

Harborne Parish Lands Charity

Housing Ombudsman Complaints Handling Code Self-assessment

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	Compliments, Comments & Complaints Policy & Procedure	The definition has been adopted in our policy
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	Compliments, Comments & Complaints Policy & Procedure Complaints training	All staff are aware that residents should always be asked whether they want their concern to be 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	Yes	Compliments, Comments & Complaints Policy & Procedure Complaints training	All staff can identify what type of complaint is being described to them and log them correctly into the

	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.		Complaints log	spreadsheet under the appropriate headings. All service requests are logged on a separate page of the Complaints log
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	Compliments, Comments & Complaints Policy & Procedure	A complaint case will be opened and run alongside the initial service request if the resident complains.
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	Resident consultation about survey Details of how to complain is on scheme noticeboard Licence agreement Complaints are talked about regularly at coffee mornings and support meetings.	How to complain is discussed at sign up, the annual residents' consultation meetings and also at coffee mornings and support meetings Guidance notes for future surveys will include details of how to complain and where staff or third parties are facilitating survey returns, they will promote the complaints policy through that process

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	Compliments, Comments & Complaints Policy & Procedure Complaints log	Although all complaints are investigated by an investigating officer, all complaints are discussed and assessed individually by the Complaints Team at the monthly meeting which comprises of the Complaints Officer, the trustee who has been nominated as the Member Responsible for Complaints (MRC) and the member of staff to whom the complaint was made.
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:	Yes	Compliments, Comments & Complaints Policy & Procedure Complaints log	The reasons for exclusion are detailed in the policy and should a complaint be excluded, the complaints officer will visit the complainant to explain the reasons for exclusion followed by a letter outlining

	<ul style="list-style-type: none"> • 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. 			reasons as set out in the Compliments, Comments & Complaints Policy & Procedure
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log</p>	The Complaints Team assesses each case individually and would seek to investigate any special circumstances in any complaints that would be excluded
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log</p>	<p>The Complaints Officer will visit to explain the decision to the complainant and to advise them how to report to the Housing Ombudsman.</p> <p>Follow up letter sent out to complainant</p>

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Compliments, Comments & Complaints Policy & Procedure Complaints log	The Complaints Team assess each complaint individually. All complaints are logged in the complaints log Weekly review of the complaints log by the Complaints Officer
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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	Compliments, Comments & Complaints Policy & Procedure	Residents can access complaints information through the following channels: Notice board Sign up Consultation meetings Coffee mornings

				<p>Support meetings</p> <p>Suggestion box on schemes</p> <p>The Complaints Officer will discuss any reasonable adaptations required to facilitate a complaint and comply with the Equality Act 2010 at the initial visit</p>
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Notes of staff meetings.</p> <p>Complaints Training for all staff</p>	All staff have received complaints training and training will be updated during 2024/25
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	Notes of annual residents' consultation meetings.	The number of complaints are discussed at the residents' annual consultation meetings and residents advised of the outcome and lessons learnt
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	Yes	<p>Copy on noticeboards</p> <p>Copy on request</p> <p>Published on website</p>	Residents can request their own copy of the policy and procedure from any member of staff via face to face or telephone call.

	must also be published on the landlord's website.			We will commission complaints documentation in any format a resident requires.
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Noticeboards</p>	<p>The policy states that it is publicised on the website and the schemes' noticeboards.</p> <p>The Complaints Policy is presented to the residents at sign-up</p> <p>Complaints are a standing item on the agenda for residents consultation meetings and the Chief Executive uses this opportunity to reinforce the importance of complaints to the charity's services</p>
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Coffee mornings.</p> <p>Support meetings.</p> <p>Annual consultation meetings</p>	<p>Residents are advised of this at various meetings throughout the year.</p> <p>Our policy allows advocates and representatives to deal with complaints on residents behalf and residents right to advocates is explained by</p>

				the Chief Executive at AGMs and explained by the Complaints Officer during complaints visits.
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Housing Visit</p> <p>Standard letter: Stage 1 Detailed Response</p> <p>Standard letter: Stage 2 Detailed Response</p>	<p>Information about the Housing Ombudsman Service is included in the policy and in the detailed response standard letters.</p> <p>Ombudsman service is discussed at initial housing visit</p>

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	Compliments, Comments & Complaints Policy & Procedure	The Head of Operations takes on the role of Complaints Officer accompanied by the Member Responsible for Complaints (MRC) and other staff members as necessary.

