Red Devon Housing Ltd

ASSESSMENT WITH ORGANISATIONAL FIGURES TABULATED

(Form: RDH/AWOFT/YE 31 MAR 2026)

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: *'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	A Complaint is defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the company, its own staff, or those acting on its behalf, affecting a resident or group of residents.' (The Complaint Handling Code, Housing Ombudsman (2024)).	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	A resident does not necessarily 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 a complaint.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints 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 requiring action to be taken to put	Yes	**Definitions** A **Service Request** is a request from a resident to the company requiring action to be taken to put something right. Service Requests are not complaints, but must be recorded, monitored and reviewed regularly (The Complaint Handling Code, Housing Ombudsman (2024)).	The submission in column titled 'Evidence' is replicated, verbatim,

	something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		A **Complaint** is defined as: ‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the company, its own staff, or those acting on its behalf, affecting a resident or group of residents.’ (The Complaint Handling Code, Housing Ombudsman (2024)).	from the company Complaints Policy.
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	A Service Request that cannot be resolved immediately, or in a timeframe acceptable to the service user/complainant, must be referred to the Line Manager of the staff member receiving the request. At this time, the service user/complainant should be asked if they wish the request to be escalated to a Stage 1 Complaint. Even if the Service Request is elevated to the Stage 1 Complaint level, Line Managers must continue in their efforts to resolve the request. If no resolution can be found that is acceptable to the service user/complainant, the matter must be escalated to a Stage 1 Complaint and	The submission in column titled ‘Evidence’ is replicated, verbatim, from the company Complaints Policy.

			referred to the Manager who is the designated Complaints Officer.	
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	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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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		
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	The Company 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. There may be 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 12 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	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

			- matters that have previously been considered under the 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	The Company 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. The Company must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	If the Company 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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	The Company must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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	Service Requests and Complaints can be made by residents in person, or by representative, advocate or relative on a resident's behalf. They can also be forthcoming from external individuals and organisations. Both Service Requests and Complaints can be communicated by any reasonable method. The company is a single site operation. Senior staff members are on-site 7 days a week (Manager – 4 days; Deputy Manager – 3 days; Tenancy Support Officers – 7 days). The company telephone is manned 24-hours a day, 365 days per year. All tenants are provided with a laminated card containing this number.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Procedure for Tenants. Staffing details are included in Tenant Welcome Packs.
			Any member of staff may receive a complaint and many will be able to be 'put right' by that staff member immediately. If this is not the case a staff member may decide that the best course of action is to refer the complaint either to their line	The submission in column titled 'Evidence' is replicated, verbatim,

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	manager or to the line manager of the department to which the complaint concerns (i.e. Management/Administration, TSOs, Maintenance, Catering or House Services) for their action. Line Managers must firstly decide whether the issue should be deemed a complaint or a service request. In either case, consideration should be given on how to 'put it right'. Line managers may decide that the issue needs to be referred to the next level of management.	from the company Complaints Policy. All Staff Members are required to read and sign the Staff Policy File annually. This file contains copies of both the Complaints Policy and Complaints Procedure.
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 complaint volumes are potentially a sign that residents are unable to complain.	Yes	The company business model and access to staff reduce complaint levels.	Although this is recognised, this company receives a low volume of complaints due to the fact that all staff members work on site and interface with tenants on a daily basis. As a result, problems are addressed and solved as a matter of course and very infrequently escalate to complaints. Conversely, the company received literally dozens of service requests on a daily basis.
	Landlords must make their complaint policy			The Company Complaints Policy is published on the Company website.

