

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/Explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Our definition of a complaint within our Complaints Policy reflects that of the Housing Ombudsman: ‘an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf. (see page 4)	This section of the policy has been strengthened in response to self-assessment feedback received from the Ombudsman, ensuring our approach aligns with best practice and regulatory expectations.
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	Our customers do not need to use the word ‘complaint’ for it to be treated as such. In August 2025 we delivered additional training to all managers to ensure that their teams understand this message. Our complaints policy makes it clear that Complaints can be received on behalf of tenants or residents through other agencies e.g. advocates or support agencies. (see page 4)	This section of the policy has been strengthened in response to self-assessment feedback received from the Ombudsman, ensuring our approach aligns with best practice and regulatory expectations.
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.	Yes	In August 2025 we delivered additional training to all managers and front-line colleagues to ensure that their teams understand the difference between a service request and a complaint.  Our Complaints Policy outlines that a service request is a request for us to take action to put something right. Whilst a service request is not a complaint we will record and monitor the types of service requests we receive. If at any	This section of the policy has been strengthened in response to self-assessment feedback received from the Ombudsman, ensuring our approach aligns with best practice and regulatory expectations.

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			<p>time a customer is dissatisfied with the action taken to resolve their service request, we will raise their concerns as a complaint whilst we work to resolve the issue. (see page 6)</p> <p>We also explain that a complaint does not cover requesting a new service: We will not be able to accept or escalate a complaint if requesting a new service when a customer informs us of a problem but are requesting a service for the first time e.g. repair.</p>	
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	Our approach to handling complaints always involves the service area in question who will own and be accountable for any actions needed to put things right. (see page 4)	This section of the policy has been strengthened in response to self-assessment feedback received from the Ombudsman, ensuring our approach aligns with best practice and regulatory expectations.
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	We have recently standardised our transactional surveys across Amplius, which includes Teetotal Homes using an internal system. When a customer indicates dissatisfaction through a satisfaction survey, they are given the option to request a callback. Our Customer Service Advisors are trained to ensure that, in these cases, customers are informed of their right to make a formal complaint and are signposted to further information about our complaints policy. (see page 4)	We have added a new section into our policy (see page 4) to ensure customers are aware of how expressions of dissatisfaction made through surveys are handled.

## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary Explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	<p>Our Complaints Policy outlines the circumstances in which we may not accept a complaint. (see page 4).</p> <p>In such cases, we will write to the customer to explain the reasons for this decision clearly. We are committed to ensuring that all our customers can access and participate in the complaints process.</p> <p>As outlined in our Reasonable Adjustment and Support section (Page 6), we will make any necessary adjustments to support tenants in raising and progressing their concerns.</p>	We are enhancing our monitoring of complaint exclusions by introducing monthly reviews. This will help ensure that any decision to exclude a complaint has been applied fairly, consistently, and in line with our policy.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<p>Our complaints policy outlines the situations in which we would not accept a complaint. (see page 4).</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>Requesting a new service</li> <li>An issue that is more than 12 months old</li> <li>Closed complaints</li> <li>Complaints that refer to statutory or other external obligations (i.e. things we must do by law)</li> <li>Aspects of a complaint that refers to any issue where legal proceedings have commenced and have been filed at court.</li> </ul>	<p>We are enhancing our monitoring of complaint exclusions by introducing monthly reviews. This will help ensure that any decision to exclude a complaint has been applied fairly, consistently, and in line with our policy.</p> <p>This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary Explanation
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	Our Complaints Policy currently states that we will not normally accept complaints about issues raised more than 12 months after they occurred.  However, this time limit does not apply where we are satisfied that exceptional circumstances exist. In such cases, we may exercise discretion to accept the complaint outside the standard timeframe.  (see page 4)	We will be enhancing our monitoring of exclusions to incorporate monthly reviews to ensure the exclusion has been fairly applied.  This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Our Complaints Policy outlines the circumstances in which we may not accept a complaint.  In cases where we are unable to accept a complaint, we will write to the customer to explain the reasons for this decision. If a customer disagrees with the outcome, we will signpost them to the Housing Ombudsman for further advice and support. (see page 4)	We will be enhancing our monitoring of exclusions to incorporate monthly reviews to ensure the exclusion has been fairly applied
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Our Complaints Policy outlines the circumstances in which we may not accept a complaint.  In cases where we are unable to accept a complaint, we will write to the customer to explain the reasons for this decision.	We will be enhancing our monitoring of exclusions to incorporate monthly reviews to ensure the exclusion has been fairly applied.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary Explanation
			<p>If the customer disagrees, they will be signposted to the Housing Ombudsman for further support.</p> <p>We are committed to ensuring that all customers can access and participate in the complaints process.</p> <p>As detailed in our Reasonable Adjustments section we will make any necessary adjustments to support tenants in raising and progressing their concerns.</p>	

