

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Section 4.1 Complaint Policy Our Complaints Policy defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.	This complaint definition is in line with the Complaint Handling Code 2024. We have updated our Complaint Policy with effect from 1 April 2024, which is on our website.
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	Section 5.1 Complaint Policy Residents do not have to use the word complaint for it to be treated as one. A complaint can be made about our standard of service, actions or lack of action by us, or anyone working for us (ie contractors).	We will also accept a complaint to be considered by a designated person, which includes MP's or Councillors, who can assist in advocating and resolving complaints in line with our Complaints Policy.
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	Section 4.2 Complaint Policy "A service request is defined as a request from a customer that requires action to be taken to put something right. We record all service requests.	We further updated our Complaint Policy with effect from 1 April 2024, which is on our website.

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	<p>Section 4.5 Complaints Policy</p> <p>“If we need to make further enquiries to resolve the matter, or if you ask us to, we’ll log it as a complaint”</p>	
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	<p>We include this in our Tenant Satisfaction Measures (TSM) surveys, which are undertaken by phone, email or in person so we can confirm residents know how to complain.</p> <p>All survey feedback is monitored, and any comments made by a customer that requires further review are passed to the appropriate team for investigation. In contacting the customer, appropriate advice and signposting will be provided.</p> <p>We will also signpost customers to our complaints service during any wider surveys about our performance.</p>	

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	Section 5.4 Complaints Policy “There may be some circumstances where your complaint is better dealt with outside this complaints process. If this is the case, we’ll provide an explanation setting out why and the action you can take”	RHS accepts all complaints unless there is a valid reason not to do so. Section 5 of our Complaints Policy outlines where we are unable to consider a complaint and the alternative solutions to this.
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. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	<p>Section 5.4 Complaints Policy includes some exclusions to our Complaints Policy including:</p> <ul style="list-style-type: none"> • Where legal proceedings have been started. This is defined as a Claim Form or Particulars of Claim have been filed in Court. • Decisions made in accordance with our statutory obligations, or legislation and regulation • A lack of engagement in trying to resolve the complaint • Refusing to allow us or our contractors to access your home • We have exhausted all methods of contact, and you have failed to respond to us for a prolonged period 	<p>If a complaint is not to be considered, the resident will still receive a response containing the detailed reasons why the complaint cannot be considered, and the response will include escalation rights.</p> <p>We will also let our customers know that they can immediately refer any decisions about exclusions to the Housing Ombudsman Service and provide them with the Service’s contact details.</p>

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>Section 5.1 Complaints Policy</p> <p>“You can complain about our standard of service, actions, or lack of action by us or anyone working for us (e.g. contractors) within 12 months of the issue happening. We may use our discretion to accept older complaints if there’s good reason you hadn’t raised it before. If the problem is a reoccurring or ongoing issue, we’ll consider any older reports as background to the investigation.”</p>	<p>Our Complaints policy was updated on 1 April 2024.</p> <p>We will always look at individual circumstances and apply discretion where complaints are received outside this period.</p>
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>If a complaint is not to be considered, the resident will still receive a response containing the detailed reasons why the complaint cannot be considered, and the response will include escalation rights.</p> <p>We will also let our customers know that they can immediately refer any decisions about exclusions to the Housing Ombudsman Service and provide them with the Service’s contact details.</p>	<p>We have updated our Complaint Policy which is on our website. Our letter templates include details of the Housing Ombudsman if they do not agree with our decision or need additional advice. Reasons we may not accept a complaint or, may use a different policy to deal with the issue, are outlined in our Complaints Policy. This list is not exhaustive, and each case will be looked at on its own merits</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>Section 6.7 Complaints Policy</p> <p>Each complaint will be considered on its merits and all relevant correspondence will be evaluated to consider the circumstances</p>	<p>Reasons we may not accept a complaint or may use a different policy to deal with the issue, are outlined in our Complaints Policy. This list is not exhaustive, and each case will be looked at on its own merits</p>

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	Section 7.1 Complaints Policy advises the different ways residents can make a complaint. <ul style="list-style-type: none"> • Letter or email • Telephone • In person • Online customer portal • Our website 	Complaints can be raised via email, in person, by telephone or using the online form or portal. They can also be submitted via a Councillor or directly to officers if the resident asks for an issue to be processed through the complaints process. We accept all forms including verbal, written or online.
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	All RHS colleagues are aware of the Complaints Policy, with all complaints overseen by our Operations Director	We also recognise that sometimes when making complaints customers will let us know that they are vulnerable, or that the concerns they are reporting are making them feel vulnerable. We will make sure that any requests for reasonable adjustments made during the complaints process are taken into account and appropriate action taken