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	Head of Operations and nominated Trustee	The Head of Operations has access to staff at all levels and is empowered to exercise authority and autonomy to resolve disputes promptly and fairly.
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	All complaints are discussed at team meetings Complaints training Complaints log Weekly review of complaints log by the Complaints Officer	All staff receive training in complaint handling and bespoke training on the HPLC policy will be undertaken by all staff in 2024/25. Staff are encouraged to treat complaints as an absolute priority. The Complaints Officer is a member of the senior management team and is empowered to draw whatever resources they feel are necessary to ensure complaints timelines are met and complaints satisfactorily resolved

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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints training</p>	<p>The policy applies to all complaints and complainants.</p> <p>All staff are trained to treat all residents equally without discrimination.</p> <p>All residents are encouraged to speak to a staff member of their choice if they feel they might be treated differently.</p>
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints training</p>	All complaints are dealt with following the 2 stage procedure
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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints training</p>	<p>There are two stages in the procedure.</p> <p>All staff are trained on this procedure.</p>
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	Yes	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log</p>	The Complaint Team coordinate a response and liaise with any third party to provide a response in

	two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.			accordance with our complaints process. No resident will be asked to deal with two agencies and HPLC will also be the point of contact for the resident
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.		Compliments, Comments & Complaints Policy & Procedure	The Complaint Team coordinate a response and liaise with any third party to provide a response in accordance with our complaints process
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	Compliments, Comments & Complaints Policy & Procedure Complaints log	The Complaints Officer will work with the resident at the initial housing visit to ensure we understand their complaint and confirm in writing.
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	Compliments, Comments & Complaints Policy & Procedure Complaints log Initial housing visit	The Complaints Officer will work with the resident at the initial housing visit to ensure we have understood their complaint correctly and advise them of any

			<p>Standard Letter: Stage 1 Initial Acknowledgement of Complaint</p> <p>Standard Letter: Stage 2 Escalation Acknowledgement</p>	<p>areas outside our responsibility</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position; take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully. 	Yes	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints Officer</p> <p>Complaints Team</p> <p>Housing visit</p>	<p>The complaint handling training taken by all staff ensures staff are aware of these requirements.</p> <p>We will address items a – d at the initial visit, giving the residents an opportunity to discuss all of these issues and ensure that our next steps are acceptable to them</p>
5.9	<p>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.</p>	Yes	<p>Complaints log</p> <p>Initial Housing Visit</p> <p>Standard Letter: Stage 1 Extension of Timescale</p> <p>Standard Letter: Stage 2 Extension of Timescale</p>	<p>The Complaints Officer liaises with complainant at initial visit. If timescales can't be met for exceptional reasons, the Complaints Officer will notify the resident as soon as possible and offer a new timeline.</p>

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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Initial housing visit</p> <p>Complaints log</p>	<p>Reasonable adjustments to be assessed and agreed on the initial housing visit.</p> <p>The details are logged into the complaints log.</p>
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	<p>Initial housing visit</p> <p>Complaints log</p>	<p>We do not currently have any exclusion policy for escalations and all complaints can be escalated if a resident so wishes</p>
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	<p>Complaints log</p> <p>Complaints hard copy file</p> <p>Complaints electronic file</p>	<p>All notes and contacts in relation to the investigation of the complaint are filed in the relevant complaint file.</p>
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	Yes	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log</p>	<p>Assessment by Complaints Team who are empowered to provide resolutions.</p> <p>Confirmation letter sent</p>

	at any stage of the complaints process without the need for escalation.			
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	ASB Procedure Persistent or Unreasonable Complaints Policy	<p>Reasons for any restrictions placed on residents will always be explained to them both verbally and in writing and would remain under regular review. Often this will be in the form of an Acceptable Behaviour Contract and will be dealt with through the charity's Anti-Social Behaviour Policy.</p> <p>Assessment by Complaints Team.</p> <p>Reasons and evidence is logged in the relevant complaint file and confirmation letter sent.</p>
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	Equality & Diversity Strategy Compliments, Comments & Complaints Policy & Procedure	The charity does not lightly place any restrictions on residents. Any restrictions would normally be in the form of an Acceptable Behaviour Contract, or for extreme cases, temporary banning notices. Any such action would be subject to a

