

Grace Eyre Self-Assessment Form for Housing Ombudsman Scheme

23rd June 2025

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</i>	Yes	Part of our Complaint Policy & Procedure (S03) Part of our (S20a) – "Everything you need to know about recording Grace Eyre information", this also includes our "Accessible Information"	Grace Eyre respects everybody's right to raise concerns or make a complaint in regard to the services they receive, or care and support that has been observed or behaviours of Third Parties acting on our behalf that does not meet acceptable standards. As an organisation committed to delivering the highest quality services, we want to ensure

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<i>the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>		<p>policy with lots of useful tips for staff in ways to communicate with people.</p> <p>We record people's preferred communication methods and "signs" they may not be happy as part of our support planning process.</p>	<p>that all complaints, both formal and informal, are used to improve future standards and quality of care, and will ensure that any learning from any complaints are acted upon.</p> <p>People we support have varying degrees of difficulties communicating and staff are trained to recognise different forms of communication and regular check in on people, especially people who do not have any verbal communication.</p>
1.3	<p>A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.</p>	Yes	<p>Part of our Complaint Policy & Procedure (S03)</p> <p>We record people's preferred communication methods and "signs" they may not be happy as part of our support planning process.</p>	<p>We encourage all people we support to make complaints at both a formal and informal level. Our incident forms include links to our complaints form so that staff are reminded that people may want to make a complaint after an incident, or some incidents can be considered a complaint, and this is checked weekly.</p> <p>People we support are encouraged to use local advocacy services, when appropriate.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Part of our Complaint Policy & Procedure (S03)	<p>Informal Complaints – Level 1</p> <p>Grace Eyre staff will usually try to address issues raised in an informal manner (Level 1) and will ensure that the complaint is dealt with as quickly as possible. Level 1 complaint is dealt with by the local manager (see appendix 2 for responsible managers) and will be recorded in our CRM system. The complainant’s feedback is also recorded on our CRM system. A key commitment is to ensure the individual/s is satisfied with the action taken or improvements made to the service.</p> <p>On some occasions there could be disputes between two or more service users. This could constitute an informal complaint and should be dealt with under this procedure.</p>
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	Yes		<p>Formal Complaints – Level 2</p> <p>Where an issue of a more serious nature is raised or when a complaint cannot be dealt with at Level 1, Grace Eyre will follow the Level 2 investigation procedures. All complaints at Level 2 are dealt with by the Chief Executive who will make the decision as</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	address the service request if the resident complains.			<p>to who should investigate. A record of the investigation and its outcome and possible appeal is kept on Inform All complaints from a member of the public will be dealt with under Level 2.</p> <p>On some occasions there could be disputes between two or more people we support. This could constitute a formal complaint and should be dealt with under this procedure.</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>Annual Surveys</p> <p>Complaints Policy</p>	<p>Our annual surveys include a question about whether the respondent knows how to complain / report abuse.</p> <p>People we support access a range of services and are regularly asked if they are happy with the service they are receiving.</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	100% of complaints are recorded on our CRM and reported on quarterly.	100% of our complaints are responded to and recorded as either Level One or Level Two complaints. No matter how small a complaint is considered, it is still dealt with as a Level 1 complaint and responded to and recorded as a Level 1 complaint.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. 	Yes	Part of our Complaint Policy & Procedure (S03)	<p>Grace Eyre is a member of the Fundraising Standards Board, and we follow the institute of Fundraising's Code of Fundraising. All our Fundraising practices will strive to comply with this Code.</p> <p>This policy does not relate to complaints made by staff. The organisation's grievance procedure for members of staff will be used, if required.</p> <p>Where a concern or complaint relates to suspicion or evidence of abuse or neglect of an adult at risk, the organisation will initiate the Sussex Multi-Agency Policy & Procedure for Safeguarding Adults at Risk.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy. 			<p>Grace Eyre reports all significant events to the Charity Commission.</p>
