

## 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	<b>2. What is a Complaint?</b> A complaint is any expression of dissatisfaction about SCT’s actions, lack of action, or the quality of services provided. This includes actions by staff members, contractors, or anyone acting on our behalf that impacts a tenant or group of tenants.	
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	<b>2. What is a Complaint?</b> You don’t need to use the word "complaint" to have your concern treated as one. Simply share your dissatisfaction, and we will ensure it is handled in line with this 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	Yes	<b>3. Differentiating Complaints from Service Requests</b> Sometimes, you may need to report an issue or request a service, such	

	requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		as fixing a maintenance problem. These requests are not treated as complaints unless: <ul style="list-style-type: none"> <li>• There is dissatisfaction with how your service request was handled.</li> <li>• Further enquiries are needed to resolve the issue.</li> <li>• You explicitly ask for your concern to be treated as a complaint.</li> </ul>	
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	<b>5. Submitting a Complaint</b>  If you have a service request related to your concern, we want you to know that it will continue to be acted upon throughout both stages of the complaints process. This ensures that important services will not be interrupted while we work together on your complaint.	
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	Yes	<b>5. Submitting a Complaint</b>  We value your feedback through surveys, but please be aware that surveys are not used to log complaints. That said, every survey will include a note guiding you to our	

	complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.		complaints process if needed	
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## 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	<p><b>5. Submitting a Complaint</b></p> <p>We believe that all complaints should be heard and will accept them unless there is a valid reason not to.</p>	
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"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<p><b>5. Submitting a Complaint</b></p> <p>If we cannot accept your complaint, we will explain why and share any relevant evidence with you. These decisions will always be fair and reasonable. Examples of situations where we may not be able to accept a complaint include:</p> <ol style="list-style-type: none"> <li>1. The issue happened more than 12 months ago, unless there are exceptional circumstances.</li> <li>2. Legal proceedings have started, and the claim form and particulars of the claim have already been filed with the court.</li> </ol>	

			3. The matter has been addressed previously through this complaints policy.	
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><b>5. Submitting a Complaint</b></p> <p>We believe that all complaints should be heard and will accept them unless there is a valid reason not to. If we cannot accept your complaint, we will explain why and share any relevant evidence with you. These decisions will always be fair and reasonable. Examples of situations where we may not be able to accept a complaint include:</p> <p>1. The issue happened more than 12 months ago, unless there are exceptional circumstances.</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	Yes	<p><b>5. Submitting a Complaint</b></p> <p>If we are unable to accept your complaint, we will also provide you with information about how to contact the Housing Ombudsman. The Ombudsman is an independent body that can review the situation and, if appropriate, ask us to process</p>	

	take on the complaint.		your complaint.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<b>5. Submitting a Complaint</b> We promise to approach every complaint on a case-by-case basis and apply this policy fairly.	

### 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><b>5. Submitting a Complaint</b></p> <p>We understand that raising a concern can feel daunting, but we want to assure you that we are here to listen and work with you to find the best resolution. You can share your concerns in the way that feels most comfortable for you:</p> <ul style="list-style-type: none"> <li>• Speaking face-to-face with housing officers or staff.</li> <li>• By phone, email, or letter.</li> <li>• During neighbourhood meetings.</li> <li>• Through an advocate, friend, or family member who you trust to share your concern.</li> <li>• By connecting with your neighbourhood representative.</li> <li>• Through your Care Together support team, who are always ready</li> </ul>	

			to help.	
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	<p><b>5. Submitting a Complaint</b></p> <p>We understand that raising a concern can feel daunting, but we want to assure you that we are here to listen and work with you to find the best resolution. You can share your concerns in the way that feels most comfortable for you:</p> <ul style="list-style-type: none"> <li>• Speaking face-to-face with housing officers or staff.</li> <li>• By phone, email, or letter.</li> <li>• During neighbourhood meetings.</li> <li>• Through an advocate, friend, or family member who you trust to share your concern.</li> <li>• By connecting with your neighbourhood representative.</li> <li>• Through your Care Together support team, who are always ready to help.</li> </ul>	
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	Yes	<b>1. Welcome and Policy Introduction</b>	