				<p>disability impact assessment.</p> <p>Assessment by Complaints Team</p> <p>Confirmation letter sent</p>
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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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log</p> <p>Standard letter: Stage 1 Detailed Response</p> <p>Initial housing visit</p>	<p>In the event of multiple complaints, these would be prioritised on the basis of severity, complexity and vulnerability of the complainant. However, the Complaints Officer is empowered to withdraw whatever resources are required to ensure complaints timescales are met.</p> <p>Complaints Team assessment.</p> <p>Standard letter sent out</p>

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	Compliments, Comments & Complaints Policy & Procedure Initial housing visit Complaints Log Spreadsheet Standard Letter: Stage 1 Initial Acknowledgement of Complaint	Upon receiving the complaint, we will carry out an initial visit and log the complaint in the Complaints Log. An acknowledgement letter will be sent out.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Compliments, Comments & Complaints Policy & Procedure Complaints log Standard letter: Stage 1 Detailed Response	Standard letter templates enable staff to address all of the statutory requirements in a consistent but individualised format to ensure responses can be made with 10 working days.
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	Compliments, Comments & Complaints Policy & Procedure Complaints log	Complaints Team to make decision that the timescale needs to be extended and notify the resident as soon as possible.
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	Compliments, Comments & Complaints Policy & Procedure	Noted within the confirmation letter.

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	Complaints Log Spreadsheet Telephone call to complainant	A complaint response will be provided to the resident once a decision has been made. A face to face visit will be made followed by a decision letter explaining actions to be taken and further timescales. Complaints log spreadsheet to be updated.
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 Log Spreadsheet Telephone call to complainant	All points will be addressed, giving clear reasons for decisions.
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	Yes	Compliments, Comments & Complaints Policy & Procedure Complaints log Telephone call	Assessment by Complaints Team and any new complaints made before the issuing of stage 1 response will be incorporated as long as it will not unreasonably delay the response. Any deviation to timescales will be discussed with the resident.

	delay the response, the new issues must be logged as a new complaint.			Confirmation letter sent
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; 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. 	Yes	Compliments, Comments & Complaints Policy & Procedure Initial Housing Visit Complaints log Standard letter: Stage 1 Detailed Response	Complaints Team Standard letter provides all details.

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	Compliments, Comments & Complaints Policy & Procedure Telephone call to complainant Standard letter	The policy details if the customer remains dissatisfied with all or part of the State 1 response, they can escalate to Stage 2. We operate a 2 stage process and our response at this stage is final.

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	Compliments, Comments & Complaints Policy & Procedure Telephone call Complaints Log Standard letter: Escalation Acknowledgement	If a complainant requests escalation, this is carried out in accordance with the procedure and timescales.
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	Compliments, Comments & Complaints Policy & Procedure Housing visit by Chief Executive Standard letter: Stage 2 Detailed Response	We hope that through consultation with residents we will understand why they wish to escalate the complaint. However we anticipate this will become clear during a Stage 2 investigation
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Compliments, Comments & Complaints Policy & Procedure	Our procedure states that at stage 2, the complaint will be reviewed by the Chief Executive
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Compliments, Comments & Complaints Policy & Procedure Standard letter: Stage 2 Escalation Acknowledgement	Complainants are advised of the date (within 20 working days) in the escalation acknowledgement letter.

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	Compliments, Comments & Complaints Policy & Procedure Standard letter: Stage 2: Extension of Timescale	The Chief Executive will assess whether an extension is required and explain the reasons to the complainant in the Extension of Timescale letter.
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	Standard letter: Stage 2: Extension of Timescale	Contact details of the Ombudsman are included in the Extension of Timescale letter.
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	Compliments, Comments & Complaints Policy & Procedure Housing Visit Standard Letter Stage 2: Detailed Response Complaints Log: Actions Tracker	Once the investigation is concluded the Complaints Officer will explain the findings using the customisable standard complaint response and an in person visit. This will be done as soon as possible and will detail any further actions and the timescale for their completion
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any	Yes	Compliments, Comments & Complaints Policy & Procedure	The standard letter provides guidance to ensure all

