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.

On this page with we have a link to Complaints Procedure:

https://ymcans.org.uk/wp-content/uploads/2026/11/LIVE-Complaints-Procedure-YMV4PRO003.pdf

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'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.'*	Yes	Complaints Policy section 1.2 Annual Complaints Report 2025–26 section 8	In our policy (1.1) uses the Housing Ombudsman's definition of a complaint, extended to include our trustees. The Board's response to the 2025–26 report confirms that we record any expression of dissatisfaction as a complaint, which gives the Board assurance that we are recording an accurate volume of complaints.
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	Complaints Policy section 1.3 Annual Complaints Report 2025–26 sections 2 and 3	Residents do not need to use the word "complaint". Whenever someone tells us they are unhappy, staff offer them the choice of making a complaint and record what they decided. Complaints made by a carer, family member or representative are handled in exactly the same way. In 2025–26 we recorded complaints from residents, service users, young people and stakeholders across all our services, not just housing.

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Complaints Policy sections 1.5 and 1.6 Appendix 1 flow charts (scenarios a, b and c)	Service requests are defined separately from complaints, and every service request is recorded, tracked and followed through to completion. The flow charts help staff decide whether a contact is a service request or a complaint.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints Policy section 1.7	If a resident is unhappy with how we have responded to a service request, it is logged as a complaint, even while the request is ongoing, and we carry on putting things right while the complaint is looked into.
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	Complaints Policy section 1.8	Survey comments are not treated as complaints, but wherever possible we let the person know how they can make a complaint if they would like to.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Complaints Policy section 2.1 Annual Complaints Report 2025–26 section 2	We accept a complaint unless there is a valid reason not to, and always consider each person's individual circumstances. No complaints were refused in 2025–26. One anti-social behaviour complaint was found to be malicious, but only after it had been accepted and fully investigated.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • 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	Complaints Policy sections 2.2 and 2.4	The policy sets out only the three exclusions allowed by the Code. Anonymous concerns are still looked into, recorded and learned from wherever possible.
2.3	Landlords must accept complaints referred to them within 12 months of	Yes	Complaints Policy section 2.3	We accept complaints made 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.			the issue happening or of the resident becoming aware of it, and will consider complaints made after this time where there are good reasons.
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	Complaints Policy section 2.5	If we cannot accept a complaint, we write to the resident to explain why and tell them they can ask the Housing Ombudsman to look at our decision. The policy confirms the Ombudsman may ask us to take on the complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy sections 2.1 and 3.2 Annual Complaints Report 2025–26 section 6	Every complaint is considered on its own merits and we do not take a blanket approach to exclusions. Every complaint is investigated thoroughly before conclusions are reached, so that responses are fair to everyone involved.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints Policy sections 1.4, 4.1 and 4.2 Annual Complaints Report 2025–26 section 7 (Contact us)	Residents can complain by telephone, face to face, email, letter, through a representative, advocate, MP or councillor, at our Customer Forum or on social media. We can be contacted on 01782 222376 or hello@ymcans.org.uk and we reply to emails within 48 hours on working days. Complaints are dealt with in line with our Equality & Diversity Policy and the Equality Act 2010, and we offer reasonable adjustments.
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	Complaints Policy sections 1.4 and 5.4 Annual Complaints Report 2025–26 section 6	Residents can raise a complaint with any member of our team. In 2025–26, six responses had missed the 5 working day target the previous year because of delays in complaints being passed on, so the issue was raised at team meetings and staff were asked to pass complaints on promptly. Late responses fell from 6 to 1.
3.3	High volumes of complaints must not be seen as a negative, as they can	Yes	Complaints Policy section 4.3	We welcome complaints and recognise that a low

	be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.		Annual Complaints Report 2025–26 sections 3, 5 and 8	number could mean people find it hard to complain. The Board does not regard a low volume of complaints on its own as a positive sign. Our rate of 69.2 Stage 1 complaints per 1,000 homes sits within the normal national range for housing associations (middle half 41.0 to 83.9), which we would expect for supported accommodation where residents are encouraged to raise concerns.
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	Complaints Policy sections 4.4, 7 and 8	The policy sets out our two stage process, what happens at each stage and the timescales for responding. It is available in the Residents' Handbook, on our website, displayed in communal areas, hand delivered to residents and available in other formats and languages on request.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Complaints Policy section 4.4	The policy explains how we publicise it, and confirms that we share information about the Housing Ombudsman and the Code and publish the Code, our self-assessment and our annual report, with the Board's response, on our website.

