

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	<p>A complaint must be defined as:</p> <p><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></p>	Y	<p>This is an extract from our policy:</p> <p>Complaints</p> <p><i>A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of actions by the organisation, own staff, or those acting on its behalf, affecting an individual customer or group of customers</i></p>	<p>This is contained within our current complaints policy & procedure.</p>
1.3	<p>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</p>	Y	<p>This is an extract from our policy:</p> <p>Complaints</p> <p><i>A complaint is an expression of dissatisfaction, however made, about the standard of service,</i></p>	<p>This is contained within our current complaints policy & procedure.</p>

	submitted via a third party or representative must be handled in line with the landlord's complaints policy.		<i>actions, or lack of actions by the organisation, own staff, or those acting on its behalf, affecting an individual customer or group of customers</i>	
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 something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Y	This is an extract from our current policy: A request for service, action or enquiry will not be treated as a complaint.	This is contained within our current 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	Y		Our complaints handling staff have a weekly review session with our repairs team to ensure that service requests continue alongside any complaint.

	ongoing. Landlords must not stop their efforts to address the service request if the resident complains.			For non-repairs related requests our staff know that the complaints process should not prevent a service request being fulfilled.
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.	Y		Although we collect feedback from our residents, we do not include details of the complaints process as part of that process. Repairs Satisfaction Surveys include this information from 1 st July 2024.

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	Y	<p>This is an extract from our current procedure:</p> <p><i>We will not investigate a complaint if:</i></p> <ul style="list-style-type: none"> • <i>A request for service, action or information</i> • <i>A report of antisocial behaviour -Noise Nuisance, Dog Fouling, Parking, or any issue with neighbours (Unless the issue relates to how we have handled it)</i> • <i>Matters that have previously been investigated and resolved under our complaint's procedure</i> • <i>If the complaint is about an incident over 6 months old</i> • <i>Matters that are, or have been, the subject of legal proceedings.</i> • <i>A query about a policy (unless the issue relates to failure to comply with the policy)</i> • <i>Concerns about the level of rent/service charge or the amount of the rent/service charge increase (depending on whether a rent/tenancy is secure/affordable/social,</i> 	This is evidenced in our current procedure which is available on our website for our residents.

			<p><i>customers can appeal to the government about their level of rent or service charge;</i></p> <p><i>customers can contact their housing officer in the first instance for information)</i></p> <ul style="list-style-type: none"><i>• concerns from leaseholders and shared owners about the reasonableness or increase of service charges (they may be able to appeal to the First-Tier Tribunal</i> <p><i>see:</i></p> <p><i>http://www.justice.gov.uk/tribunals/residential-property#leasehold or for advice is available from the Leasehold Advisory Service at https://www.lease-advice.org/.</i></p> <ul style="list-style-type: none"><i>• issues being pursued in an unreasonable manner</i><i>• issues the Ombudsman has already decided upon</i> <p><i>In all of these cases. Clear communication with the customer identifying the reasons we are declining to raise as a complaint should be sent to them in writing (email or letter)</i></p>	
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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.</p> <p>Acceptable exclusions include:</p> <ul style="list-style-type: none"> • 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. 	Y		<p>Up to 31st March 2024 we would only consider a complaint if the issue giving rise to the complaint occurred within the past 6 months.</p> <p>Our policy does state that we will exclude complaints relating to matters which have already been considered under our complaints policy.</p> <p>We have adopted this practice from the 1st of April and have incorporated it within the formalised Policy & Procedure described in 1.2</p>
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the	Y		Up to 31 st March 2024 we would only consider a complaint if the issue

	<p>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.</p>			<p>giving rise to the complaint occurred within the past 6 months.</p> <p>However, since 1st April 2024 we have accepted complaints referring to issues occurring within the last twelve months in line with the 2024 Complaint handling code.</p>
2.4	<p>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.</p>	Y	<p>This is an extract from our current procedure: <i>We will not investigate a complaint if:</i></p> <ul style="list-style-type: none"> • <i>A request for service, action or information</i> • <i>A report of antisocial behaviour -Noise Nuisance, Dog Fouling, Parking, or any issue with neighbours (Unless the issue relates to how we have handled it)</i> • <i>Matters that have previously been investigated and resolved under our complaint's procedure</i> • <i>If the complaint is about an incident over 6 months old</i> • <i>Matters that are, or have been, the subject of legal proceedings.</i> 	