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary and Explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Complaints can be submitted through any of our communication channels, including phone, email, and social media. (see page 5)</p> <p>To protect privacy and confidentiality, any complaints received via social media will be responded to through a private message.</p> <p>We are committed to ensuring that all customers can access and participate in the complaints process. As outlined in our Reasonable Adjustments section, we will make any necessary adjustments to support tenants in raising and progressing their concerns.</p>	
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 can be received through any of our communication channels, and this includes to our colleagues. (see page 5)	
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	We are committed to being open and responsive to complaints. We welcome feedback as an opportunity to improve our services and ensure that concerns are addressed fairly, promptly, and transparently.	
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	Yes	<p>Our Complaints Policy is on our website with an easy read version breakdown on our website.</p> <p>These versions were developed with input and approval from our Complaints Working Group, which includes involved customers.</p>	

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	the timeframes for responding. The policy must also be published on the landlord's website.		In addition, we offer clear details about our complaints process online. This information can be translated into other languages or adapted to meet accessibility needs, such as large print or screen reader compatibility.	
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	Our policy sets out our commitment to promoting the ways in which customers can make a complaint through all of our main communication channels. This includes our website, social media, letters, and phone calls. (see page 5)	We have updated a section into our Policy to outline how we will promote the 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	Our complaints policy makes it clear that Complaints can be received on behalf of customers through other agencies e.g. advocates or support agencies. (see page 6)	
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	We provide details of the Housing Ombudsman Service on our website, and at every stage of the complaints process. This includes situations where a complaint is extended or refused, ensuring customers are always aware of their right to escalate their concerns.	

## Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer.' This role may be in addition to other duties.	Yes	<p>We have a dedicated Complaints Team responsible for overseeing the handling of all complaints received. This team ensures that our approach is fully compliant with the Housing Ombudsman's Complaint Handling Code.</p> <p>Within this structure, we have a Housing Ombudsman Case Team Leader who acts as the main point of contact for liaison with the Ombudsman.</p> <p>Overall responsibility for our complaints handling processes, performance, and organisation-wide awareness training sits with the Head of Customer Experience.</p>	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	<p>Our Complaints Team has access to all staff and regularly liaises with senior colleagues, Heads of Service, and Directors to support effective complaint handling.</p> <p>The team is empowered to take swift and fair action to resolve complaints. This may include arranging complaint meetings, conducting case reviews, escalating issues or actions, and constructively challenging findings from service areas.</p> <p>In areas experiencing high volumes of complaints, such as repairs, we liaise closely with relevant managers to enable prompt resolution and maintain service standards.</p>	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Yes	<p>Our Complaint Handlers responsible for managing complaints possess the necessary skills, experience, and training to handle issues effectively.</p> <p>When a complaint is logged, our Complaint Handlers proactively engage with the complainant to gain a full understanding of the issue and work towards a fair and balanced resolution</p>	We are developing mandatory online training for colleagues via our Learning & Development