3.4	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	See Company website	Tenants can request any company documents in large print and contrasting yellow paper. TSOs are on sight 7 days a week to assist residents who have difficulties with both company and private documents.
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	This policy, together with the complaints procedure, will be included in all future Welcome Packs which will be provided to all tenants. The policy and procedure will also be accessible on the company website and on the company notice boards at both Brook House and Overbrook.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	The company 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 company representatives at all stages.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
			Further Action If the complainant feels that the complaint has still not been resolved after following this process the complainant should be advised to take their	

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	complaint to the final stage by writing to the Independent Housing Ombudsman at the following address: The Independent Housing Ombudsman Ltd Housing Ombudsman Service PO Box 152 Liverpool L33 7WQ Tel: 0300 111 3000 Email: info@housing-ombudsman.org.uk Help and advice can also be obtained (including an online complaint form) from their website at: https://www.housing-ombudsman.org.uk	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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	The company must appoint a suitably senior lead person as accountable for its complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. If no resolution can be found that is acceptable to the service user/complainant, the matter must be escalated to a Stage 1 Complaint and referred to the Manager who is the designated Complaints Officer.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy. The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Procedure.
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	The Manager is the designated Complaints Officer.	See Section 4.1 above.
	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the		Staff and Committee members should recognise that complaints can be used as a positive feedback tool the resolution of which can	The submission in column titled 'Evidence' is replicated, verbatim,

4.3	importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	be used proactively to determine forward planning and of service in conjunction with service users and support staff.	from the company Complaints Policy.

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	See Company Complaints Policy	The company has only one Complaints Policy.
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	See Company Complaints Policy	The company has a 2 stage complaints policy as set out by The Housing Ombudsman Service
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	See Company Complaints Policy	The company has a 2 stage complaints policy as set out by The Housing Ombudsman Service
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	See Company Complaints Policy	Any third party involvement would be between the company and the third party. A tenant is not expected to liaise with third parties to expedite their complaint.
			Any complaint made by a tenant adhering to the company Complaints Procedure, would be dealt with by	

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	this company. Thus, the company would become the complainant when dealing with a third party and would comply with Stages 1 & 2 of the Complaints Policy.	See Company Complaints Policy.
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	The company 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 g) details of how to escalate the matter to Stage 2 if the individual is not satisfied with the response. The company 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;	The submission in column titled ‘Evidence’ is replicated, verbatim, from the company Complaints Policy.

			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 the Ombudsman Service if the individual remains dissatisfied.	
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	When a complaint is acknowledged at either stage, The company must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act		When a complaint is acknowledged at either stage, The company must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear. At each stage of the complaints process, complaint handlers must: a) deal with complaints on their merits, act independently, and have an open mind; b) give the resident a fair chance to set out their position;	

5.8	independently, and have an open mind; 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.	Yes	c) take measures to address any actual or perceived conflict of interest; and d) consider all relevant information and evidence carefully 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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	The company 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 20 working days without good reason, and the reason(s) must be clearly explained to the resident. When the company informs a resident about an extension to these timescales, they must be provided with	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

			the contact details of the Ombudsman.	
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	Individual needs are identified within the Sheltered Housing Support Plan	Support Plans are reviewed every 6 months or when a tenant returns from a relevant spell in hospital or other event deemed necessary.
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	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 the procedure. Stage 2 is the company's final response. 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. Residents must not be required to explain their reasons for requesting a Stage 2 consideration. The company are expected to make reasonable efforts to understand why a resident remains unhappy as part of its Stage 2 response. The person considering the complaint at Stage 2 must not be the same person that considered the complaint at Stage 1.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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	On receipt of a complaint a 'Yellow Folder' is opened for that case. All relevant documentation is placed in that folder. On completion of the complain process, the folder is place in the tenants file.	This information is contained within the Complaints Procedure for both Staff and the MRC.
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	There can only be a two Stage complaints policy/procedure. The whole point of having a two stage process is to attempt to find resolution at the earliest possible stage.	See Company Complaints Policy.
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		Contained within the company "Anti-Social Behaviour Policy"
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		Contained within the company "Anti-Social Behaviour Policy"

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	The company business model and access to staff reduce complaint levels.	Due to the low-level of issues resulting in complaints, it is possible for each complaint to be actioned at the time it is received.
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 must be acknowledged, defined and logged at Stage 1 of the complaints procedure **within five working days of the complaint being received**.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	The company must issue a full response to Stage 1 complaints **within 10 working days of the complaint being acknowledged**.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	Yes	The company 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	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

	working days without good reason, and the reason(s) must be clearly explained to the resident.		reason, and the reason(s) must be clearly explained to the resident.	
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	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	The company 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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage		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	The submission in column titled

