



Housing Ombudsman Complaint Handling Code Self-Assessment – June 2025

The Housing Ombudsman requires landlords to complete an annual self-assessment of their complaint handling procedures against the Complaint Handling Code effective from 1 April 2024, this document has been reviewed and approved by the landlord's governing body – EHA Board in June 2025. This document is published on our website as required.

Section 1: Definition of a complaint

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 1.2 | A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i> | Yes | Complaints and Feedback Policy & Procedure published on our website | Definition as detailed within Complaints and Feedback Policy & Procedure |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure includes how choice to make a complaint will be offered and confirmation of how complaints received other than directly from the tenant will be handled |
| 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 | Yes | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details what a service requests is and how it should be handled and recorded |

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| | 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. | | | |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details what a service requests is and how it should be handled and recorded including escalating to a complaint |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a 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 | Tenant Satisfaction Surveys Performance Review Checks (PRC) Complaints and Feedback Policy & Procedure published on our website | Tenant Satisfaction Survey details how tenants can pursue any dissatisfaction as a complaint Performance Review Check form details how tenants can pursue any dissatisfaction as a complaint and is shared on these visits How to complain included on transactional surveys including phone surveys |

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 | Yes | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details what is not a complaint and clearly details that we will provide reasoning |

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| | their reasoning. Each complaint must be considered on its own merits | | | |
| 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. | Yes | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details what is not a complaint with added clarity re what constitutes legal proceedings having started |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback policy & Procedure includes specific details of the time limit for accepting complaints and exceptions |
| 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 | Yes | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details what is not a complaint and clearly details that we will provide reasoning along with the right to take to the Ombudsman |

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| | Ombudsman may tell the landlord to take on the complaint. | | | |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | Complaints and Feedback Policy & Procedure published on our website | Complaints and Feedback Policy & Procedure details each case will be dealt with on its own merits |

Section 3: Accessibility and Awareness

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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 | Complaints and Feedback Policy & Procedure published on our website Reasonable Adjustments Policy published on our website | Complaints and Feedback Policy & Procedure refers to making suitable reasonable adjustment and continually monitoring requirements Reasonable Adjustment Policy outlines the legal duty to make reasonable adjustments |
| 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 | Complaints and Feedback Policy & Procedure published on our website Colleague training records | Complaints and Feedback Policy & Procedure confirms a commitment to all colleagues being trained in respect of complaint handling and providing a collaborative approach across all services All colleagues receive Complaints and Feedback Training including at colleague induction |
| 3.3 | High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low | Yes | Complaints and Feedback Policy & Procedure published on our website | Reporting provided to Senior Management Team and Board includes volume of complaints |

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| | complaint volumes are potentially a sign that residents are unable to complain. | | Quarterly Business Assurance report - Board Annual Complaints and Service Improvement report - Board | |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website. | Yes | Complaints and Feedback Policy & Procedure published on our website | Complaints and Feedback Policy & Procedure detailing a two-stage process, is in a clear format, available on EHA website and at the request of a tenant |
| 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 | Complaints and Feedback Policy & Procedure published on our website Website Letter template | References included on all correspondence and website A full review of documents has been undertaken and updated where required Complaints and Feedback Policy & Procedure details how we will promote the Ombudsman Service |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure specifically the opportunity for tenant representation on their behalf and/or to be accompanied at any meeting |
| 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 | Complaints and Feedback Policy & Procedure published on our website Letter template Email template | Detailed within Complaints and Feedback Policy & Procedure published on our website All correspondence including letterhead and emails and Newsletters to tenants includes |

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| | | | Tenant Newsletter | signposting to how to make a complaint and details of accessing the Ombudsman service |
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Section 4: Complaint Handling Staff

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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 | Complaints and Feedback Policy & Procedure published on our website Role profiles - website | Complaints Lead and Senior Management involvement detailed within Complaints and Feedback Policy and Procedure Detail on complaints received are detailed within the Business Assurance Report to the Board quarterly Relevant role profile on website includes responsibility for complaint handling |
| 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 | Complaints and Feedback Policy & Procedure published on our website Colleague training records | Housing Management Team handle all complaints with the Housing Manager being the Senior Officer with overall responsibility, supporting colleagues through the process All colleagues trained in complaints |
| 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 | Yes | Complaints and Feedback Policy & Procedure published on our website Colleague training records | Feedback sought via Tenant Satisfaction Surveys and transactional surveys for all complaints |