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	<p>Section 3.2 Complaints Policy</p> <ul style="list-style-type: none"> • Work collaboratively with partners and other agencies where necessary to coordinate comprehensive outcomes to the complaint • Facilitate the effective and early resolution of complaints • Analyse complaints to help improve services and service delivery • Manage all complaints in an open and accountable way • Annually report the number of all complaints to our residents, and share this data with the Housing Ombudsman 	
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	<p>Section 3.1 and 6.5 Complaints Policy.</p> <p>We operate a complaints process with 2 stages, covering issues relating to:</p> <p>We'll take your preferences into account when communicating with you and we'll make reasonable adjustments in line with the Equality Act 2010. We recognise some people who wish to complain may need support in doing so. We accept complaints made by advocates on behalf of a complainant</p>	<p>Our complaints policy is published on our website, together with details of the Housing Ombudsman Service and Complaint Handling code. We also include signposting within our acknowledgment letters.</p> <p>For customers who are unable to access digital channels, a printed version of the complaints policy will be provided. Our policy sets out the details of each stage of our process and timescales.</p>

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>Section 12.2 Complaints Policy</p> <p>This Complaints Policy is accessible on our website together with the contact details for the Housing Ombudsman Service.</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>Section 6.2 Complaints Policy</p> <p>If you prefer, you can authorise someone else to make a complaint on your behalf i.e., an 'advocate'. This could be a friend/relative or representative from an external organisation (such as Citizens Advice).</p> <p>Section 10.4 Complaints Policy</p> <p>You can request your complaint to be considered by a designated person. Councillors and MPs are designated people and their role is to assist in resolving complaints.</p>	
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>Section 10.1 Complaints Policy</p> <p>You're able to contact the Housing Ombudsman Service at any point throughout your complaint for advice.</p>	We provide residents with contact information for the Ombudsman in complaint responses, online and in correspondence where appropriate. These details are also found within our publications page on our website and also on our dedicated Complaints page.

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	Section 8.2 Complaints Policy An Investigating Officer will review the complaint	All our complaints are subject to scrutiny from our Resident Scrutiny Panel and summarised to our Leadership team and also to our Board.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	As a small housing provider, our Directors and Managers have overall responsibility for investigating and responding to complaints. Our strategic lead for all complaints is our Operations Director.	Our complaint handlers have autonomy to resolve complaints and approve compensation pay. There is also direct access to senior staff to facilitate quick resolution.
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 our complaints are subject to scrutiny from our Resident Scrutiny Panel and summarised every meeting of our Leadership team and also to our Board.	All our complaint handlers receive training on dealing with complaints.

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>Section 2.0 Complaints Policy</p> <p>This Policy sets out a consistent and fair approach to responding to complaints from residents, customers, and stakeholders, aiming to resolve issues at earliest opportunities</p> <p>Section 6.5 Complaints Policy</p> <p>We'll take your preferences into account when communicating with you and we'll make reasonable adjustments in line with the Equality Act 2010. We recognise some people who wish to complain may need support in doing so</p>	Our Policy covers all tenures including Leaseholders
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>Section 3.1 Complaints Policy</p> <p>We operate a complaints process with 2 stages.</p>	There is no stage "0". We have a two-stage process.
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>Section 3.1 Complaints Policy</p> <p>We operate a complaints process with 2 stages.</p>	There is no stage "0". We have a two-stage process.

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	<p>Section 6.1 Complaints Policy</p> <p>Anyone can make a complaint about the services we provide, including anyone working for us (contractors</p>	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<p>Section 6.1 Complaints Policy</p> <p>Anyone can make a complaint about the services we provide, including anyone working for us (contractors</p>	
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	<p>Section 8.2 Complaints Policy</p> <p>If you're unhappy with our response to your service request or wish to raise a complaint at stage one of our process, we'll contact you within five working days to:</p> <ul style="list-style-type: none"> • Acknowledge your complaint • Establish full details of what's happened • Find out how you'd like us to resolve it. We'll be clear where your desired outcome may be unreasonable or unrealistic, but we'll focus on what we can do. • Allocate an Investigating Officer to review your complaint 	<p>As part of ensuring that we are putting the customer at the heart of everything we will contact all of our customers who are unhappy with our service using their preferred communication method to discuss their complaint with them and seek clarification of their complaint and desired outcomes.</p>