	complaint volumes are potentially a sign that residents are unable to complain.		We welcome complaints as opportunities to improve and resolve any issues collaboratively. With our open-door policy, tenants are encouraged to raise concerns promptly through any of our informal or formal communication channels.	
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><b>Complaint Handling Procedure at Stage 1 and Stage 2</b></p> <p>At both Stage 1 and Stage 2, the complaint handler will provide the tenant with a written definition of the complaint before proceeding further. This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the complainant to help articulate their concerns. It will also include the decision on the complaint, the reasons for the decision, any remedies offered to address the complaint, and any outstanding actions that need to be completed. Additionally, the tenant will be informed of how to escalate the matter to the Ombudsman if they</p>	

			remain unsatisfied with the outcome.	
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><b>9. Publicity and Accessibility</b> The complaints procedure is made accessible through:</p> <ul style="list-style-type: none"> <li>• Tenant welcome packs.</li> <li>• Regular community newsletters.</li> <li>• The SCT website.</li> <li>• Alternative formats upon request, including Braille, audio, and Easy Read.</li> </ul> <p><b>Housing Ombudsman Service:</b> Exchange Tower, Harbour Exchange Square, London E14 9GE Tel: 0800 111 3000 Website: <a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a></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><b>5. Submitting a Complaint</b></p> <p>We understand that raising a concern can feel daunting, but we want to assure you that we are here to listen and work with you to find the best resolution. You can share your concerns in the way that feels most comfortable for you:</p> <ul style="list-style-type: none"> <li>• Speaking face-to-face with housing officers or staff.</li> </ul>	

			<ul style="list-style-type: none"> <li>• By phone, email, or letter.</li> <li>• During neighbourhood meetings.</li> <li>• Through an advocate, friend, or family member who you trust to share your concern.</li> <li>• By connecting with your neighbourhood representative.</li> <li>• Through your Care Together support team, who are always ready to help.</li> </ul> <p>We are committed to promoting equality and diversity in all aspects of our work. As part of this, we recognize that some tenants may have communication difficulties. In such cases, concerns may often come from advocates acting on their behalf—family members, carers, or others who have observed issues in the environment that may affect the tenant.</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><b>5. Submitting a Complaint</b></p> <p>If we are unable to accept your complaint, we will also provide you with information about how to contact the Housing Ombudsman. The Ombudsman is an independent</p>	

			body that can review the situation and, if appropriate, ask us to process your complaint.	
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## 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	<p><b>4. Complaint Handling Process</b></p> <p>Our complaints handling team comprises two key individuals:</p> <ol style="list-style-type: none"> <li><b>1. A Senior Housing Officer:</b> This individual is part of our housing association team and reports directly to the Co-Housing Committee.</li> <li><b>2. An Independent Member of the Co-Housing Committee:</b> This person may be asked to manage more complex complaints if deemed necessary at Stage 1.</li> </ol> <p><b>Patrick Denis</b>  <a href="mailto:patrick.denis@sturtsfarm.com">patrick.denis@sturtsfarm.com</a>            Complaints Officer</p> <p><b>John Redding (MRC)</b>  <a href="mailto:john@civis.co.uk">john@civis.co.uk</a>            Independent Committee Member</p> <p><b>Tim Woodward</b>  <a href="mailto:tim@sturtsfarm.com">tim@sturtsfarm.com</a></p>	

			<p>Co-director</p> <p><b>Housing Ombudsman Service:</b> Exchange Tower, Harbour Exchange Square, London E14 9GE Tel: 0800 111 3000 Website: <a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a></p>	
4.2	<p>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.</p>	Yes	<p><b>8. Learning and Monitoring</b></p> <p>The Complaints Handling Team are members of the Co-Housing Committee and operate at a governance level, ensuring oversight of complaints and their resolutions.</p> <p>Complaints officers are empowered to conduct thorough investigations, which may involve accessing necessary information, engaging with staff, co-workers, and tenants, and ensuring all perspectives are considered.</p>	
4.3	<p>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</p>	Yes	<p><b>4. Complaint Handling Process</b></p> <p>We want to reassure you that we welcome complaints as opportunities to improve and strengthen our community.</p> <p><b>8. Learning and Monitoring</b></p> <p>We aim to learn from both individual</p>	