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| | complaints are seen as a core service and must be resourced to handle complaints effectively | | | Learning is collated from complaints and fed into service delivery improvements Colleague complaint training rolled out to all colleagues |
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Section 5: The Complaint Handling Process

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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 | Complaints and Feedback Policy & Procedure published on our website Reasonable Adjustments Policy published on our website | Single Complaints and Feedback Policy & Procedure for all reported complaints Reasonable Adjustments Policy details how tenants can be supported with reasonable adjustments on request |
| 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 | Complaints and Feedback Policy & Procedure published on our website Central Housing Management System recording complaints - SDM | A two stage complaints process is in place as detailed within Complaints and Feedback Policy & Procedure Recording method detailed within Complaints and Feedback Policy & Procedure. |
| 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 | Complaints and Feedback Policy & Procedure published on our website | A two stage complaints process is in place as detailed within Complaints and Feedback Policy & Procedure |
| 5.4 | Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, | Yes | EHA does not have any third party handling complaints on behalf of the organisation | N/A |

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| | 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. | | | |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | Yes | EHA does not have any third party handling complaints on behalf of the organisation | N/A |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The 2 stage complaints process includes considerations for the complaint handler in terms of understanding the complaint and outcomes being sought with the tenant |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The 2 stage complaints process includes considerations for the complaint handler re understanding the complaint and outcomes being sought with the tenant |
| 5.8 | At each stage of the complaints process, complaint handlers must: <ol style="list-style-type: none"> deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position; take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully. | Yes | Complaints and Feedback Policy & Procedure published on our website | All complaints are managed by Housing Management team with the Housing Manager being the Senior Officer with overall responsibility, in line with the Complaints and Feedback Policy & Procedure including steps to effectively process a complaint |
| 5.9 | Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the | Yes | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details the |

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| | resident suitable intervals for keeping them informed about their complaint. | | | requirement to agree intervals for updates to be provided |
| 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 | Complaints and Feedback Policy & Procedure published on our website Reasonable Adjustments Policy published on our website | The Complaints and Feedback Policy & Procedure details the requirement of recording adjustments, disabilities and review of reasonable adjustments – as part of the complaints process –existing data on disability is also utilised as appropriate |
| 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 | Complaints and Feedback Policy & Procedure published on our website | The Complaints and Feedback Policy & Procedure details when a complaint will not be accepted or escalated |
| 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 | Central Housing Management System recording complaints - SDM | Full records kept in Housing Management system SDM including all correspondence and contacts |
| 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 | Complaints and Feedback Policy & Procedure published on our website Compensation Policy and Procedure | Detailed within Complaints and Feedback Policy & Procedure The Compensation Policy provides guidance and support which can assist in remedying a complaint at any stage |

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| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure how unacceptable behaviour will be managed and monitored through the complaints process |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure how unacceptable behaviour will be managed and monitored through the complaints process |

Section 6: Complaints Stages

Stage 1

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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> | Yes | Complaints and Feedback Policy & Procedure published on our website Housing Management system – SDM | Recording method detailed within Complaints and Feedback Policy & Procedure. Record of complaints held on Housing Management system SDM |

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| | | | | <p>& updated through complaint progress</p> <p>Policy confirms a 5-day acknowledgment of the complaint being received and clarifies this includes the date of receipt.</p> |
| 6.3 | Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged. | Yes | Complaints and Feedback Policy & Procedure published on our website Housing Management system – SDM | <p>Policy confirms a full response will be provided within 10 working days of acknowledgment of the complaint being received</p> <p>Record of complaints held on Housing Management system SDM and & updated through complaint progress to ensure effective monitoring of timescale compliance</p> |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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 | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |

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| | actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | | | |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | Yes | Complaints and Feedback Policy & Procedure published on our website Colleague training records | Detailed within Complaints and Feedback Policy & Procedure which is published on our website Included within colleague Complaint Handling training |

Stage 2

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website Policy confirms a within 5-day acknowledgment of the complaint escalation request being received and clarifies this includes the date of receipt. |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 6.14 | Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged. | Yes | Complaints and Feedback Policy & Procedure published on our website | Policy confirms a full response will be provided within 20 working days of acknowledgment of the complaint being received Record of complaints held on Housing Management system SDM |

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| | | | | and & updated through complaint progress |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 6.17 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure which is published on our website |
| 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; | Yes | Complaints and Feedback Policy & Procedure published on our website Colleague training records | Detailed within Complaints and Feedback Policy & Procedure which is published on our website Included within colleague Complaint Handling training |