	that complaints are seen as a core service and must be resourced to handle complaints effectively			<p>platform, aligned with our organisational Customer Experience programme. This training will be embedded as a core requirement and is scheduled for delivery from January 2026, ensuring all staff are equipped with the knowledge and skills to consistently deliver excellent customer service.</p> <p>We are working in partnership with HQN to deliver a full-day refresher training course for our complaint handlers in September 2025.</p> <p>This training will support continuous improvement and ensure our team remains up to date with best practices in complaint handling.</p>
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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	We have a single Complaints Policy that applies to anyone who is a customer.  This includes anyone who receives or requests a service from us, or who is affected by our services.	
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	Within our Complaints Policy, we operate a two-stage complaint handling process in line with the Housing Ombudsman's Complaint Handling Code.  This ensures that complaints are dealt with fairly, consistently, and in a timely manner. (see page 7)	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Our process consists of two stages, as outlined in our Complaints Policy.  This structure ensures that complaints are handled in a fair, transparent, and timely manner, in line with the Housing Ombudsman's Complaint Handling Code. (see page 7)	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Yes	All complaints, including those relating to contractors, are handled by our centralised Complaints Team.	

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	form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.		<p>We do not outsource responsibility for complaint handling to external parties.</p> <p>Our Complaint Handlers work collaboratively with contractors throughout the investigation process to ensure a thorough and fair resolution.</p>	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<p>We have delivered awareness training to our major contractor on our expectations for managing complaints and complying with the Housing Ombudsman's Complaint Handling Code.</p> <p>Through our contract management process, we maintain oversight and have assurance that complaints are being addressed appropriately and in line with our standards.</p>	
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition." If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	<p>When logging or escalating complaints, our records always include a clear understanding of the complaint and the outcome being sought.</p> <p>Sampling of logged complaints has demonstrated that we are accurately documenting this information, supporting effective resolution and transparency.</p>	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Our complaint acknowledgement letters have been updated to clearly outline the specific aspects of the complaint that we are investigating. This ensures transparency and helps manage expectations from the outset of the process.	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a) deal with complaints on their merits, act independently, and have an open mind.</li> <li>b) give the resident a fair chance to set out their position.</li> <li>c) take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully.</li> </ul>	Yes	Our Complaints Team operates as an impartial and independent function, enabling them to handle complaints fairly and objectively, with full consideration of all evidence received.  In our complaint acknowledgements, we invite customers to provide any additional evidence or information to support a thorough and effective investigation.	
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	Our Complaints Policy outlines our approach to situations where the initial response timescales cannot be met due to the complexity or specific circumstances of a complaint. (see page 8)  In such cases, we will agree an appropriate extension with the complainant and ensure they are kept informed throughout the process, including how and when we aim to resolve the issue.	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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.	Yes	We record details of tenant disabilities and vulnerabilities in our core housing management system to help us provide appropriate support.  If a customer makes us aware of a disability during the complaints process, this information will be recorded within the complaint. It will only be added to our central database if the customer specifically requests it. Our policy includes a section on reasonable adjustments, which outlines our commitment to making any necessary accommodations to ensure tenants can access and participate fully in the complaints process.	Following our recent merger, we are undertaking a gap analysis of our system data to ensure we are fully capturing relevant information, including customer