<p>5.7</p>	<p>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.</p>	<p>Yes</p>	<p>Section 8.2 Complaints Policy</p> <p>To raise a complaint at stage one of our process, we'll contact you within five working days to:</p> <ul style="list-style-type: none"> • Acknowledge your complaint • Establish full details of what's happened • Find out how you'd like us to resolve it. We'll be clear where your desired outcome may be unreasonable or unrealistic, but we'll focus on what we can do. 	<p>Complaint acknowledgements include a brief summary of the area of complaint and officers dealing with the complaint will promptly contact the complainant to request clarification if any aspect of their complaint is unclear or should the outcome the resident is seeking also not be clear.</p>
<p>5.8</p>	<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. 	<p>Yes</p>	<p>Section 6.7 Complaints Policy</p> <p>Each complaint will be considered on its merits and all relevant correspondence will be evaluated to consider the circumstances, including:</p> <ul style="list-style-type: none"> • Whether a complainant has made persistent or unreasonable demands • Whether there is strong likelihood complaints are being made to intentionally cause harassment, divert resources or to disrupt our operations • Whether the complainant or their representative has been abusive or threatening to staff 	<p>All complaint handlers receive relevant training on complaints handling.</p> <p>Annual Data Protection training is also a mandatory training requirement for all staff members.</p>

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	<p>Section 8.5 Complaints Policy</p> <p>If we are unable to reach a decision within ten working days, we will provide you with an explanation and aim to agree a new response date with you. If we're not able to agree to an extension, you can contact the Housing Ombudsman for advice. We will continue with our investigation and provide a response within the extended timeframe.</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>Section 6.5 Complaints Policy</p> <p>We'll take your preferences into account when communicating with you and we'll make reasonable adjustments in line with the Equality Act 2010. We recognise some people who wish to complain may need support in doing so. We accept complaints made by advocates on behalf of a complainant.</p>	<p>A completed and signed advocacy form may be required to evidence a complainants' authorisation</p> <p>We accept complaints from advocates, a representative or family member as long as consent from the complainant has been provided. Where reasonable they are also able to attend any meetings.</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>Section 8.9 Complaints Policy</p> <p>We will always explore if there is anything more we can do to assist you to resolve the matter. If you feel your complaint has not been fully resolved, you can request an escalation to Stage 2 of our process. This must be done within ten working days of the date of our formal response</p>	<p>We do not refuse to escalate a complaint through its complaints procedure unless there is a valid reason. Reasons why a complaint is outlined within our Complaints Policy under Section 8 and 9.</p>

<p>5.12</p>	<p>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.</p>	<p>Yes</p>	<p>We have a customer relation management system where comprehensive records are securely held.</p>	<p>All records of the complaint are logged on our case management system. This includes dates, complaints and responses, relevant correspondence and documentation, any compensations and corrective actions/service improvements and outcomes.</p> <p>Corrective or follow up actions and service improvements are separately monitored by the service to ensure actions are carried out. We also record issue types and root causes of complaints.</p>
<p>5.13</p>	<p>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.</p>	<p>Yes</p>	<p>Appropriate remedies can be provided at any stage of our complaints process without the need for escalation.</p>	

