



## Sturts Community Trust Housing Association

### Complaint Handling Code Self-Assessment

Reporting Period: 1 September 2024 – 31 August 2025

Complaint Handling Code Requirement	Compliant	Comments / Evidence
The organisation has a published complaints policy	Yes	Complaints policy in place covering housing complaints and aligned to Housing Ombudsman expectations.
The complaints policy contains a two-stage complaints process	Yes	Stage 1 and Stage 2 processes are clearly set out within the policy.
The complaints process is accessible to tenants	Yes	Complaints information circulated periodically within neighbourhoods and available on request.
Tenants are informed of their right to contact the Housing Ombudsman	Yes	Housing Ombudsman details included within the complaints process documentation.
Complaints can be raised through multiple routes	Yes	Concerns may be raised verbally, in writing, through meetings, or via support networks.
The organisation acknowledges the importance of early resolution	Yes	The organisation operates a relational and proactive engagement model prioritising informal resolution wherever appropriate.
Complaint handling responsibilities are clearly understood	Yes	Housing management responsibilities and escalation processes are clearly defined internally.
Complaints are monitored and reviewed	Yes	Complaints and tenant feedback are reviewed through housing management and

<b>Complaint Handling Code Requirement</b>	<b>Compliant</b>	<b>Comments / Evidence</b>
		Co-Housing Committee oversight arrangements.
Learning from complaints informs service improvement	Yes	Although no formal complaints were received during the reporting period, tenant feedback and tenancy reviews informed ongoing service monitoring and improvement.
Annual complaints performance reporting is completed	Yes	Annual Complaints Performance and Service Improvement Report completed for the reporting period.
Governing body oversight is in place	Yes	The Co-Housing Committee reviewed complaints handling arrangements and tenant feedback processes during the reporting period.
Tenant satisfaction monitoring takes place	Yes	Annual Tenant Satisfaction Survey completed during the reporting period.
The organisation undertakes proactive tenant engagement	Yes	Regular tenancy reviews, neighbourhood meetings and integrated review processes continued during the reporting period.
Complaint records are maintained appropriately	Yes	Complaint monitoring arrangements are maintained proportionately to the scale of the organisation.
The complaints policy has been reviewed against the Complaint Handling Code	Yes	The policy remains aligned with the Housing Ombudsman Complaint Handling Code and no substantive amendments were required during the reporting period.

### **Overall Assessment**

Sturts Community Trust Housing Association considers itself compliant with the Housing Ombudsman Complaint Handling Code for the reporting period 1 September 2024 – 31 August 2025.

The organisation's complaints approach continues to emphasise:

- accessibility,
- proportionality,
- early resolution,
- tenant voice,
- transparency,
- and continuous improvement.

No formal housing complaints were received during the reporting period.

The organisation considers its combination of:

- tenant satisfaction monitoring,
- tenancy reviews,
- neighbourhood engagement,
- and integrated housing and care review processes

to provide multiple accessible opportunities for tenants and stakeholders to raise concerns and contribute to service improvement.