2.3	<p>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.</p>	Yes	<p>Part of our Complaint Policy & Procedure (S03)</p>	<p>All complaints should follow the following six stages.</p> <p>Procedure:</p> <ol style="list-style-type: none"> The outline of the complaint will be fully documented on our CRM System. A meeting will be arranged, or an acknowledgement will be sent/ emailed within 5 working days to the complainant detailing who will investigate together with a timescale. A full investigation will be carried out by a manager, head of service, director or the chief executive within 14 days of the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<p>complaint. If a longer timescale is needed, a meeting will be held, or a letter/email will be sent explaining why a longer time is needed.</p> <p>4. A meeting will be arranged, or a letter/email sent detailing the outcome of the investigation within 5 working days of the end of the investigation.</p> <p>5. The complaints investigation & feedback will be completed on our CRM system and will be available at the meeting or copy sent/emailed.</p> <p>6. A letter explaining how the person can appeal the decisions will be sent/emailed and what actions has been taken to improve future services and whether any other agencies have been informed or involved.</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	Yes	Part of our Complaint Policy & Procedure (S03)	A letter explaining how the person can appeal the decisions will be sent/emailed and what actions has been taken to improve future services and whether any other agencies have been informed or involved.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>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.</p>			
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	Yes	<p>Part of our Complaint Policy & Procedure (S03)</p> <p>Part of our (S20a) - Everything you need to know about recording Grace Eyre information</p>	<p>Part of our Complaint Policy & Procedure (S03)</p> <p>Part of our (S20a) – ‘Everything you need to know about recording Grace Eyre information’, this also includes our “Accessible Information” policy with lots of useful tips for staff in ways to communicate with people.</p> <p>We record people’s preferred communication methods and “signs” they may not be happy as part of our support planning process.</p> <p>No matter how small a complaint is considered, it is still dealt with as a Level 1 complaint and responded to and recorded as a Level 1 complaint.</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	<p>Part of our Complaint Policy & Procedure (S03)</p> <p>Part of our (S20a) - Everything you need to know about recording Grace Eyre information</p>	<p>Our Complaint Policy & Procedure (S03) has an Easy Section using easy to understand language with supporting pictures.</p> <p>Complaints can be made by using our feedback form, by telephone, online or in writing:</p> <ul style="list-style-type: none"> • Feedback form – please fill in a form, or tell your support worker, and put it in a Grace Eyre feedback box. • By Telephone – phone 01273 - 201908 or you can phone the manager of your service. • Online – use this link to our website to fill in a form – Feedback - Grace Eyre (grace-eyre.org) • In writing
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	Yes	<p>Staff Induction training</p> <p>Ongoing staff development</p>	<p>Complaints are covered in our staff induction, which all staff have to attend.</p> <p>Services also have localised inductions that records the best ways to work and communicate with people being supported in that service.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	appropriate person within the landlord.			All managers also have to complete “annual” complaints training.
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	Part of our Complaint Policy & Procedure (S03) Part of our (S20a) - Everything you need to know about recording Grace Eyre information Induction Training	We actively encourage complaints at Grace Eyre and services provided are monitored to ensure that we are getting a clear representation across services. All complaints, compliments and feedback are recorded and reported on quarterly to the Senior Leadership Team and Charity’s Audit & Risk Committee.
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	Part of our Complaint Policy & Procedure (S03) Part of our (S20a) - Everything you need to know about recording Grace Eyre information	Our Complaint Policy & Procedure (S03) has an Easy Section using easy to understand language with supporting pictures. Complaints can be made by using our feedback form, by telephone, online or in writing: <ul style="list-style-type: none"> • Feedback form – please fill in a form, or tell your support worker, and put it in a Grace Eyre feedback box. • By Telephone – phone xxxx or you can phone the manager of your service. • Online – use this link to our website to fill in a form – Feedback - Grace Eyre (grace-eyre.org)

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<ul style="list-style-type: none"> In writing
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	Tenants welcome pack	Tenants receive information in their welcome pack on how to complain
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	Part of our Complaint Policy & Procedure (S03)	When a person we support has raised a complaint. the main issue for Grace Eyre will be to act in their best interest and ensure they have the appropriate support and guidance available. This could include independent advocacy or support from the local social services team.
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	We are reviewing our procedure and complaints policy to ensure CQC, charity commission and housing ombudsman are incorporated into the main policy	A letter explaining how the person can appeal the decisions will be sent/emailed and what actions has been taken to improve future services and whether any other agencies have been informed or involved.