			<p>complaints and by analysing patterns of overall feedback.</p> <p>To support this commitment, SCT's training matrix includes specific training on handling complaints for all individuals responsible for managing them. Furthermore, the wider team recognizes the importance of collaboration.</p>	
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### 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><b>4. Complaint Handling Process</b></p> <p>At SCT, this is the only complaints policy we use.</p> <p>You will never be treated differently for raising a concern,</p>	
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><b>4. Complaint Handling Process</b></p> <p>we encourage early and local resolutions wherever possible. Our process is simple, transparent, and limited to two stages.</p>	
5.3	A process with more than two stages is not acceptable under any circumstances	Yes	<p><b>4. Complaint Handling Process</b></p>	

	as this will make the complaint process unduly long and delay access to the Ombudsman.		Our process is simple, transparent, and limited to two stages.	
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><b>4. Complaint Handling Process</b></p> <p>If your complaint requires the involvement of the independent member, you will be informed. However, the two-stage process will still apply.</p>	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<p><b>4. Complaint Handling Process</b></p> <p>In such cases, Stage 2 will be conducted by a co-director within the leadership team of the charity. This ensures that all complaints are handled fairly and transparently while maintaining our commitment to community and governance.</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	Yes	<p><b>4. Complaint Handling Process</b></p> <p>The first step in handling your complaint is to define the issues clearly, and we are committed to helping you do this.</p> <p>and a summary of discussions with the complainant to help articulate</p>	

	clarification.		their concerns and the outcomes they are seeking.	
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	<p><b>4. Complaint Handling Process</b></p> <p>Within the first 5 working days, the complaint handler will work with you to establish the specifics of your concern. This includes clarifying which aspects of the complaint fall under SCT's responsibility.</p>	
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	<p><b>4. Complaint Handling Process</b></p> <p>To ensure complaints are handled fairly and consistently, SCT follows these principles:</p> <ol style="list-style-type: none"> <li>1. <b>Deal with complaints on their merits:</b> Each complaint will be considered independently, with an open mind and without preconceptions.</li> <li>2. <b>Provide tenants with the opportunity to set out their concerns:</b> Tenants will have the chance to share their experiences and explain their complaints clearly. We will adapt our communication</li> </ol>	

			<p>methods to support those with additional needs, ensuring everyone can fully participate in the process.</p> <p>3. <b>Take measures to address any conflicts of interest:</b> Steps will be taken to ensure impartiality, including reassigning complaints where necessary.</p> <p>4. <b>Consider all relevant information and evidence carefully:</b> Decisions will be based on a thorough review of all available facts and documentation.</p> <p>These principles ensure fairness, openness, and clarity throughout the complaint resolution process.</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><b>4. Complaint Handling Process</b></p> <p>The complaint handler will aim to resolve your complaint within 10 working days. However, if the handler determines that the complaint is complex and cannot be resolved within this timeframe, they may decide to extend the timescale. In such cases:</p>	

			<ul style="list-style-type: none"> <li>The extension will be limited to an additional 10 working days.</li> </ul>	
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><b>4. Complaint Handling Process</b></p> <p><b>Reasonable Adjustments in the Complaints Process</b></p> <p>Under the Equality Act 2010, we are committed to making reasonable adjustments to ensure all tenants can raise and follow up on complaints fairly. If you have a disability or specific needs that affect how you communicate with us, please let us know. We will work with you to agree on suitable adjustments, such as providing information in different formats, offering additional support, or allowing more time where needed. We will keep a record of any agreed adjustments and review them regularly to make sure they continue to meet your needs.</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	Yes	<p><b>5. Submitting a Complaint</b></p> <p>If we cannot accept your complaint,</p>	

	set out these reasons, and they must comply with the provisions set out in section 2 of this Code.		<p>we will explain why and share any relevant evidence with you. These decisions will always be fair and reasonable. Examples of situations where we may not be able to accept a complaint include:</p> <ol style="list-style-type: none"> <li>1. The issue happened more than 12 months ago, unless there are exceptional circumstances.</li> <li>2. Legal proceedings have started, and the claim form and particulars of the claim have already been filed with the court.</li> <li>3. The matter has been addressed previously through this complaints policy.</li> </ol>	
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	<p><b>4. Complaint Handling Process</b></p> <p>At both Stage 1 and Stage 2, the complaint handler will provide the tenant with a written definition of the complaint before proceeding further. This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the</p>	

			complainant to help articulate their concerns. It will also include the decision on the complaint, the reasons for the decision, any remedies offered to address the complaint, and any outstanding actions that need to be completed.	
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	<b>4. Complaint Handling Process</b>  Stage 1. The complaint handler will aim to resolve your complaint within 10 working days.  Stage 2. a full response issued within 20 working days.	
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	<b>11. What SCT Expects from You</b>  To ensure a respectful and effective process, we ask that tenants: <ul style="list-style-type: none"> <li>• Treat staff and other tenants with courtesy and respect.</li> <li>• Provide accurate and timely information to help us address your concerns.</li> <li>• Engage constructively to achieve resolution.</li> </ul> If a tenant behaves unreasonably (e.g., abusive language, excessive persistence), we may take steps to	We do not have anti social behaviour so this statement covers off our expectations.

			manage interactions while still addressing the complaint.	
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	<b>11. What SCT Expects from You</b> If a tenant behaves unreasonably (e.g., abusive language, excessive persistence), we may take steps to manage interactions while still addressing the complaint. If you are unable to behave in the way we expect, we will seek to agree a communication plan with you.	