3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Complaints Policy sections 1.3 and 4.5	Residents are welcome to have a representative deal with their complaint and to bring someone with them, or be represented, at any meeting.
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	Complaints Policy sections 4.6 and 13 Annual Complaints Report 2025–26 section 7 (Contact us)	We make sure residents know about their right to contact the Housing Ombudsman, that they can ask for advice at any stage, and how to engage with them. The Ombudsman's contact details are in the policy and the annual report, which also signposts the Charity Commission for concerns about how the charity is run.

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	Complaints Policy section 5.1 Complaints Officer: Bruce Petitt, Health & Safety Manager	The Complaints Officer leads our complaint handling, liaises with the Housing Ombudsman and makes sure complaints are reported to the Board. This role is in addition to other duties, as allowed by the Code.
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	Complaints Policy section 5.1 Annual Complaints Report 2025–26 section 6	The Complaints Officer can call on colleagues at every level to help resolve complaints quickly, and has the authority to act to resolve complaints promptly and fairly. Following one late response in 2025–26, due to the Complaints Officer's family bereavement, we committed to reviewing cover arrangements so that responses are not delayed by absence.
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	Yes	Complaints Policy section 5.4 Annual Complaints Report 2025–26 section 6	Complaint handling is a priority, and every complaint is seen as a chance to learn and improve. All staff are trained in complaint handling at induction, with

	service and must be resourced to handle complaints effectively			training refreshed regularly and recorded. Conversations with staff about the complaints process and reporting requirements have highlighted their importance across our teams.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints Policy section 1.1	The Complaints Policy is our single complaints policy, covering all our services, and replaces the previous Complaints Procedure. No one is ever treated differently because they have made a complaint.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints Policy sections 1.1, 7 and 8	The policy has two stages only, with no 'stage 0' or 'informal complaint' stage. The 'informal complaint' option has been removed.
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	Complaints Policy sections 1.1, 7 and 8	Our previous 3 stage process has been replaced with the Code's 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	Complaints Policy section 6.1(g)	Complaints are not currently handled by third parties. Anyone handling a complaint on our behalf, such as a contractor, must do so within our two stage process and in line with the Code, so residents never go through two processes.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Complaints Policy sections 6.1(g) and 10.3	We are responsible for making sure any third party handles complaints in line with our policy and the Code.
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	Complaints Policy sections 7.1 and 8.3	At both stages our acknowledgement sets out the complaint definition and the outcome the resident is seeking, and asks any questions we need to clarify.
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	Complaints Policy sections 7.1(b) and 8.3(b)	At both stages we make clear which parts of the complaint we are, and are not, responsible for, and clarify anything that is unclear.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind;	Yes	Complaints Policy section 6.1 and section 5.3	At every stage we deal with complaints on their merits, act independently with an open mind, give the resident a fair chance to explain their side, deal

	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.			with any conflict of interest and consider all relevant information carefully.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Complaints Policy sections 6.1(h), 7.2 and 8.5	Where a response will take longer than the timescales in the policy, we agree with the resident how often we will keep them updated.
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 section 4.2 Equality, Diversity and Inclusion Policy YM/V8POL/014	We record any reasonable adjustments we agree and any disability a resident tells us about, keep adjustments under active review, and hold this information safely in line with our data protection policy.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints Policy section 8.1 Annual Complaints Report 2025–26	We will not refuse to escalate a complaint unless there is a valid reason under section 2 of the policy, and we explain any refusal in writing. No escalations were refused in 2025–26.
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,	Yes	Complaints Policy section 1.1 Annual Complaints Report 2025–26 sections 2 to 4	We keep a full record of every complaint, including the original complaint and the date received, all correspondence, any

	correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			reports or surveys, and the outcome at each stage. Our records allow us to report on complaints by category, by stage, by response time and against the Tenant Satisfaction Measures CH01 and CH02.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints Policy section 9 Annual Complaints Report 2025–26 section 2	Remedies can be offered at either stage without the need for escalation. All 18 complaints in 2025–26 were resolved at Stage 1, and no complainant was dissatisfied enough to escalate.
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	Complaints Policy section 3 Licence and tenancy agreements	Unacceptable behaviour is managed in line with our Unacceptable Behaviour Policy. We look at each situation individually, record and regularly review any restrictions, and let the person know the outcome of each review.
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	Complaints Policy sections 3.3 and 3.5	Any restrictions are proportionate, take account of the Equality Act 2010, and never stop a complaint being taken through our full complaints process.