<p>5.14</p>	<p>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.</p>	<p>Yes</p>	<p>Section 6.4 Complaints Policy</p> <p>We expect all residents to behave reasonably and co-operate with us throughout our complaints process.</p> <p>We separately have a Violence & Aggression at Work Policy.</p>	<p>If a complainant has made unreasonable complaints in the past, we will not assume that their next complaint is unreasonable. Each complaint will be considered on its merits and all relevant correspondence will be evaluated to consider the circumstances, including:</p> <p>Whether a complainant has made persistent or unreasonable demands.</p> <p>Whether there is a strong likelihood complaints are being made to intentionally cause harassment, divert resources or to disrupt our operations</p> <p>Whether the complainant or their representative has been abusive or threatening to staff, or has produced excessive correspondence</p> <p>Whether the complainant displays vexatious behaviour.</p>
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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	<p>Section 7.1 Violence & Aggression at Work Policy</p> <p>To protect our staff, we reserve the right to place communication restrictions on our customers who display unacceptable behaviours. We won't set restrictions indefinitely. We'll regularly review any type of restriction put in place to manage a resident or customer's unacceptable behaviour. We'll write to the resident or customer advising how often we'll review the restriction. The review will always be conducted within a 12-month period.</p>	Any restrictions put in place need to be kept under continued review as correspondence continues with the customer.
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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>Section 4.4 and 4.5 Complaints Policy</p> <p>When you first let us know about your concern, at the start we will ask you what you would like us to do to put things right. We can often resolve service requests, such as a missed appointment immediately with an apology, and by providing another appointment. We may be able to resolve issues like this outside of our complaints process.</p> <p>If we need to make further enquiries to resolve the matter, or if you ask us to, we'll log it as a complaint.</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	<p>Section 8.2 Complaints Policy</p> <p>If you're unhappy with our response to your service request or wish to raise a complaint at stage one of our process, we'll contact you within five working days to:</p> <ul style="list-style-type: none"> • Acknowledge your complaint • Establish full details of what's happened • Find out how you'd like us to resolve it. We'll be clear where your desired outcome may be unreasonable or unrealistic, but we'll focus on what we can do. • Allocate an Investigating Officer to review your complaint 	<p>We aim to respond to all complaints within 10 working days, where possible. There may be circumstances in which this is not possible, in which case the 20-working day timescale will be applied.</p> <p>Complainants are advised of the likely response timescale in acknowledgements.</p>
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<p>Section 8.4 Complaints Policy</p> <p>A full investigation of the complaint will be carried out within ten working days of the complaint being acknowledged.</p>	<p>We have updated our Complaint Policy which is on our website and captured this in our internal communications with staff</p>

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	<p>Complaints Policy 8.5</p> <p>If we are unable to reach a decision within ten working days, we will provide you with an explanation and aim to agree a new response date with you. If we're not able to agree to an extension, you can contact the Housing Ombudsman for advice. We will continue with our investigation and provide a response within the extended timeframe.</p>	
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	<p>Complaints Policy 8.5</p> <p>If we're not able to agree to an extension, you can contact the Housing Ombudsman for advice. We will continue with our investigation and provide a response within the extended timeframe.</p>	

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	A complaint response is provided once an investigation has been completed and no later than the maximum timescale outlined in the Complaints Policy. Any actions required following the investigation will be logged with a timescale and tracked until completion	We have effective reporting to track actions to ensure we complete any outstanding actions that we have promised as part of our complaint process.
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	<p>Section 8.7 Complaints Policy</p> <p>We will communicate our findings in writing by email or letter (unless a different communication method has been requested by you). Our response detailing our findings will confirm:</p> <ul style="list-style-type: none"> • The complaint stage • An outline of your complaint • Our complaint decision on your complaint and the reasons for our decision • Details of any remedy offered to put things right • Details of any learning points for us • Details of any further actions required or a commitment on how we will monitor those actions • Details of how to escalate your complaint to Stage 2, if you're not satisfied with the outcome 	We will address all points raised in the complaint, clearly providing reasons for decisions and referencing any relevant law and good practice.

6.8	<p>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.</p>	Yes	<p>Section 8.3 Complaints Policy</p> <p>If you raise multiple complaints at the same time, we'll provide you with one point of contact, where possible. If you raise further concerns when we've already issued a response, or it would unreasonably delay our response, we'll log it as a new complaint</p>	
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ol 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	<p>Section 8.7 Complaints Policy</p> <p>Our response detailing our findings will confirm:</p> <ul style="list-style-type: none"> • The complaint stage • An outline of your complaint • Our complaint decision on your complaint and the reasons for our decision • Details of any remedy offered to put things right • Details of any learning points for us • Details of any further actions required or a commitment on how we will monitor those actions • Details of how to escalate your complaint to Stage 2, if you're not satisfied with the outcome 	<p>We follow each of these points provided in all Stage 1 complaint responses. We also have use of a template available for officers to use so that all the points are addressed.</p>

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	<p>Section 9.1 and 9.3</p> <p>You must be clear about the reasons you remain dissatisfied with our reply and the outcome you would like to see your complaint resolved. You will be required to provide information or evidence as to why you feel the complaint was not resolved fully, which must be provided within ten working days, from the date of the final complaint response.</p> <p>A Director from our Senior Leadership team, with no previous involvement in your complaint will conduct the review.</p>	Section 9 of our complaints policy states that a customer who is not happy with our response can request a review of their complaint. Within 10 working days of receiving the stage 1 outcome letter, the customer is required to notify us of their intent to progress the complaint to stage 2 for a Director to further review.
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	<p>Section 9.2 Complaints Policy</p> <p>We will acknowledge your request and the outcomes you're seeking, within five working days of you contacting us</p>	
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	<p>Section 9.1 Complaints Policy</p> <p>You will be required to provide information or evidence as to why you feel the complaint was not resolved fully, which must be provided within ten working days, from the date of the final complaint response</p>	