		<ul style="list-style-type: none">• <i>A query about a policy (unless the issue relates to failure to comply with the policy)</i>• <i>Concerns about the level of rent/service charge or the amount of the rent/service charge increase (depending on whether a rent/tenancy is secure/affordable/social, customers can appeal to the government about their level of rent or service charge; customers can contact their housing officer in the first instance for information)</i>• <i>concerns from leaseholders and shared owners about the reasonableness or increase of service charges (they may be able to appeal to the First-Tier Tribunal</i> <i>see:</i> <i>http://www.justice.gov.uk/tribunals/residential-property#leasehold or for advice is available from the Leasehold Advisory Service at https://www.lease-advice.org/.</i>• <i>issues being pursued in an unreasonable manner</i>• <i>issues the Ombudsman has already decided upon</i>	
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			<i>In all of these cases. Clear communication with the customer identifying the reasons we are declining to raise as a complaint should be sent to them in writing (email or letter)</i>	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	<p>This is an extract from our current complaints policy:</p> <p><i>No customer will be subject to any adverse treatment by Teign Housing or Templar HomeBuild as a direct result of them making a complaint.</i></p>	

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.	Y	<p>This is an extract from the current policy & procedure:</p> <p><i>A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of actions by the organisation, own staff, or those acting on its behalf, affecting an individual customer or group of customers</i></p>	Our complaints policy states that we will accept a complaint regardless of how it is made.
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	Y	<p>This is an extract from our current complaints procedure:</p> <p><i>Receiving complaints</i></p> <p><i>Complaints may be received by any means:</i></p> <ul style="list-style-type: none"> • <i>letter</i> • <i>email</i> • <i>web form</i> 	A complaint can be made to any member of staff. In May 2023 we delivered complaint handling refresher training to 94 members of staff. This training ensured staff understood the definition of

	<p>complaint to the appropriate person within the landlord.</p>		<ul style="list-style-type: none"> • <i>social media</i> • <i>over the telephone</i> • <i>in person whilst a member of staff is on site or visiting</i> <p><i>Any member of staff may receive a verbal or written complaint, they will need to process and understand the information being shared with them, decide if it's a service request or a complaint</i></p>	<p>complaints and how we respond to complaints.</p> <p>In March 2024 we delivered complaint handling refresher training to 97 members of staff in readiness for the 2024 complaint handling code.</p> <p>Repairs operatives and Grounds & Caretaking teams are issued with complaints cards. If a resident wishes to complain the repairs operative can provide written details on how they can make a complaint.</p>
<p>3.3</p>	<p>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.</p>	<p>Y</p>	<p>Here is an extract from the current complaints policy:</p> <p><i>We aim to make our homes and services adaptable to changing customer needs and aspirations,</i></p>	<p>We recognise that complaints should be welcomed if we wish to continually improve our services</p>

			<p><i>continuously improving customer service and customer satisfaction. We acknowledge that at times, we can get things wrong. If we do, we need to know so that we can 'Make things Right' and avoid the problem in the future. Complaints and Compliments are important. They are the voice of our Tenant and tell us how they feel about the services that we offer.</i></p>	
3.4	<p>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.</p>	Y		<p>Our current complaints policy and procedure are published on our website along with previous self-assessments of our performance. https://www.teignhousing.co.uk/i-want-to/make-a-complaint/</p> <p>Residents can also make a complaint directly through our website or by phones, email, social media in person or by letter.</p>