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	Any agreed reasonable adjustments must be kept under active review.			needs and vulnerabilities.  This work will help us strengthen our data accuracy, improve service delivery, and ensure no important information is missed.
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	Our Complaints Policy outlines the specific situations in which we may not accept a complaint. These include instances where the issue falls outside the scope of our policy, is being dealt with through legal proceedings, or where the complaint is considered unreasonable or persistent in nature.  In all cases, we will explain our decision clearly to the customer and advise them of their right to escalate the matter to the Housing Ombudsman if they remain dissatisfied.	
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	All customers who make a complaint have the details of their complaint and the outcome(s) securely stored within our core case management systems.  This ensures accurate record-keeping, supports transparency, and enables us to monitor and improve our complaint handling processes.	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Our complaints process allows remedies to be offered at any stage.  The Complaints Team is empowered to offer redress and remedies where appropriate, ensuring timely and fair outcomes for customers without unnecessary delays.	
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	Our Complaints Policy outlines how we manage unacceptable actions and behaviours from customers. (see page 10)  In such circumstances, we refer to our Customer Conduct Policy, which sets out the steps we may take to protect colleagues and ensure complaints are handled in a respectful and constructive manner.	
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	Our Customer Conduct Policy ensures that any decisions made in response to unacceptable behaviour are proportionate to the situation and consider the individual needs of the customer.  Before considering any restrictions on contact, colleagues are expected to assess whether there are underlying factors influencing the customer's behaviour, such as communication difficulties or capacity issues and explore appropriate support or referrals. Any restrictions imposed will be reasonable, proportionate, and based on the customer's individual circumstances.	

## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	<p>We assess all complaints individually and aim to resolve them as early as possible.</p> <p>Our Team Leaders within the Complaints Team review incoming complaints to ensure that more complex cases are prioritised appropriately. This approach supports timely and effective resolution, tailored to the nature and urgency of each complaint.</p>	
6.2	Complaints must be acknowledged, defined, and logged at stage 1 of the complaint's procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Our Complaints Policy states that we will acknowledge requests for Stage 1 complaints within five working days. This ensures that customers receive timely confirmation that their concerns have been received and are being reviewed. (see page 7)	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Our Complaints Policy states that where an investigation is required, our target is to provide a full response within 10 working days. This helps ensure that complaints are addressed promptly while allowing sufficient time for a thorough and fair investigation. (see page 7)	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<p>Our Complaints Policy states we aim to respond to all Stage 1 complaints within our timescale of 10 working days, there may be occasions where this is not possible. In such cases, we will:</p> <ul style="list-style-type: none"> <li>• Inform the customer of the delay as soon as possible.</li> <li>• Provide a revised timescale for when they can expect a response.</li> <li>• Ensure the customer is aware of their right to contact the Housing Ombudsman.</li> </ul> <p>Any extension to the Stage 1 response timeframe will not exceed 10 working days. (see page 8)</p>	
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 we are unable to provide a response to a Stage 1 complaint within our standard timescales, we will inform the customer of the revised timeframe and signpost them to the Housing Ombudsman.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	<p>Our complaints policy states that we will inform customers of any outstanding actions when we provide our response.</p> <p>In some cases, actions may remain ongoing or unresolved after the complaint has been closed. We will continue to monitor these actions and keep customers updated on their progress.</p>	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	<p>Our complaint response letters clearly outline each issue the customer has asked us to investigate.</p> <p>The Complaint Handler responsible for handling the complaint will provide a detailed response to each point, including our decision and the reasons behind it.</p>	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Our Complaints Policy confirms that we will address all aspects of the complaint and explain our decisions clearly, referencing relevant policies, legislation, and good practice where appropriate.	
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	<p>If a customer raises additional issues during the Stage 1 investigation that are related to the original complaint, we will incorporate them into our response.</p> <p>However, if the new issues are unrelated or would cause an unreasonable delay in responding to the original complaint, they will be logged and handled as a separate complaint.</p>	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage.</li> <li>b. the complaint definition.</li> <li>c. the decision on the complaint.</li> <li>d. the reasons for any decisions made.</li> <li>e. the details of any remedy offered to put things right.</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	We use a consistent structure in our Stage 1 complaint outcome letters, which includes all elements (a–g) outlined in the Complaint Handling Code	

## 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	Our Complaints Policy states that if a customer is dissatisfied with the outcome of their complaint at Stage 1, they have the right to request an escalation to Stage 2, which is our final stage in the complaints process.	
6.11	Requests for stage 2 must be acknowledged, defined, and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Our Complaints Policy states that we will acknowledge all requests to escalate a complaint to Stage 2 within five working days. (see page 7)	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Understanding why a customer remains dissatisfied with our response is important when a complaint is escalated.  While we may contact the customer to better understand their concerns and work towards a resolution they are satisfied with, this is not a requirement for escalation and is not listed among our exclusions.	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Our Complaints Policy states that all Stage 2 complaints will be reviewed by a different member of staff within the Complaints Team, ensuring a fresh and impartial perspective. (see page 8)	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.