## 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><b>4. Complaint Handling Process</b></p> <p>Where necessary, immediate action will be taken to resolve urgent issues, particularly those affecting safety or essential services.</p> <p>The complaint handler will aim to resolve your complaint within 10 working days.</p> <p>When things go wrong, we will acknowledge it and explain what actions we've taken or will take to put things right. These actions may include:</p> <ul style="list-style-type: none"> <li>• Apologising.</li> <li>• Acknowledging where things went wrong.</li> <li>• Providing an explanation or reasons for the issue.</li> <li>• Taking action if there's been a delay.</li> <li>• Reconsidering or changing a decision.</li> <li>• Amending a record or making</li> </ul>	

			<p>a correction.</p> <ul style="list-style-type: none"> <li>• Offering a financial remedy, if appropriate.</li> <li>• Changing a policy, procedure, or practice to prevent future issues.</li> </ul>	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	<p><b>4. Complaint Handling Process</b></p> <p>Within the first 5 working days, the complaint handler will work with you to establish the specifics of your concern.</p>	
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	<p><b>4. Complaint Handling Process</b></p> <p>The complaint handler will aim to resolve your complaint within 10 working days, issuing you with a full response</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><b>4. Complaint Handling Process</b></p> <p>However, if the handler determines that the complaint is complex and cannot be resolved within this timeframe, they may decide to extend the timescale. In such cases:</p> <ul style="list-style-type: none"> <li>• The extension will be limited to an additional 10 working days.</li> <li>• You will receive a clear explanation as to why the extension is necessary.</li> </ul>	
6.5	When an organisation informs a resident about an extension to these timescales,	Yes	<p><b>4. Complaint Handling Process</b></p>	

	they must be provided with the contact details of the Ombudsman.		<ul style="list-style-type: none"> <li>You will also be provided with the contact details of the Housing Ombudsman, should you wish to raise concerns about the extended timeframe.</li> </ul>	
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	<p><b>4. Complaint Handling Process</b></p> <p>It will also include the decision on the complaint, the reasons for the decision, any remedies offered to address the complaint, and any outstanding actions that need to be completed.</p> <p>Once the remedy is agreed, we will make sure it is completed. Any actions still pending at the time of the response will be tracked and carried out promptly, with regular updates given to you.</p>	
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><b>4. Complaint Handling Process</b></p> <p>This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the complainant to help articulate their concerns.</p> <p><b>10. What You Can Expect from</b></p>	

			<p><b>SCT</b></p> <p>1. <b>Standards:</b> We always strive to work within policy, legal requirements, and best practice guidance to ensure that our services meet expected standards. If a complaint highlights a situation where these principles may not have been met, we will address it as quickly and effectively as possible. Our goal is to resolve concerns fairly while maintaining high standards across all areas of our work.</p>	
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><b>4. Complaint Handling Process</b></p> <p>If you raise an additional complaint while we are already looking into an issue, we will include it in our response if it relates to the original complaint and if our first response has not yet been sent. If the new issue is separate or would cause an unreasonable delay, we will log it</p>	

			as a new complaint and handle it separately. Our aim is to ensure every concern is addressed fairly and efficiently.	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	<p><b>4. Complaint Handling Process</b></p> <p>At both Stage 1 and Stage 2, the complaint handler will provide the tenant with a written definition of the complaint before proceeding further. This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the complainant to help articulate their concerns. It will also include the decision on the complaint, the reasons for the decision, any remedies offered to address the complaint, and any outstanding actions that need to be completed. Additionally, the tenant will be informed of how to escalate the matter to the Ombudsman if they remain unsatisfied with the outcome.</p>	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not	Yes	<b>4. Complaint Handling Process</b>	