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<p>Section 9.3 Complaints Policy</p> <p>A Director from our Senior Leadership team, with no previous involvement in your complaint will conduct the review.</p>	The complaint will be assigned to a different Manager or Director who will confirm their understanding of the complaint, and review the decision made at stage 1 as part of the complaint investigation.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	<p>Section 9.4 Complaints Policy</p> <p>We will contact you with our decision within twenty working days of our acknowledgement.</p>	We aim to respond to all stage 2 complaints within 20 working days, where possible. There will be circumstances in which this is not possible, in which case we will seek to agree to an extension time and date with the complainant. Complainants will be advised of the likely response timescale in all further acknowledgements.
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	<p>Section 9.5 Complaints Policy</p> <p>If, for any reason, we need more than twenty working days to respond to your complaint, we'll explain why and agree a new response date with you. If we're not able to agree an extension, you're entitled to contact the Housing Ombudsman for advice. We'll continue with our investigation and provide our response within the extended timeframe.</p>	We aim to respond to all stage 2 complaints within 20 working days, where possible. There will be circumstances in which this is not possible, in which case we will seek to agree to an extension time and date with the complainant. Complainants will be advised of the likely response timescale in all further acknowledgements.

<p>6.16</p>	<p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	<p>Yes</p>	<p>Section 9.5 Complaints Policy</p> <p>If, for any reason, we need more than twenty working days to respond to your complaint, we'll explain why and agree a new response date with you. If we're not able to agree an extension, you're entitled to contact the Housing Ombudsman for advice. We'll continue with our investigation and provide our response within the extended timeframe.</p>	<p>We have built in system capabilities for recording extensions, so we are able to monitor our compliance rates.</p> <p>We have updated all our letter templates that incorporates details of how to contact the Ombudsman.</p>
<p>6.17</p>	<p>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.</p>	<p>Yes</p>	<p>A complaint response is provided once an investigation has been completed and no later than the maximum timescale outlined in the Complaints Policy. Any actions required following the investigation will be logged with a timescale and tracked until completion</p>	<p>We have effective reporting to track actions to ensure we complete any outstanding actions that we have promised as part of our complaint process.</p>

<p>6.18</p>	<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>	<p>Yes</p>	<p>Section 8.7 Complaints Policy</p> <p>We will communicate our findings in writing by email or letter (unless a different communication method has been requested by you). Our response detailing our findings will confirm:</p> <ul style="list-style-type: none"> • The complaint stage • An outline of your complaint • Our complaint decision on your complaint and the reasons for our decision • Details of any remedy offered to put things right • Details of any learning points for us • Details of any further actions required or a commitment on how we will monitor those actions • Details of how to escalate your complaint, if you're not satisfied with the outcome 	<p>We will address all points raised in the complaint, clearly providing reasons for decisions and referencing any relevant law and good practice.</p>
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6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ol 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	<p>Section 8.7 Complaints Policy</p> <p>We will communicate our findings in writing by email or letter (unless a different communication method has been requested by you). Our response detailing our findings will confirm:</p> <ul style="list-style-type: none"> • The complaint stage • An outline of your complaint • Our complaint decision on your complaint and the reasons for our decision • Details of any remedy offered to put things right • Details of any learning points for us • Details of any further actions required or a commitment on how we will monitor those actions • Details of how to escalate your complaint to Housing Ombudsman 	<p>At the completion of a stage 2 investigation, a response is issued which includes the points stated.</p> <p>The response includes a summary of the complaint, a chronology of any relevant events, the decision and reasons for it. It also includes any actions and learning with timescales for implementation and a reasonable remedy which may include compensation</p> <p>The Housing Ombudsman details are offered at every stage and in every complaint response.</p>
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		

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	<p>Section 1 and 2 Complaints Policy</p> <p>Radcliffe Housing Society (RHS) aims to provide customers with the best possible service at all times. However, we accept that there may be times when you may not be happy and wish to complain. If a customer complains we promise to treat the complaint seriously and investigate concerns fairly.</p> <p>Section 4.1 and 4.2 Compensation Policy</p> <p>We aim to provide a good quality service to all our customers. When we fail to meet these standards and commitments, we'll take action to put this right as quickly as possible.</p> <p>When putting the situation right and apologising is not sufficient, we'll consider offering compensation.</p>	<p>We will use a systematic approach to receiving, recording and responding to complaints made by our customers, to ensure that complaints are responded to efficiently, effectively and are learnt from</p>