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	Complaints Policy section 7 and Appendix 1 Annual Complaints Report 2025–26 sections 2 and 6	The flow charts help staff decide whether a matter can be resolved straight away or needs further investigation. In 2025–26, all 18 complaints were resolved at Stage 1. Complainants told us they valued having time to speak with us face to face, so we will continue to offer face-to-face conversations alongside written replies.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	Complaints Policy section 7.1 Annual Complaints Report 2025–26 section 2	Stage 1 complaints are acknowledged, defined and logged within 5 working days. We also set ourselves a target of a full written reply within 5 working days, which was met in 17 of 18 cases (94.4%), up from 68.4% in 2024–25.
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	Complaints Policy section 7.2 Annual Complaints Report 2025–26 sections 2, 4 and 5 (TSM CH02)	We send a full response within 10 working days of acknowledging the complaint. All responses in 2025–26 were within the Code's Stage 1 timescale (100%), compared with a

				national median of 93.9%, placing us in the top quarter of landlords nationally.
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	Complaints Policy section 7.2	Any extension is explained to the resident with a clear timeframe, and will not be more than a further 10 working days without good reason.
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	Complaints Policy section 7.2	Whenever we explain an extension, we give the resident the Housing Ombudsman's contact details.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy section 7.3	We respond as soon as we know the answer to the complaint, and track any outstanding actions, complete them promptly and keep the resident updated.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy section 7.8	Our response addresses every point raised and gives clear reasons for our decisions, referring to the relevant policy, law and good practice where appropriate.

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Complaints Policy section 7.7	Related new issues are included in the Stage 1 response if it has not yet been sent. Unrelated issues, issues raised after our response, or issues that would unreasonably delay it, are logged as a new complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 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 stage 2 if the individual is not satisfied with the response.	Yes	Complaints Policy section 7.8(a) to (g)	Our written Stage 1 response, in clear, plain language, confirms all seven points required by the Code, including how to take the complaint to Stage 2.

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	Yes	Complaints Policy section 8.1 Annual Complaints Report 2025–26 sections 2 and 4	If a resident is not happy with our Stage 1 response, their complaint

	stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.			goes to Stage 2, which is our final response. No complaints were escalated to Stage 2 in 2025–26 (0 per 1,000 homes, compared with a national median of 9.0).
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints Policy section 8.3	Stage 2 requests are acknowledged, defined and logged within 5 working days.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Complaints Policy sections 8.2, 8.3(d) and 8.4	Residents do not need to give a reason for asking for Stage 2, and we make every reasonable effort to understand why they are still unhappy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints Policy sections 5.2 and 8.1	A different person from the one who dealt with Stage 1 considers the complaint at Stage 2. This will be a senior member of staff who was not involved at Stage 1 (the Stage Two Lead).
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	Complaints Policy section 8.4	We send our Stage 2 response in writing within 20 working days of acknowledging the request.
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	Yes	Complaints Policy section 8.5	Any extension is explained with a clear timeframe, and will not be more than a further 20 working days without good reason.

	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.			
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	Complaints Policy sections 7.2 and 8.5	Whenever we explain an extension, we give the resident the Housing Ombudsman's contact details. No extensions were needed in 2025–26.
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	Complaints Policy section 8.6	We respond as soon as we know the answer, and track any outstanding actions, complete them promptly and keep the resident updated.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Complaints Policy section 8.9	Our Stage 2 response addresses every point raised and gives clear reasons for our decisions, referring to 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;	Yes	Complaints Policy section 8.9(a) to (g)	Our written Stage 2 response, in clear, plain language, confirms all seven points required by the Code, including how to take the complaint to the Housing Ombudsman.

	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.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy section 8.4	Stage 2 is our final response, and we involve everyone needed to get it right.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Complaints Policy section 9.1	When we get something wrong, we say so and explain what we have done, or will do, to put it right. The policy lists the full range of remedies set out in the Code.