				During 2024-2025 we will be working with our residents to deliver a new, more user-friendly website which will make it even easier to report a complaint.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	<p>This is an extract from our current complaint's procedure:</p> <p><i>What to do if still unhappy with resolution offered after both stages of the complaint have been completed:</i></p> <p><i>Customers should be advised to contact:</i></p> <p><i>The Housing Ombudsman Service is set up by law to look at complaints about housing organisations. The Ombudsman must decide what is "fair in all the circumstances". The Ombudsman aims to work with tenants and landlords by making suggestions to resolve complaints. The Ombudsman only investigates complaints where they decide an investigation is proportionate to the circumstances and</i></p>	It is included in our current procedure.

			evidence, for example complex complaints involving many issues: www.housing-ombudsman.org.uk	
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.	Y	<p>This is an extract from our current complaint's procedure:</p> <p><i>Supporting Customers</i></p> <ul style="list-style-type: none"> <i>• The complainant may have someone with them at any meeting relating to their complaint, who can help them explain their concerns. Such a person cannot be a legal representative but could be a family member; someone from the Citizens' Advice Bureau; someone from a residents group or the Tenants' Forum; an advocate</i> <i>• If the customer has language, hearing, or visual needs an appropriate service, for example translation or interpreting service, will be made available (at no cost to the complainant) if required.</i> 	Our procedure allows this and is stated in our response letters.

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.	Y	Our complaints page on our website contains details of how residents can contact the Housing Ombudsman Service. This is also included on all of our complaint's correspondence. Our Stage 2 letters tell residents their options if they have completed our complaints procedure and are still unhappy.	
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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.	Y		<p>Up to 31 March 2024 we had a dedicated Resolutions Manager handling all of our complaints , and we have strengthened this role since then.</p> <p>Since 1st April 2024 this has moved to the responsibility of the Customer Insight and Resolution Manager working alongside our Customer First Team Leaders.</p> <p>The Resolution Manager reported complaints performance to the Board on a quarterly basis. They also liaised with a group of involved residents via our "CHATT group" to keep them updated on our complaint's performance.</p>
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also	Y		We have expanded our Resolutions Manager role to become our Customer Insight and Resolutions Manager. This allows access to more resolutions

	have the authority and autonomy to act to resolve disputes promptly and fairly.			resources along with broadening the influence of the post. Our Resolutions Manager has always had authority and autonomy to resolve disputes.
4.3	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	Y		<p>In May 2023 we delivered complaint handling refresher training to 94 members of staff. This training ensured staff understood the definition of complaints and how we respond to complaints.</p> <p>In March 2024 we delivered complaint handling refresher training to 97 members of staff in readiness for the 2024 complaint handling code.</p> <p>Refresher training will take place every 6 months from September 2024 and new staff will have Complaints Handling training as part of their induction</p>

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.	Y	This is an extract from our current complaints policy: <i>No customer will be subject to any adverse treatment by Teign Housing or Templar HomeBuild as a direct result of them making a complaint.</i>	
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.	Y		Prior to 1 st April 2024, we included an informal opportunity to "make things right" under our complaints Policy and Procedure. This changed with the introduction of the 2024 complaint handling code. This change has been reflected in our complaints policy and procedure. Since 1 st April we have operated a two-stage process only.
5.3	A process with more than two stages is not acceptable under any circumstances	Y		Prior to 1 st April 2024, we included an informal opportunity to "make things right"

	as this will make the complaint process unduly long and delay access to the Ombudsman.			under our complaints Policy and Procedure. This changed with the introduction of the 2024 complaint handling code. This change has been reflected in our complaints policy and procedure. Since 1 st April we have operated a two-stage process only.
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.	Y		We are compliant as we only operate one complaints policy and would not expect residents to go through two complaints processes, This is emphasised in the policy and procedure.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y		All complaints are handled through our complaint handling process not through any third party.
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.	Y		Our responses always include details of the complaint along with the desired outcome

	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.			
5.7	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.	Y		Our responses all state the details of the complaint. In instances where there are aspects which would not be covered by the complaints process this is detailed within the response.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> 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; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Y		This is included within training supplied to our complaint handling staff.

