

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.'			
1.3	You do not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction we must give them the choice to make a complaint. A complaint that is submitted via a third party or representative will be handled in line with our complaints policy.			
1.4	Please note that a service request regarding action to be taken to put something right is not a complaint but will be recorded, monitored and reviewed regularly.			
1.5	A complaint may be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. We will not stop efforts to address the service request if the resident complains.			

1.6	an expression of dissatisfaction with services made through a survey is not defined as a complaint, though whenever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where we ask for wider feedback about our services, we will also provide details of how you as a resident can complain.			
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
2.1	We will accept a complaint unless there is a valid reason not to do so. If we decide not to accept a complaint we must be able to evidence our reasoning. Each complaint will be considered on its own merits			
2.2	Our complaints policy sets out the circumstances in which a matter will not be considered as a complaint or escalated.			
2.3	We will accept complaints referred to us within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. We will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so			
2.4	If we decide not to accept a complaint an explanation will 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			

	us to take on the complaint.			
2.5	We will consider the individual circumstances of each and every complaint.			

Section 3: Accessibility and awareness

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/ explanation
3.1	If you need to make a complaint please refer to our complaints procedure			
3.2	All our staff are aware of the complaints process and will be able to pass details of the complaint to the appropriate person to deal with			
3.3	We will 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 us.			

Section 4: Complaint handling staff

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/ explanation
4.1	Elizabeth Gamage, Clerk and Receiver will be 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 Miss Gamage as the 'complaints officer'.			
4.2	The complaints officer will have access to staff at all levels to facilitate the prompt resolution of complaints. We will also have the authority and autonomy to act to resolve disputes promptly and fairly			
4.3	All staff will be suitably trained in the importance of complaint handling. We see complaints as a core service and we will be resourced to handle complaints effectively.			

Section 5: The complaint handling process

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/ explanation
5.1	Our complaints policy deals with complaints covered by this code. Residents will not be treated differently if they complain			
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. We will aim to resolve your complaint quickly and effectively to ensure an early resolution can be reached.			
5.3	We are responsible for ensuring that any third parties handle complaints in line with the code			
5.4	When a complaint is logged at a stage 1 or escalated to stage 2, we will set out our 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.			

5.5	When a complaint is acknowledged at either stage, we will be clear which aspects of the complaint we are, and we are not, responsible for and clarify any areas where this is not clear.			
5.6	<p>At each stage of the complaints process, we will</p> <p>a. deal with complaints on their merits, act independently, and have an open mind</p> <p>b. give the resident a fair chance to set out their position</p> <p>c. take measures to address any actual or perceived conflict of interest</p> <p>d. consider all relevant information and evidence carefully</p>			
5.7	Where a response to a complaint will fall outside the timescales set out in this code, we will agree with the resident suitable intervals for keeping them informed about their complaint			
5.8	We will make reasonable adjustments for residents where appropriate under the equality act 2010. We will 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.			
5.9	We will not refuse to escalate a complaint			

	through all stages of the complaints procedure unless it has valid reasons to do so. We will clearly set out these reasons and will comply with the provisions set out in section 2 of this code.			
5.10	A full record will be kept of the complaint, and the outcomes of each stage. This will 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.			
5.11	We will have processes in place to ensure a complaint can be remedied at any stage of its complaint process. We will ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			
5.12	We will have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. We will be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.			
5.13	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.			

Section 6: Complaints stages

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/ explanation
6.1	We will have processes in place to consider which complaints can be responded to as early as possible which require further investigation. We will 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.			
6.2	We will 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			
6.3	When we inform a resident about an extension to these timescales we will provide you with contact details of the Ombudsman.			
6.4	A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issues are completed. Outstanding actions will be tracked and actioned promptly with appropriate			

	updates provided to the resident.			
6.5	We will 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.			
6.6	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, the new issues are unrelated to the issues already being investigated or it would unreasonably delay response, the new issues must be logged as a new complaint.			
6.7	<p>We will confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage b. the complaint definition c. the decision on the complaint d. the reasons for any decision made e. the details of any remedy offered to put thing right f. details of any outstanding actions g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response 			
6.8	If all or part of the complaint is not resolved to the resident's			

	satisfaction at stage 1, it must be progressed to stage 2 of our procedure. Stage 2 is the our final response.			
6.9	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within 5 working days of the escalation request being received.			
6.10	Residents must not be required to explain their reasons for requesting a stage 2 consideration. We are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.			
6.11	The person considering the complaint at stage 2 will be the same person that considered the complaint at stage 1.			
6.12	We will issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.			
6.13	We will decide whether an extension to this timescale is needed when considering the complexity of the complaint and the inform the resident 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.			
6.14	When we inform a resident about an extension to these timescales we will provide the contact details of the Ombudsman.			
6.15	A complaint response will be provided to the resident			

	<p>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.</p>			
6.16	<p>We will 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.</p>			
6.17	<p>We will confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage b. the complaint definition c. the decision on the complaint d. the reasons for any decisions being made e. the details of any remedy offered to put things right f. details of any outstanding actions g. details of how to escalate the matter to the Ombudsman service if the individual remains dissatisfied 			
6.18	<p>Stage 2 is our final response and must involve all suitable staff members needed to issue such a response.</p>			

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/ explanation
7.1	<p>Where something has gone wrong we will acknowledge this and set out the actions it has already taken, or intends to take, to put things right.</p> <p>These include:</p> <ul style="list-style-type: none"> • Apologising • Acknowledging where things have gone wrong • Providing an explanation, assistance, or reasons • Taking action if there has been a delay • Reconsidering or changing a decision • Amending a record or adding a correction or addendum • Providing a financial remedy • Changing policies, procedures, or practices 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.			
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.			
7.4	We will take account of the guidance issued by the Ombudsman when			

	deciding on appropriate remedies.			
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