	decisions, referencing the relevant policy, law and good practice where appropriate.		Standard Letter Stage 2: Detailed Response	points raised are responded to and the rationale for all decisions presented. Residents will receive the letter at a face to face meeting giving them the opportunity to ask any questions.
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	Compliments, Comments & Complaints Policy & Procedure Standard Letter Stage 2: Detailed Response	The standard letter Stage 2 contains all the relevant details and is adapted to the individual complaint.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Compliments, Comments & Complaints Policy & Procedure	All stage 2 complaints are investigated by the Chief Executive who conducts a robust investigation

				involving relevant staff members.
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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.</p> <p>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	<p>Compliments, Comments & Complaints Policy & Procedure</p> <p>Telephone call</p> <p>Standard Letter Stage 1: Detailed Response</p>	<p>Telephone call</p> <p>The stage 1 detailed response letter includes guidance to ensure that all mistakes are acknowledged, and appropriate actions taken to remedy them.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Compliments, Comments & Complaints Policy & Procedure	This is considered at Stage 1 and Stage 2 responses as appropriate.

			<p>Telephone call</p> <p>Standard Letter Stage 1: Detailed Response</p> <p>Standard Letter Stage 2: Detailed Response</p>	<p>Discussion to be had by the Complaints Team, remedies put forward will consider the impact on the resident and residents will be invited to suggest their own remedy as they understand the impact on them far greater than anyone else.</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>Compliments, Comments & Complaints Policy & Procedure</p> <p>Standard Letter Stage 1: Detailed Response</p> <p>Standard Letter Stage 2: Detailed Response</p> <p>Complaints Log: Action Tracker</p>	<p>The Stage 1 and Stage 2 response letters include what will be done and by when including any compensation.</p> <p>Actions are listed in the complaints tracker to monitor through to completion.</p>
7.4	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>		<p>Compliments, Comments & Complaints Policy & Procedure</p>	<p>Guidance issued by the Ombudsman will be considered along with the needs of the complainant and details of the complaint to provide appropriate remedies.</p>

Section 8: Self-assessment, reporting and compliance

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> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 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; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	Annual Complaints Performance and Service Improvement Report	This included self-assessment against the Complaint Handling Code

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 section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Annual Complaints Performance and Service Improvement Report 2024	The report is on the website and agreed by the Board of Trustees
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Compliments, Comments & Complaints Policy & Procedure	A self-assessment will be carried out should there be a significant restructure, merger or change in procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Compliments, Comments & Complaints Policy & Procedure	We will review as per guidance
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	Compliments, Comments & Complaints Policy & Procedure Exceptional circumstances information to be published on our website	A letter will be sent to the Ombudsman explaining what has happened and a timescale for when we can return to compliance with the code. Residents will be notified in person. Information about the issue will be published on the website.

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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>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log action tracker</p> <p>Team meetings</p>	We use complaints to identify themes and trends to provide a broader picture for service improvement and learning opportunities through team meetings, any service redesigns, senior management team meetings and board meetings.
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>Compliments, Comments & Complaints Policy & Procedure</p> <p>Complaints log action tracker</p>	We view complaints as an opportunity to learn and improve services.
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	Yes	Annual Complaints Performance and Service Improvement Report 2024	The report is published on our website and discussed at the annual residents' consultation meetings.

	stakeholders, such as residents' panels, staff and relevant committees.			
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	Compliments, Comments & Complaints Policy & Procedure Complaints Officer	The Complaints Officer is a member of the senior management team and deputy for the Chief Executive. They are suitably senior to investigate every aspect of the charity's services and sequester any data or personnel to ensure a complaint is resolved and any underlying themes or trends are identified.
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	Nominated Trustee	The MRC has been appointed
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	Yes	Complaints Officer Quarterly Reports	Monthly meeting held with Complaints Officer A quarterly report will be provided to MRC and

	information and staff to perform this role and report on their findings.			discussed at meetings of the Almhouse Committee.
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>	Yes	<p>Complaints Officer</p> <p>Quarterly Reports</p> <p>Annual Complaints performance and service improvement report</p>	<p>Monthly meeting held by The Complaints Officer and the MRC</p> <p>The quarterly report will include all necessary updates and reviews.</p>
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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through</p>		Ongoing Complaints Training for staff	<p>All relevant staff receive regular training on the importance and process of complaint handling and adhering to the Charity's policy and procedure. Working co-operatively and taking responsibility in line with our core value of being</p>

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			an open and honest organisation.
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