

## **Complaint Handling Code Self-Assessment 2026**

Sturts Community Trust has undertaken a review of its Complaints Policy against the Housing Ombudsman Complaint Handling Code.

The Complaints Policy was formally ratified in 2025 and has been reviewed again in 2026 to ensure continued compliance with the Code.

Following this review, Sturts Community Trust confirms that its Complaints Policy remains compliant with the requirements of the Housing Ombudsman Complaint Handling Code.

The organisation continues to operate a clear, accessible, and transparent complaints process, and will review its policy annually or in response to any updates to the Code or learning from complaints.

Date: 2026

Approved by: Trustees of Sturts Community Trust