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	CRM recording system	<p>All complaints are recorded on our CRM. Once a complaint is recorded the CRM will notify our CEO who will then allocate the level of the complaint and the investigating manager.</p> <p>The Quality Manager and members of the executive team can also allocate the level and allocate the investigating manager in the absence of the CEO.</p>
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	CRM recording system	<p>All complaints are allocated to an investigating manager, and our CRM system will send reminders about expected actions to be taken at relevant times.</p> <p>Weekly checks also undertaken.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Staff Induction training Ongoing staff development	Complaints are covered in our staff induction, which all staff have to attend. Services also have localised inductions that records the best ways to work and communicate with people being supported in that service. All managers also have to complete “annual” complaints training.

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	Complaint Policy & Procedure (S03)	Our Complaint Policy & Procedure (S03) has an Easy Section using easy to understand language with supporting pictures.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaint Policy & Procedure (S03)	<p>Only Two levels used in our complaints policy:</p> <p>Level 1</p> <p>Level 2</p> <p>On some occasions there could be disputes between two or more people we support. This could constitute a formal complaint and should be dealt with under this procedure.</p>
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	Complaint Policy & Procedure (S03)	<p>Only two levels used in our complaints policy:</p> <p>Level 1</p> <p>Level 2</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 two stage complaints process set out	N/A	N/A	<p>We don't use any third party – all complaints are managed internally but we do encourage people to access independent advocacy services.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	in this Code. Residents must not be expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	Internal complaints	In some cases, we lease properties from third parties i.e. Lexton's Lettings Agents, their policies will not be in line with The Housing Ombudsman, and we would not be able to change the policy of national or local branches – however, the agents are members of The Property Ombudsman / Property Redress Scheme
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	Complaint Policy & Procedure (S03)	Outlined in our policy and relevant investigation forms.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Internal records	We break down each part of the complaint and answer in an accessible way to ensure communication is clear
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind. b. give the resident a fair chance to set out their position. c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Investigating managers training	This is covered in “Investigating managers training”.
5.9	Where a response to a complaint will fall outside the timescales set out in	Yes	Investigating managers training	This is be covered in “Investigating managers training”

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.			
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	Complaints Policy	The charity works with people with a learning disability and/or autistic people. All our policies detail reasonable adjustments that are needed.
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	Yes	Complaints Policy	If the complainant is not happy with the outcome of a complaint is gets automatically escalated to the next stage.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	comply with the provisions set out in section 2 of this Code.			
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	CRM	All stages of complaints are recorded on our CRM.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	CRM	All stages of complaints are recorded on our CRM, and reminders sent to investigating managers at various points throughout the process.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Policies	GEH03 Anti-Social Behaviour Policy GEH10 Support for Vulnerable Tenants GEH11 Tenant Involvement Policy S03 Complaint Policy & Procedure S06 Corporate Social Responsibility S08 Duty of Candor C03 Bullying & Hate Crime Policy C10 Safeguarding C17 Positive Behaviour Support and Physical Intervention Policy
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Safeguarding Policy	We work within adult social care, mental health and learning disabilities. The safety of the people we support, and our staff is of high importance. We use our safeguarding and code of conduct policies alongside advice and guidance from the social work teams and police for any unacceptable behaviour

