we provide so we can continually improve them. We're committed to learning from our complaints and teams delivering services are supported to ensure they are engaged in this process.
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 Director of Operations is the accountable person
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		We have an appointed Board member to lead on a positive complaint handling culture. Updates are shared with them, ahead of updates to the Board for commentary and feedback.
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		As above the MRC will receive regular information on complaint handling prior to Board meetings and has direct contact with the Exec Director of Operations and the Customer Experience and Quality Team to access any information to enable them to report finding to the Board.

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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 d. annual complaints performance and service improvement report. 	Yes		<p>Our member responsible for complaints (MRC) sits on the Service Delivery and Transformation Committee and the Board. There is a six-monthly complaints report which includes an annual review of our complaints performance and policy We have an appointed Board member to lead on a positive complaint handling culture. Updates are shared with them, ahead of updates to the Board, for commentary and feedback.</p> <p>Our Service Delivery and Transformation Committee receive updates at every meeting held on a quarterly basis reporting on volume, categories, performance and updated on cases with the Ombudsman and compliance with orders. Our Board receives a quarterly update on cases with the Ombudsman. Actions and compliance with the orders are monitored by our Executive Group. We also report on themes and improvements being made to our service as a result of customer feedback from complaints. We report on the annual self-</p>
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				assessment and annual review of complaints report in a report to the Service Delivery and Transformation Committee and Board. This information is shared on our website.
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		<p>All relevant employees have an objective which 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 monitored at our monthly business wide complaints meeting. b. Take collective responsibility for any shortfalls identified through complaints rather than blaming others. c. Act within the Professional Standards for engaging with complaints as set by any relevant professional body.