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.	Y	This is an extract from our current complaint handing procedure: <i>The requirement is to investigate and complete the action plan within 10 working days. Where there is good reason, this may take longer to complete it will be the assigned staff members responsibility to communicate any extension needed with valid reason to the Resolutions Manager. The customer must be kept informed in writing by the Resolutions Manager</i>	This is contained within our current complaints policy & procedure.
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.	Y	Equality and Diversity Policy last updated September 2023 We have a Vulnerable person policy and also record disabilities and communication preferences on our Customer database	

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.	Y		We do work on this basis, and we have specifically detailed within our current policy and procedure.
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.	Y		All records relating to a complaint are recorded on our housing management system against the residents' records. The information is also retained within by the complaints team in line with our document retention policy.
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	Y		Staff are empowered to remedy a complaint at any stage.

	the complaints process without the need for escalation.			
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.	Y		Our Unacceptable Behaviour Policy does address this.
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.	Y		Our Unacceptable Behaviour Policy does address this.

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.	Y		We aim to resolve complaints at stage 1.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Y	This is an extract from our current complaints policy: <i>Stage 1 = Acknowledgement to the customer and agreed action plan Within 5 Working days.</i>	

			<i>Investigation by local teams and a full response, including lessons learned and actions taken to our improve service, sent to customer within 10 working days.</i>	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Y	This is an extract from our current complaints policy: <i>Stage 1 = Acknowledgement to the customer and agreed action plan within 5 working days.</i> <i>Investigation by local teams and a full response, including lessons learned and actions taken to our improve service, sent to customer within 10 working days.</i>	
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	Y	This is an extract from our current complaint's procedure: <i>The requirement is to investigate and complete the action plan within 10 working days. Where there is good reason, this may take longer to</i>	

	working days without good reason, and the reason(s) must be clearly explained to the resident.		<i>complete it will be the assigned staff members responsibility to communicate any extension needed with valid reason to the Resolutions Manager. The customer must be kept informed in writing by the Resolutions Manager</i>	
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.	Y	This is standard practice and we will re-emphasise this in twice-yearly refresher training	This is included in the P&P
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.	Y		We recognise that some remedial actions take longer to resolve. We work with the resident to make sure that the remedial action is completed, to their satisfaction, even if this takes longer than the complaints process. Our complaints team and repairs teams work collaboratively to ensure that any remedial works are monitored through to completion and that the resident is fully satisfied.

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.	Y		Our responses are structured to ensure that all points are responded to.
6.8	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.	Y		This is in line with our current processes.
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"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; 	Y		We use a templated format to ensure that we achieve this standard. Our Stage 1 responses are reviewed by our complaints team before they are sent to ensure that this has been complied with.

	<p>d. the reasons for any decisions made;</p> <p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p>			
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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.	Y	<p><i>This is an extract from our Stage 1 template:</i></p> <p><i>Escalate complaint to our Review Stage 2.</i></p> <p><i>At stage 2 your complaint will be reviewed by a Senior Manager who will look at the investigation stage 1</i></p>	This is part of our current process. Information on how to escalate to Stage 2 is included on our templated letters.

			<p><i>files and communicate with yourself and those involved previously.</i></p> <p><i>To comply with the Ombudsman's Complaint Handling Code, we would like to have the support of a trained Involved Tenant. They will review the stage 1 process from a tenant's perspective to ensure the Senior manager takes that into account when reviewing and responding. All information shared with the Involved Tenant will be anonymised as much as possible, we would not include names and addresses, however we do need your consent to share the information, so please if escalating to stage 2 let us know if you consent to an involved tenant being part of the stage 2 review, if you do not consent the review will be conducted by the Senior Manager only.</i></p>	
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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.	Y	<p>This is an extract from our current procedure:</p> <p>Stage 2 = Acknowledgement & Introduction to customer within 5 working days, full review of stage 1 undertaken by a manager who may be from a different business area to the complaint. Supported by Involved tenant assigned to case if required and with full permission from complainant. A full response with any further lessons learned and actions taken to improve our service, is then sent to the customer within 15 working days.</p>	This is in line with our complaint's procedure.
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.	Y		Residents do not have to state their reason for escalation at the point they request their complaint is taken to stage 2. The Senior Manager investigating will ask them the reasons they were dissatisfied with the outcome of the Stage