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| | <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 the Ombudsman Service if the individual remains dissatisfied.</p> | | | |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response. | Yes | Detailed within Complaints and Feedback Policy and Procedure | Stage 2 complaints investigated and response signed off by Director or Chief Executive Officer |

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; | Yes | <p>Complaints and Feedback Policy & Procedure published on our website</p> <p>Compensation Policy and Procedure</p> | <p>Detailed within Complaints and Feedback Policy & Procedure and cross referenced to the Compensation Policy and Procedure</p> |

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| | <ul style="list-style-type: none"> • Providing a financial remedy; • Changing policies, procedures or practices. | | | |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Yes | Compensation Policy and Procedure | Detailed in the Compensation Policy and Procedure |
| 7.3 | The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion. | Yes | Compensation Policy and Procedure | Detailed in the Compensation Policy and Procedure |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | Yes | Compensation Policy and Procedure | <p>Detailed in the Compensation Policy and Procedure</p> <p>The Compensation Policy and Procedure highlights the Housing Ombudsman Remedies guidance to be used when considering appropriate remedies</p> |

Section 8: Putting things right

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|----------------|---|------------------|--|--|
| 8.1 | <p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>b. a qualitative and quantitative analysis of the landlord's complaint</p> | Yes | <p>Business Assurance reported to Board including complaints – quarterly</p> <p>Annual Complaints and Service Improvement report</p> <p>Annual Self-Assessment against Complaint Handling Code</p> | <p>Annual Complaints and Service Improvement report reported to Board</p> <p>Quarterly performance reporting on complaints reported to Board</p> <p>Publication of annual self-assessment against the Complaint Handling Code and Annual</p> |

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| | <p>handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</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> | | Website | Complaints and Service Improvement report including Board statement |
| 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 section of its website relating to complaints. The governing body's response to the report must be published alongside this. | Yes | Annual Complaints and Service Improvement report and Board response | <p>Annual Complaints and Service Improvement report presented to Board and published on EHA website</p> <p>Board response to Annual Complaints and Service Improvement report published on EHA website</p> |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within the Complaints and Feedback Policy & Procedure when a self-assessment may need to be undertaken |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within the Complaints and Feedback Policy & Procedure when a self-assessment may need to be undertaken |
| 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 | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within the Complaints and Feedback Policy & Procedure |

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| | residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code. | | | |
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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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within the Complaints and Feedback Policy & Procedure |
| 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 | Quarterly Business Assurance reporting to Board Annual Complaints and Service Improvement report Tenant newsletters Colleague team meetings/updates | Learning included in quarterly reporting and Annual Complaints and Service Improvement report Colleague updates include any shared learning including via colleague updates and team meetings |
| 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 | Tenant & Neighbourhood Strategy Update Board reports Quarterly Business Assurance reporting to Board Tenant newsletters Colleague team meetings/updates | Colleague updates include any shared learning Board reports include learning focus including quarterly and annual reports Tenant newsletters to include standing item on complaints and learning |

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| 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 | Complaints and Feedback Policy & Procedure published on our website | Detailed within the Complaints and Feedback Policy & Procedure Housing Service Manager reviews and reports quarterly and annually to Board and through updates to colleagues |
| 9.5 | In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC'). | Yes | Complaints and Feedback Policy & Procedure published on our website | Detailed within Complaints and Feedback Policy & Procedure Chair of the Board is the lead with responsibility for a positive complaint handling culture |
| 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 | Complaints and Feedback Policy & Procedure published on our website Quarterly Business Assurance - Board Annual Complaints and Service Improvement report Self-Assessment against Complaint Handling Code | Detailed within Complaints and Feedback Policy & Procedure Chair of the Board is the lead with responsibility |
| 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; | Yes | Complaints and Feedback Policy & Procedure published on our website Quarterly Business Assurance Report to Board Corporate Plan | Detailed within Complaints and Feedback Policy & Procedure Board updated Quarterly/annually and through Chief Executive Officer updates as appropriate |

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| | <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p> | | Annual Complaints and Service Improvement report | |
| 9.8 | <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for 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> | Yes | <p>Complaints and Feedback Policy & Procedure published on our website</p> <p>Corporate Plan</p> <p>NHF Code of Conduct 2022</p> | <p>Detailed within Complaints and Feedback Policy & Procedure responsibilities of colleagues in respect of conduct</p> <p>Inclusion within Corporate Plan ensures golden thread through to colleague service delivery</p> <p>EHA has adopted the NHF Code of Conduct 2022 signed by all colleagues</p> |