	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.		Stage 2 is the final stage of the complaints process	
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	<b>4. Complaint Handling Process</b>  If you remain dissatisfied, your complaint will be reviewed by a senior manager or another appropriate individual as described above and acknowledged within 5 working days, with a full response issued within 20 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	<b>4. Complaint Handling Process</b>  The new complaints handler at Stage 2 will make every effort to understand why the tenant remains dissatisfied with the outcome of Stage 1	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<b>4. Complaint Handling Process</b>  The new complaints handler at Stage 2	
6.14	Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.	Yes	<b>4. Complaint Handling Process</b>  with a full response issued within 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	Yes	<b>4. Complaint Handling Process</b>  The complaint handler will aim to resolve your complaint within 20	

	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.		<p>working days, issuing you with a full response. However, if the handler determines that the complaint is complex and cannot be resolved within this timeframe, they may decide to extend the timescale. In such cases:</p> <ul style="list-style-type: none"> <li>• The extension will be limited to an additional 20 working days.</li> <li>• You will receive a clear explanation as to why the extension is necessary.</li> <li>• You will also be provided with the contact details of the Housing Ombudsman, should you wish to raise concerns about the extended timeframe.</li> </ul>	
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	<p><b>4. Complaint Handling Process</b></p> <p>Additionally, the tenant will be informed of how to escalate the matter to the Ombudsman if they remain unsatisfied with the outcome.</p>	
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	Yes	<p><b>4. Complaint Handling Process</b></p> <p>This written communication will detail the stage of the complaint (Stage 1 or Stage 2), ... It will also include the decision on the complaint, the reasons for the decision, any remedies offered to</p>	

	updates provided to the resident.		address the complaint, and any outstanding actions that need to be completed.	
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	<p><b>4. Complaint Handling Process</b></p> <p>This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the complainant to help articulate their concerns. It will also include the decision on the complaint, the reasons for the decision,</p> <p><b>10. What You Can Expect from SCT</b></p> <p>1. <b>Standards:</b> We always strive to work within policy, legal requirements, and best practice guidance to ensure that our services meet expected standards. If a complaint highlights a situation where these principles may not have been met, we will address it as quickly and effectively as possible. Our goal is to resolve concerns fairly while maintaining high standards across all areas of our work.</p>	

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"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ol>	Yes	<p><b>4. Complaint Handling Process</b></p> <p><b>Complaint Handling Procedure at Stage 1 and Stage 2</b></p> <p>At both Stage 1 and Stage 2, the complaint handler will provide the tenant with a written definition of the complaint before proceeding further. This written communication will detail the stage of the complaint (Stage 1 or Stage 2), a clear definition of the complaint, and a summary of discussions with the complainant to help articulate their concerns. It will also include the decision on the complaint, the reasons for the decision, any remedies offered to address the complaint, and any outstanding actions that need to be completed. Additionally, the tenant will be informed of how to escalate the matter to the Ombudsman if they remain unsatisfied with the outcome.</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	<p><b>4. Complaint Handling Process</b></p> <p>Stage 2 is the final stage of the complaints process</p> <p>The new complaints handler at Stage 2 will make every effort to understand why the tenant remains dissatisfied with the outcome of</p>	

			Stage 1 and ensure that all concerns are thoroughly considered before reaching a final decision.	
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## 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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<p><b>4. Complaint Handling Process</b></p> <p>When things go wrong, we will acknowledge it and explain what actions we've taken or will take to put things right. These actions may include:</p> <ul style="list-style-type: none"> <li>• Apologising.</li> <li>• Acknowledging where things went wrong.</li> <li>• Providing an explanation or reasons for the issue.</li> <li>• Taking action if there's been a delay.</li> <li>• Reconsidering or changing a decision.</li> <li>• Amending a record or making a correction.</li> <li>• Offering a financial remedy, if appropriate.</li> <li>• Changing a policy, procedure, or practice to prevent future issues.</li> </ul>	
7.2	Any remedy offered must reflect the	Yes	<b>4. Complaint Handling Process</b>	

	impact on the resident as a result of any fault identified.		The remedy will reflect the impact on you as a tenant because of the problem.	
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	<b>4. Complaint Handling Process</b>  In the response, we will clearly outline what will happen, by when, and, where appropriate, we will agree on the remedy with you.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<b>1. Welcome and Policy Introduction</b>  This policy complies with the Housing Ombudsman's Complaint Handling Code	