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Complaints Policy section 9.2 Annual Complaints Report 2025–26 section 2	Any remedy we offer reflects how much went wrong and the impact it has had on the resident. None of the complainants asked for compensation in 2025–26, and none was paid.
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 section 9.3	We are clear about what we will do and by when, agree this with the resident where appropriate, and see every remedy through to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Policy section 9.4	We use the Housing Ombudsman's Remedies Guidance to help us decide on fair remedies.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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	Complaints Policy section 11.3 Annual Complaints Report 2025–26	Our 2025–26 report includes the self-assessment, qualitative and quantitative analysis of our complaint handling (sections 2 to 5), the Tenant Satisfaction Measures CH01 and CH02, comparison with national and local landlords, Housing Ombudsman findings (none), the improvements made from learning (section 6), and the Board's response (section 8).

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Complaints Policy section 11.4 Annual Complaints Report 2025–26 sections 8 and 9	The 2025–26 report was considered by the Board, which challenged the data provided to it throughout the year. The report includes the Board's response and a response from Peter Dartford, Chair and Member Responsible for Complaints, and is published on our website so that customers and stakeholders can hold us to account.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaints Policy section 11.2	We complete a self-assessment every year, and also after any significant restructure, merger or change in our procedures.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Complaints Policy section 11.2 Annual Complaints Report 2025–26	We will review and update the self-assessment following any Ombudsman investigation. There were no Housing Ombudsman investigations in 2025–26.
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	Complaints Policy section 11.5	If exceptional circumstances ever prevent us from meeting the Code, we will tell the Housing Ombudsman, let residents know and publish this on our website, with a timescale for returning to compliance.

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	Complaints Policy section 10.2 Annual Complaints Report 2025–26 section 6	We look beyond each individual complaint to see how we can improve. Building maintenance complaints helped to highlight failings in our repairs service, which were prioritised and resolved. Menus were changed following Customer Forum discussions, and food service complaints fell from 2 to 1.
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	Complaints Policy section 10.2 Annual Complaints Report 2025–26 sections 6 and 7	We use complaints to identify issues and make positive changes. The common themes in 2025–26 were relationships and communication between staff and customers, involving customers in decisions, and making sure complaints reach the Complaints Officer quickly. Following a rise in complaints about staff from 2 to 7, staff were supported to improve how they communicate, more staff attended the Customer Forum, and

				trips out were organised for staff and customers together. Anti-social behaviour complaints halved, from 14 to 7.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Complaints Policy sections 10.2 and 11.4 Annual Complaints Report 2025–26 sections 6 and 8	We share what we have learned with residents through the Customer Forum, with staff at team meetings and with the Board. Our Youth Governance Team attends Board meetings and we have recruited 2 young board members. The annual report is published so customers and stakeholders can hold us to account.
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	Complaints Policy section 10.1	A senior lead is accountable for our complaint handling, and looks at themes and trends to spot any wider issues, serious risks or policies and procedures that need updating.
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	Complaints Policy section 10.4 Annual Complaints Report 2025–26 section 9	Peter Dartford, Chair of the Board, is our Member Responsible for Complaints (MRC). The MRC champions a positive complaint handling culture and is not involved in deciding individual complaints.

9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Complaints Policy section 10.5 Annual Complaints Report 2025–26 section 9	The MRC makes sure the Board receives regular information on complaint handling, has access to the information and staff needed, and reports on their findings. Peter Dartford reviewed the 2025–26 report and provided a written response, confirming he will monitor whether the actions on staff relationships lead to fewer complaints next year.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Complaints Policy section 10.5 Monthly reports to the Board Annual Complaints Report 2025–26 section 8	As a minimum, the MRC and Board receive regular updates on the volume, categories and outcomes of complaints, reviews of issues and trends, updates on Ombudsman investigations, and the annual report. As a small provider with 260 homes, the Board considers a summary of each complaint and the lessons learned from it, rather than relying on trends alone, in line with our value 'we learn'.

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	Complaints Policy section 10.3	Everyone who handles complaints, including staff and third parties, has a standard objective to work collaboratively across teams, take shared responsibility for anything that has gone wrong rather than blaming others, and act within professional standards for complaint handling.