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>Section 4.12 Compensation Policy</p> <p>When calculating an award of compensation, we'll consider the extent, severity, and impact of the failure. We'll account for any vulnerabilities or individual circumstances when assessing the impact of the failure.</p>	We follow the remedy guidance provided by the Housing Ombudsman. All remedies are considered on their own merit and in line with published guidelines. We will always do our best to manage expectations of what can and cannot be delivered.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	<p>Section 4.9 Compensation Policy</p> <p>Our priority is to resolve and address service failure; we will not offer compensation in every instance. Compensation will only be made where we are fully or partly at fault and will not usually be made where we could not reasonably have known of the failure. Compensation will be proportionate to the failure and its impact.</p>	Any actions to be taken to remedy fault will be explained and clear timescales will be provided. Corrective actions will be monitored and tracked to completion through our case management processes. These tasks will be assigned to an individual until completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation Policy is published on our website	We follow the Housing Ombudsman guidance on compensation and considers payments that are required by law, any refunds or evidential losses, timeliness and inconvenience.

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	<p>Our Annual Complaints Performance report can be found here</p> <p>We have a dedicated Complaints page on our website</p>	
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>	Yes	<p>Our Annual Complaints Performance report can be found here</p>	<p>We have a dedicated Complaints page on our website</p>

8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		If there has been a significant change in our services, we will carry out a self-assessment.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The latest version of our self assessment is found on the complaints page on our website	A new self-assessment will be completed annually or following any significant change as outlined in the HO Code.
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		

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	Learning from complaints is included in our Annual Report which is shared with our staff, Board Members and our residents.	If some of the recommendations include training needs or reminders to staff, our Directors will communicate this. Residents are informed in complaints responses of any service improvements that will be implemented as a result of their complaint.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Section 3.2 Complaints Policy We will: <ul style="list-style-type: none"> • Work collaboratively with partners and other agencies where necessary to coordinate comprehensive outcomes to the complaint • Facilitate the effective and early resolution of complaints • Analyse complaints to help improve services and service delivery • Manage all complaints in an open and accountable way • Annually report the number of all complaints to our residents, and share this data with the Housing Ombudsman 	

9.3	<p>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.</p>	Yes	<p>Section 3.2 Complaints Policy</p> <ul style="list-style-type: none"> Analyse complaints to help improve services and service delivery Manage all complaints in an open and accountable way Annually report the number of all complaints to our residents, and share this data with the Housing Ombudsman 	
9.4	<p>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.</p>	Yes	<p>Our Operations Director has lead executive responsibility for complaint handling and ensuring a positive complaint handling culture across RHS. They assess any themes or trends to identify any potential systemic issues, serious risks, or policies and procedures that require revision.</p>	<p>Themes and trends are highlighted to senior management and corrective actions are issued to service areas to complete.</p> <p>Any learning is passed to officers and contractors and service improvements are implemented such as change in policy, etc</p>
9.5	<p>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').</p>	Yes	<p>The Member Responsible for Complaints (the 'MRC') is a non-executive member of the RHS Board. They are responsible for ensuring the Board receives regular information on complaints, providing insight on our complaint handling performance. The MRC has lead responsibility for supporting a positive complaint handling culture</p>	

<p>9.6</p>	<p>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.</p>	<p>Yes</p>	<p>The Member Responsible for Complaints (the 'MRC') is a non-executive member of the RHS Board. They are responsible for ensuring the Board receives regular information on complaints, providing insight on our complaint handling performance. The MRC has lead responsibility for supporting a positive complaint handling culture</p>	
<p>9.7</p>	<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. 	<p>Yes</p>	<p>Our Operations Director has oversight of all complaints. These are reported at every Leadership meeting, reported quarterly to our Board and any learning is shared with our residents annually.</p>	<p>All complaints are summarised to all strategic groups including: Volumes, Performance, Outcomes, Compensation, Root Causes, and Ombudsman Cases.</p> <p>All Ombudsman decisions are circulated to Leadership Directors and our Board.</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 complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>As part of our Service Promise</p> <p>We will:</p> <ul style="list-style-type: none"> - be courteous and clear when doing business with you - always try to help you or redirect you to somebody who can assist you - be respectful - be impartial, open minded and non-judgemental 	<p>We work collaboratively with teams across departments to achieve a joined-up approach to complaints.</p> <p>Our services collectively take responsibility and identify solutions to make things right.</p>
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