				1 review as this will allow us to understand why the resident is still unhappy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	This is an extract from our current procedure: <i>This investigation will be undertaken by a Manager who may be from a different business area than the complaint.</i>	In practice the Stage 2 review is undertaken by someone from a different business area but will be a different person from the Stage 1 review. Our response letter to a stage 1 complaint will state that residents can request it be escalated to a more senior manager for the Stage 2 review.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Y	This is an extract from our current policy: <i>Stage 2 = Acknowledgement & Introduction to customer within 5 working days, full review of stage 1 undertaken by a manager who may be from a different business area to the complaint. Supported by Involved tenant assigned to case if required and with full permission from</i>	

			<i>complainant. A full response with any further lessons learned and actions taken to improve our service, is then sent to the customer within 15 working days.</i>	
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.	Y		We will discuss this with the resident and if an extension of time is required, we will agree this with the resident. We do not allow extensions of more than 20 days, and any case where this has been exceeded would be classed as a service failure and highlighted to the Board as a failure in our quarterly reports.
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.	Y		We do provide the Ombudsman's details at this point, although the resident will have been provided with them during the Stage 1 response.
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	Y		We always respond to the resident at the point we know the answer. We recognise that some remedial actions may take longer so we discuss this with the resident, and then the complaints team

	actions must still be tracked and actioned promptly with appropriate updates provided to the resident.			track any remedial works through to completion as part of their collaborative working with our repairs team.
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.	Y		We ensure that all stage 2 responses cover all elements of the complaint
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <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 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 	Y		Our responses include all of this detail.

	Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	<p>Here is an extract form our current complaints procedure:</p> <p><i>The Senior Manager will look at all the evidence previously presented and hear from the staff who investigated the complaint at 'Making it Right' Stage 1, a Technical Expert if required (who may be a member of staff or an independent person) as well as the customer</i></p>	

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"> • 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. 	Y	<p>This is incorporated in the procedure and evidenced in the responses sent out throughout the year</p>	<p>This is considered as part of a Stage 2 review of a complaint.</p>

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	<p>This is an extract from our current complaints policy:</p> <p><i>Financial remedy;</i></p> <p><i>We recognise that in some cases it may be appropriate to award compensation in relation to a complaint. Compensation will be offered in line with the Compensation Policy and Procedure.</i></p>	
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.	Y		Our responses to Stage 2 complaints detail the remedy, and an agreed action plan to deliver this. Our complaints team review all outstanding repairs relating to complaints with our repairs team weekly to ensure that all works are seen through to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y		We have a comprehensive compensation policy which reflects legislative and discretionary compensation. We monitor

				Ombudsman guidance when reviewing our compensation procedure to ensure we are line with or exceed best practice.
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Section 8: Self-assessment, reporting and compliance

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"> 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; 	Y	<p>Appendix A is our self-assessment against the complaint handling code 2024.</p> <p>Appendix B Appendix B sets out our statistical analysis of complaint handling performance</p>	

	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>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.</p>	Y		<p>Report was be presented to the Board on the 27th of June when the Board response will be obtained and published on the 30th of June</p> <p>An end of year report was presented to the Board at the end of April 2024 and more detail will be included in future reports.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Y	<p>This self-assessment reflects the most recent change – the move of the Complaints handling function from the People & Technology Directorate to the Customers & Communities Directorate.</p>	

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Y		We would co-operate with the Ombudsman on any recommendation made.
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.	Y		We would co-operate with the Ombudsman on any recommendation made.

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.	Y		From the 1st of April 2024 we have introduced a more robust approach to lessons learnt and service improvement.
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.	Y		We promote complaints as the voice of our customers and use the learning to improve our services.
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.	Y		We report on our complaints and on our responses to reports such as the Ombudsman's spotlight reviews to our residents, staff and to our Board.