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	Policy	<p>Outlined in our policy and relevant investigation forms.</p> <p>Level of complaints identified by CEO who then allocates relevant investigating manager.</p>
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days</u>	Yes	Policy	<p>Outlined in our policy and measured / reported on quarterly.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<u>of the complaint being received.</u>			
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Policy	Outlined in our policy and measured / reported on quarterly.
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	Policy	Outlined in our policy and measured / reported on quarterly.
6.5	When an organisation informs a resident about an extension to these timescales, they must be	Yes	Policy	Outlined in our policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	provided with the contact details of the Ombudsman.			
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	Policy	Outlined in our policy and measured / reported on quarterly.
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	Policy	Breakdown provided to tenants.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated	Yes	Policy	Always logged as a new complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>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>			
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; <ul style="list-style-type: none"> a. the complaint definition; b. the decision on the complaint; c. the reasons for any decisions made; e. the details of any remedy offered to put things right; 	Yes	Policy	<p>On the completion of stage 1 a full explanation is given as to the investigation and outcome of the complaint.</p> <p>The majority of our tenants have a learning disability and provide this information in easy read/accessible formats and face to face meetings.</p> <p>Outlined in our policy.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			

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	Policy and reports	Outlined in our policy and measured / reported on quarterly.
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	Policy and reports	Outlined in our policy and measured / reported on quarterly.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Policy and reports	Outlined in our policy and measured / reported on quarterly.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Policy and reports	Outlined in our policy and measured / reported on quarterly.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Policy	Our Policy states 28 calendar days which is the same as 20 working days.
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	Yes	Policy and reports	Outlined in our policy and measured / reported on quarterly.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.			
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	Policy	Outlined in our policy.
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	Policy and reports	Outlined in our policy and measured / reported on quarterly.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing	Yes	Policy and reports	Outlined in our policy and measured / reported on quarterly.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	the relevant policy, law and good practice where appropriate.			
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Policy and reports	Outlined in our policy and measured / reported on quarterly.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Yes	Policy and reports	Outlined in our policy and measured / reported on quarterly.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	members needed to issue such a response.			

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; 	Yes	Complaints Policy & Duty of Candour Policy	Outlined in our policy and we also hold a separate policy "S08 Duty of Candor".

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy & Duty of Candour Policy	Outlined in our policy and we also hold a separate policy "S08 Duty of Candor".
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	Complaints Policy & Duty of Candour Policy	Outlined in our policy and we also hold a separate policy "S08 Duty of Candor".
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Policy	Policy regularly reviewed.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <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; 	Yes	Policies and reports	<p>Annual reports are overseen by our Audit & Risk Committee.</p> <p>Quarterly reports are shared with Senior Leadership Team</p> <p>Commitment in place for annual assessments.</p> <p>Reports provided quarterly and annually.</p> <p>We also have an internal system called Significant Events Reviews (SER.s) which aims to explore what lessons can be learnt from incidents e.g. complaints.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
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>Annual reports are overseen by our Audit & Risk Committee.</p>	
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	<p>In agreement when applicable</p>	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	In agreement	
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	In agreement	

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	Internal system called Significant Events Reviews (SER.s) which aims to explore what lessons can be learnt from incidents e.g. complaints.	
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	We actively encourage compliance and produce all our complaints in an easy read accessible format. Complaints also feeds into internal quality management systems.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels,	Yes	Annual reports are overseen by our Audit & Risk Committee. Quarterly reports are shared with Senior Leadership Team	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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	<p>All complaints are administered by our Quality Manager overseen by the CEO.</p> <p>All reports and actions plans are overseen by our Audit & Risk Committee that meets three times a year, we also have a named lead for complaints on our Board of Trustees.</p>	
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	Confirmation named Member Responsible for Complaints ('the MRC'). In place.	
9.6	The MRC will be responsible for ensuring the governing body receives regular	Yes	Annual reports are overseen by our Audit & Risk Committee.	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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>Quarterly reports are shared with Senior Leadership Team</p> <p>Complaints also feeds into internal quality management systems.</p>	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <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 	Yes	<p>Annual reports are overseen by our Audit & Risk Committee.</p> <p>Quarterly reports are shared with Senior Leadership Team</p> <p>Complaints also feeds into internal quality management systems.</p>	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	All reports and actions plans are overseen by our Audit & Risk Committee that meets three times a year	

The self-assessment was presented to the Trustees on 23rd June 2025 and the Trustees approved the Complaints Report.