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6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Our Complaints Policy sets out that where a formal review is required, our target timescale for providing a response is 20 working days after the complaint has been acknowledged	This section of our Complaints Policy has been strengthened in response to feedback received from the Housing Ombudsman during our merger submission.
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	Our Complaints Policy states that during the Stage 2 review, there may be occasions when we are unable to provide a response within our standard timescales. (see page 8)  In such cases, we will inform the customer of the revised timescale and ensure they are aware of their right to contact the Housing Ombudsman.  Any extension to the Stage 2 response timeframe will not exceed 20 working days	
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	Within our extension letters, we inform customers of the revised timescale for their Stage 2 response and clearly signpost them to the Housing Ombudsman for independent advice and support.	
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	Our Complaints Policy states that we will inform customers of any outstanding actions when we issue our response to their complaint. In some cases, actions may remain ongoing after the complaint is closed. We will ensure these actions are tracked and that customers are kept informed of any updates until they are fully resolved.	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	<p>Our complaint response letters clearly outline each issue the customer has asked us to investigate.</p> <p>The Complaint Handler responsible for the case provides a structured response to each point, including our decision and the rationale behind it.</p> <p>Our Complaints Policy confirms that we will address all issues raised in a complaint and provide clear, evidence-based explanations for our decisions. Where appropriate, we reference relevant policies, legislation, and recognised good practice.</p>	
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a) the complaint stage.</li> <li>b) the complaint definition.</li> <li>c) the decision on the complaint.</li> <li>d) the reasons for any decisions made.</li> <li>e) the details of any remedy offered to put things right.</li> <li>f) details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	We use a consistent structure in our Stage 2 complaint outcome letters, incorporating elements (a–g) as outlined in the Complaint Handling Code.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Our Complaints Policy state that if a tenant is dissatisfied with the resolution of their complaint, it will be escalated to Stage 2, which is the final stage of our process. (see page 8)	

## Section 7: Putting things right.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising.</li> <li>• Acknowledging where things have gone wrong.</li> <li>• Providing an explanation, assistance, or reasons.</li> <li>• Taking action if there has been delay.</li> <li>• Reconsidering or changing a decision.</li> <li>• Amending a record or adding a correction or addendum.</li> <li>• Providing a financial remedy.</li> <li>• Changing policies, procedures, or practices.</li> </ul>	Yes	<p>We take a rounded approach to remedies, ensuring that all appropriate actions are considered to put things right.</p> <p>We actively track and monitor these actions to identify trends and embed learning across the organisation.</p> <p>We have a dedicated Learning and Improvement Officer who is responsible for capturing and reviewing all learning identified through complaints. This ensures that insights are systematically recorded and used to inform service improvements. We also communicate this learning directly to customers within our complaint response letters. These responses outline:</p> <ul style="list-style-type: none"> <li>• What learning has been identified from their complaint,</li> <li>• What actions we are taking as a result, and</li> <li>• Any changes we are considering or implementing to prevent recurrence.</li> </ul> <p>(see page 9)</p>	We have updated our Complaints Policy (see page 9) to outline all the ways in which we can remedy complaints
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Our Compensation Procedure ensures that any remedy offered is proportionate to the impact experienced by our customers as a result of any identified fault.	We have updated our Complaints Policy (see page 9) to outline all the ways in which we can remedy complaints and have developed a compensation matrix aligned with the Housing

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				Ombudsman's remedies guidance for colleagues while we develop a new Compensation Policy with colleagues and customers
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	All actions required to remedy a complaint are recorded in our core housing management system and are subject to regular monitoring to ensure timely and effective resolution.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Our complaints process ensures that any compensation offered is appropriate and fair, guided by our Compensation Matrix and aligned with the Housing Ombudsman's remedies guidance and learning from previous determinations.	