6.8	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	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.	'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	The company 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 g) details of how to escalate the matter to Stage 2 if the individual is not satisfied with the response.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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 stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	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 the landlord's procedure. Stage 2 is the landlord's final response.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	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**.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	Residents must not be required to explain their reasons for requesting a Stage 2 consideration. The company are expected to make reasonable efforts to understand why a resident remains unhappy as part of its Stage 2 response.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The person considering the complaint at Stage 2 must not be the same person that considered the complaint at Stage 1.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	The company must issue a final response to the stage 2 **within 20 working days** **of the complaint being acknowledged**.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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 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.	Yes	The company 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 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	When the company informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	Yes	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	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

	tracked and actioned promptly with appropriate updates provided to the resident.		promptly with appropriate updates provided to the resident.	
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	The company 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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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; 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.	Yes	The company 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; 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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Stage 2 is the company's final response and must involve all suitable staff members needed to issue such a response.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

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	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.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.
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	Yes	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must	The submission in column titled 'Evidence' is replicated, verbatim, from the company Complaints Policy.

	followed through to completion.		be followed through to completion.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The company must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	The submission in column titled ‘Evidence’ is replicated, verbatim, from the company Complaints Policy.

Section 8: Putting things right

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	Our self-assessment against the complaint handling code 2023-2024 can be found at Annex A to this document. Our analysis of complaint handling performance for 2023-2024 can be found at Annex B to this document. A chart containing performance data for Service Requests relating to Maintenance for 2023-2024 can be found at Annex C to this document.	
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	Yes	The company performance and lessons learned will be presented to the Trustees at their	

	relating to complaints. The governing body's response to the report must be published alongside this.		meeting in March (date to be confirmed) and a response obtained.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	No such restructuring or mergers have occurred during the relevant period.	This document is the result of a change in procedure to our Complaints Policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Noted	
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	Should such an incident occur, it will be reported to the Ombudsman.	

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		This is done as a matter of course not only regarding any complaint but also Service Requests.
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		This is done as a matter of course not only regarding any complaint but also Service Requests.
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	An agenda point "Complaint Handling" will be added to all such future meetings	
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	The Manager has been appointed as the responsible person.	
	In addition to this a member of the governing			

9.5	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	An MRC has been appointed from among the Trustees.	
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	See Section 9.3 above.	
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	See Section 9.3 above.	
	Landlords must have a			

9.8	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	The Manager, as the person responsible for complaint handling, has been made aware of these requirements.	

ANNEX A TO AWOFT YEAR ENDING 31/3/26

COMPLAINTS PERFORMANCE RECORD – 1ST APRIL 2025 TO 31ST MARCH 2026

COMPLAINTS RECEIVED	COMPLAINTS ACTIONED	COMPLAINTS PROCEDURE COMPLETED WITHIN POLICY TIMEFRAME	NATURE OF COMPLAINT & RESOLUTION
1	1	1	Stage 1 Complaint of noise made by tenant regarding adjacent flat. Noise was related to movement of heavy items and/or furniture. Incident occurred during early evening. No basis for complaint established.

ANNEX B TO AWOFT YEAR ENDING 31/3/26

COMPLAINTS HANDLING PERFORMANCE RECORD – 1ST APRIL 2025 TO 31ST MARCH 2026

COMPLAINTS	Three complaints were handled during the year.
SERVICE REQUESTS	Service Requests were received involving the following sub-departments: • Management/Admin • Finance • Tenancy Support (Incl Concierge Duties) • Maintenance • Catering (Incl Waitering Services) • Laundry • House Services • Gardening • Responsible Tenant (currently tenured by a member of staff due to lack of applicants from tenants) Although many hundreds of these requests were received, all were dealt with in a timely manner and none escalated to Stage 1 Complaints. A breakdown of Maintenance Service Request resolutions by timescale is attached at Annex C.

ANNEX C TO AWOFT YEAR ENDING 31/3/26

SERVICE REQUESTS (MAINTENANCE) HANDLING PERFORMANCE RECORD

1ST APRIL 2025 TO 31ST MARCH 2026