## 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	<p><b>8. Learning and Monitoring</b></p> <p>Tim Woodward, Co-Director, will compile an annual complaints performance and service improvement report.</p> <p>It will assess performance against the code to ensure compliance with its requirements.</p> <p>The report will review both the quality and quantity of complaints, analysing them in detail.</p> <p>It will summarise any complaints that the Housing Association has refused to accept</p> <p>The report will also identify any service improvements that can be implemented as a result of learning from complaints.</p> <p>As part of our annual performance and service improvement reporting, we will include any relevant guidance, findings, or reports from</p>	

			the Housing Ombudsman that relate to our work. This ensures we stay informed of best practices and continue to improve our services based on external recommendations and feedback.	
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	<p><b>8. Learning and Monitoring</b></p> <p>The committee will receive regular updates on the volume, categories, and outcomes of complaints, alongside the complaint handling performance in line with the policy. These updates will include:</p> <ul style="list-style-type: none"> <li>• <b>A:</b> Regular reviews of issues and trends arising from complaints handling.</li> <li>• <b>B:</b> Regular updates following Ombudsman investigations and progress in complying with orders related to severe maladministration findings.</li> <li>• <b>C:</b> Being the first recipient of the <b>Annual Complaints Performance and Service Improvement Report.</b></li> </ul>	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	<p><b>12. Contact Information</b></p> <p>SCT will also carry out a self-assessment following a</p>	

			significant restructure, merger and/or change in procedures.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	<b>8. Learning and Monitoring</b> <ul style="list-style-type: none"> <li>• <b>B:</b> Regular updates following Ombudsman investigations and progress in complying with orders related to severe maladministration findings.</li> </ul>	
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	<b>12. Contact Information</b> <p>If SCT is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, we will inform the Ombudsman, provide information to residents who may be affected, and publish this on our website. We will provide a timescale for returning to compliance with the Code.</p>	

## 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	<p><b>8. Learning and Monitoring</b></p> <p>We regularly review complaints to identify trends and areas for improvement.</p> <ul style="list-style-type: none"> <li>Using complaints as a learning tool to prevent recurrence.</li> </ul>	
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	<p><b>8. Learning and Monitoring</b></p> <p>We regularly review complaints to identify trends and areas for improvement.</p>	
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	<p><b>8. Learning and Monitoring</b></p> <p>Reports on complaint handling and service improvements are shared with staff, tenants, and governance bodies.</p>	
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	Yes	<p><b>4. Complaint Handling Process</b></p> <p><b>A Senior Housing Officer:</b> This individual is part of our housing</p>	

	potential systemic issues, serious risks, or policies and procedures that require revision.		association team and reports directly to the Co-Housing Committee.	
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	<p><b>4. Complaint Handling Process</b></p> <p><b>An Independent Member of the Co-Housing Committee:</b> This person may be asked to manage more complex complaints if deemed necessary at Stage 1.</p> <p><b>8. Learning and Monitoring</b></p> <p>He will be referred to as the <b>Member Responsible for Complaints (MRC)</b> and is responsible for ensuring that the governing body,</p>	
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	<p><b>8. Learning and Monitoring</b></p> <p>He will be referred to as the <b>Member Responsible for Complaints (MRC)</b> and is responsible for ensuring that the governing body, the <b>Co-Housing Committee</b>, receives regular updates on complaints and provides insights into complaint handling.</p>	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints,</li> </ul>	Yes	<p><b>8. Learning and Monitoring</b></p> <p>as the <b>Member Responsible for Complaints (MRC)</b> and is responsible for ensuring that the</p>	

	<p>alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>		<p>governing body, the <b>Co-Housing Committee</b>, receives regular updates on complaints and provides insights into complaint handling.</p> <p>The committee will receive regular updates on the volume, categories, and outcomes of complaints, alongside the complaint handling performance in line with the policy. These updates will include:</p> <ul style="list-style-type: none"> <li>• <b>A:</b> Regular reviews of issues and trends arising from complaints handling.</li> <li>• <b>B:</b> Regular updates following Ombudsman investigations and progress in complying with orders related to severe maladministration findings.</li> <li>• <b>C:</b> Being the first recipient of the <b>Annual Complaints Performance and Service Improvement Report</b>.</li> </ul>	
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</p>	Yes	<p><b>1. Welcome and Policy Introduction</b></p> <p>We welcome complaints as opportunities to improve and resolve any issues collaboratively.</p> <p>Our approach fosters collaboration across all areas of the community, working together to address issues</p>	

	<p>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>		<p>and support one another.</p> <p>We do not exclude or disregard any individual, instead prioritizing cooperation and mutual support.</p> <p>Our work is always conducted with the utmost professionalism</p> <p>This policy complies with the Housing Ombudsman's Complaint Handling Code and reflects our commitment to fostering an inclusive, fair, and transparent community environment.</p>	
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