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.	Y	This is an extract from the Customer Insight and Resolutions Manager job description: <i>Lead, motivate and provide strategic direction to complaints management including training all staff in current regulations and reporting requirement</i>	We have expanded our complaints handling role to become our Customer Insight and Resolutions Manager
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').	Y	We have appointed a Board Champion for ensuring we have a positive complaint handling culture. The MRC also attend the Complaint Handling group and will be Chair of the new Customer Experience Committee which will receive the quarterly complaints report which incorporates lessons learnt and service improvement plans	
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	Y		We report quarterly to Board on our complaint handling performance.

	access to suitable information and staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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. 	Y		<p>We report quarterly to Board on our complaint handling performance. If we receive any orders from the Ombudsman relating to complaint handling we have circulated these to the Board alongside our response and resulting action plan.</p>
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:	Y		<p>Relevant staff have this within their job description.</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 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>			
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Appendix B – Analysis of complaint handling Performance

This report considers formal complaints received between 1 April 2023 and 31 March 2024.

Number of complaints received

During the year we investigated 99 complaints compared to 115 in 2022/2023

Number of complaints not accepted by Teign Housing

No complaints were rejected. There were some matters raised via the complaints route which fell under the category of service request or related to ongoing anti-social behaviour issues, and these were dealt with by the relevant teams.

Complaints by service areas

Business Areas	Q1	Q2	Q3	Q4	Full Year	Full Year 2022/2023
Repairs	17	8	13	34	72	69
Finance	0	0	0	1	1	0
Lettings	2	0	0	0	2	0
Customers & Communities	1	10	10	3	24	32
Compliance	0	0	0	0	0	12
Development	0	0	0	0	0	2
	20	18	23	38	99	115



For context, we completed 3,693 repairs in Q4 and 13,127 across the whole of 2023/2024. This indicates a complaint rate of 0.92% in Q4 and 0.52% across the whole year.

Housing Ombudsman cases

During the year we received 4 determinations from the Housing Ombudsman Service

Case A

This related to the installation of an Air Source Heat Pump within a property. The Ombudsman found that there was no maladministration on our part in relation to the heating system but found there was a service failure in the way that we investigated the complaint.

We were asked to apologise to the resident and pay £100 compensation as well as reviewing the way we investigated the complaint which we have complied with.

Case B

This related to the way we responded to repeated reports of a rat infestation, a smell within a property and the conduct of our staff. The Ombudsman found that there was maladministration in all three elements of the complaints.

We were asked to apologise to the resident, pay £1050 compensation and complete a review into our actions which we have complied with.

Case C

This related to our handling of an Anti-Social behaviour complaint. The Ombudsman closed the case with no findings of maladministration or service failure.

Case D

This related to our handling of an Anti-Social behaviour complaint. The Ombudsman closed the case as the resident did not wish to pursue it.

Tenant Satisfaction Measures

The following tenant satisfaction measures relate to the effective handling of complaints. The 2023-2024 results for these measures are set out below.

TP09 - How satisfied or dissatisfied are you with Teign Housings approach to complaint handling – 41.1%

CH01- Complaints relative to the size of the landlord

Number of stage one complaints made by tenants in the relevant stock type during the reporting year received per 1,000 properties	25.9
Number of stage two complaints made by tenants in the relevant stock type during the reporting year received per 1,000 properties	5.3

CH02 Complaints responded to within Complaint Handling Code timescales

Proportion of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	81.4%
Proportion of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale	80%

Performance in relation to satisfaction with complaint handling has decreased from previous years. Complainants are sent a survey following a complaint and asked how they feel the complaint was handled. Previously anyone not responding to this survey was classed as being satisfied. This year the decision was taken that anyone not responding to the survey should be treated as dissatisfied.

Improvements as a result of learning from complaints:

We have identified that this is an area we need to improve.

Learning from complaints is much more than scrutinising data, such as the level of complaint, decisions made and whether complaints were handled within timescales. Understanding where things have gone wrong, why they have gone wrong and how to make sure the same thing does not happen again, is central to learning and improving services. We have moved our complaints handling function to our Customers and Communities Directorate and expanded our team by creating a Customer Insight and Resolution Manager to oversee the management of complaints and to further develop our lessons learnt process.