## 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"> <li>a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>b) a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept.</li> <li>c) any findings of non-compliance with this Code by the Ombudsman.</li> <li>d) the service improvements made as a result of the learning from complaints.</li> <li>e) any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	<p>We have recently introduced a new Customer Influence Framework, which will strengthen how we involve customers in shaping services and learning from complaints.</p> <p>As part of this development, we will be sharing key learning and insights with our customers more proactively, including through our Complaints Working Group. This group will play a key role in reviewing complaint themes and helping us co-design service improvements.</p> <p>Our Annual Complaints Performance Report was shared with our Customer Excellence Committee on 11<sup>th</sup> September 2025, ahead of the publication deadline.</p>	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Our annual complaints performance report was shared with our Customer Excellence Committee on 11 <sup>th</sup> September 2025 and published on our website on 19 <sup>th</sup> September 2025 ahead of the deadline for publication (30th September)	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We completed a self-assessment in February 2025 following our merger to become Amplius, which included Teetotal Homes. We remain committed to undertaking further self-assessments should similar circumstances arise in the future.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We are committed to complying with any orders made by the Housing Ombudsman, including reviewing, and updating our self-assessment where required. Following feedback received after our February 2025 self-assessment undertaken as part of our merger to become Amplius, which included Teetotal Homes we have updated our Complaints Policy to reflect the Ombudsman's recommendations and strengthen our approach to complaint handling	
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	In exceptional circumstances where we are unable to comply with the Complaint Handling Code, we will ensure timely updates are provided to both our customers and the Housing Ombudsman. For our customers, we have the capability to communicate instantly via our website and social media channels.	

## 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	In line with Complaints Policy, we are committed to learning from complaints to improve our services.  Complaints are analysed to identify recurring issues, service gaps, and opportunities for improvement. These insights inform colleague training, service redesign, and policy updates.	
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	We foster a positive complaint handling culture by treating complaints as valuable insights that inform service improvements, enhance learning, and strengthen trust with our customers.	
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	We promote accountability and transparency by sharing learning and service improvements from complaints with key stakeholders, including our complaint working group, colleagues, and our Customer Experience Committee.	We are launching our new Customer Influence Panel in Q2 of 2025/26
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	Our Complaints Policy assigns lead responsibility for fostering a positive complaint handling culture to our Director of Customer Operations. To strengthen this commitment, our Head of Customer Experience holds overall responsibility for the complaint handling function.	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Ashleigh Webber, a member of both the Board and the Customer Experience Committee is appointed as the Member Responsible for Complaints (MRC) within Amplus, which includes Teetotal Homes.	
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	Our MRC has met with our Complaints team to provide details of the regular information they wish to receive to undertake their role.	
9.7	As a minimum, the MRC, and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a) regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance.</li> <li>b) regular reviews of issues and trends arising from complaint handling.</li> <li>c) regular updates on the outcomes of the Ombudsman's investigations and progress made in</li> </ul>	Yes	Our MRC receives the required outcomes in a-d.	

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<p>complying with orders related to severe maladministration findings; and</p> <p>d) annual complaints performance and service improvement report.</p>			
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> <ul style="list-style-type: none"> <li>a) have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments.</li> <li>b) take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c) act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	<p>We have embedded a standard objective for all relevant employees in complaint handling.</p> <p>This objective promotes a collaborative and solution-focused approach, encourages collective responsibility for service shortfalls. These principles are reflected in our training, performance management, and cross-team working practices</p>	