

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes/ No	Evidence	Commentary/Explanation
1.2	A complaint must be defined as: <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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Definition of a complaint)	
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 a complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Definition of a complaint) Page 6 – Section 3.3 (Advocacy and Support) Quick Guide to Complaint Logging (internal procedure)	
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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Service Request and a Complaint) Pentana* Complaint System (*our system for logging complaints)	This requirement is clearly defined within our policy. We will be rolling out complaint training for all staff by the end of the financial year 2025/26. We are reviewing the structure of our complaints team to improve triaging which is to be completed by the end of the financial year 2025/26. Service Requests are recorded in Pentana however we are reviewing and enhancing this process to be completed by the end of the financial year 2025/26.

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	Pentana Complaint System	We will raise a complaint should the resident express dissatisfaction with the response to their service request. However, this will not stop efforts to address the service request.
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	<p>Complaints Satisfaction Surveys (completed externally for TSMs)</p> <p>Tenant Satisfaction Measures and Performance Report are available on the website – Our performance (plymouthcommunityhomes.co.uk)</p> <p>Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 3 – Section 3.1 (Definition of a complaint)</p>	<p>An external/independent company undertake satisfaction surveys, and any dissatisfaction is provided in a feedback report and acted upon as necessary.</p> <p>In contacting the resident, appropriate advice and signposting will be provided.</p>

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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Definition of a complaint)	Complaints are only declined if they do not meet the agreed definition, or if they clearly meet one of the exclusions as defined in the PCH policy. This is after careful consideration and discussion. A record is kept of all complaints not accepted as evidence.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Definition of a complaint)	
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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Definition of a complaint)	The PCH policy reflects this requirement. Discretion would always be used on a case-by-case basis, be reasonable in its final decision, and advise the complainant should it not be possible to accept their request.

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	Customer Complaints and Comments Policy	<p>If a customer has specifically requested a complaint be raised, or if a colleague has raised a complaint which it later transpires cannot be accepted, we will write to the customer setting out the reasons why the matter is not suitable for the complaints process.</p> <p>A record is kept of all complaints not accepted as evidence.</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 3 – Section 3.1 (Definition of a complaint)</p>	Complaints are considered on a case-by-case basis, and the individual circumstances of a complaint considered.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 5 - Section 3.2 (Complaint Handling)</p> <p>Complaints can be made by using any of the following channels:</p> <ul style="list-style-type: none"> Telephone Email Live Chat Face to Face Social Media In writing Website MyPCH portal <p>PCH website - Make a complaint (plymouthcommunityhomes.co.uk)</p> <p>Equality and Diversity Policy - equality-diversity-and-inclusion-strategy-2021-2026.pdf (plymouthcommunityhomes.co.uk)</p>	We continue to explore additional avenues, should they exist, for complainants to be able to easily make a complaint using the most accessible option, taking fully into account their communication preferences.
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	<p>Complaint handling guides available to all staff on the Intranet</p> <p>Feedback to staff following complaint auditing to ensure compliance with the Code and Policy</p> <p>Attendance at management meetings to raise awareness of the complaint process and performance</p> <p>Attendance at Stage 2 complaint meetings</p> <p>Customer Care Team are a point of reference to provide support to staff handling complaints</p>	<p>We will be rolling out complaint training by the end of the financial year 2025/26, with these elements:</p> <p>Step 1 – Create eLearning training module for all PCH staff to encourage a positive complaint culture and reinforce the importance of record keeping</p> <p>Step 2 – Engage our residents for feedback on the proposed eLearning</p> <p>Step 3 – Roll out to all staff</p>

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	<p>PCH website – Make a Complaint page - Make a complaint</p> <p>Publicise our performance in relation to complaints in the quarterly In Touch publication which is emailed and posted to residents depending on preference - Welcome</p> <p>Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 5, Section 3.2 Complaint Handling</p> <p>Complaint volumes are monitored with regular reporting - Performance Reports are available on the website – Our performance (plymouthcommunityhomes.co.uk)</p> <p>Discussed at PCH Board on 27th March 2025 – increased the optimal target for complaints per 1,000 housing stock from 10-19 to 30-35 — The minutes of the meeting are available on the website - board-minutes-27-march-2025.pdf (Page 8 –12)</p> <p>Complaints and performance against a number of customer-related metrics are reviewed every quarter at Customer Focus Committee meetings – Customer Insight, Customer Experience report and Tenancy Satisfaction Measures.</p> <p>Complaints performance is also included within the quarterly performance report presented to the PCH Board – Quarterly Performance Report.</p> <p>The minutes of both these meetings are available on the website - Board and committees</p>	
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	<p>Customer Complaints and Comments Policy is available on the website as well as other information relating to the complaint process - Make a complaint (plymouthcommunityhomes.co.uk)</p>	
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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 5, Section 3.2 Complaint Handling</p>	Annual Self-Assessments against the Code are also published on the website.

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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 6, Section 3.3 Advocacy and Support</p>	This is clearly defined within our policy. Additionally, we are reviewing the policy to include the reasonable adjustments that would be made to accommodate any requests. This will be completed by the end of the financial year 2025/26.
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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7 - Section 3.4 Complaint Stages</p> <p>Complaint letter templates include the Housing Ombudsman details</p> <p>Housing Ombudsman details are published on the website</p>	

Section 4: Complaint Handling StaffCode provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	The Customer Care Team within PCH are structured to respond to the Code requirements	The Head of Customer Care has responsibility for ensuring that this is in place
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	Customer Care Team Job Descriptions	The Customer Care Team have authority and autonomy to liaise with any staff within the organisation who may be dealing with complaints, and liaise with customers about their 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 complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	<p>Complaint Handling Training undertaken by all members of the Customer Care Team which includes mentoring, eLearning modules, regular check-ins with management.</p> <p>Currently existing staff are aware of the importance of complaint handling through support guides on our Intranet and performance updates which are shared with Executive and Senior Management.</p> <p>Regular feedback to staff following complaint auditing to ensure compliance with the Code and Policy</p> <p>Attendance at management meetings to raise awareness of the complaint process</p> <p>Attendance at Stage 2 complaint meetings</p> <p>Customer Care Team are a point of reference to provide to staff handling complaints</p> <p>Head of Customer Experience Job Description</p> <p>Complaints Handling Internal Audit completed in Q4 2024/25 – Reasonable Assurance awarded with 2 medium priority and 1 low priority recommendations being made – Findings and recommendations were presented to the Audit and Risk Committee on 29th April 2025 and completion of recommendations is monitored by the Committee.</p>	<p><u>All Staff</u></p> <p>Please see Section 3.2</p> <p><u>Customer Care Team</u></p> <p>Please see Section 1.4</p>

Section 5: The Complaint Handling ProcessCode 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	Customer Complaints and Comments Policy - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)	
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 O' or 'informal complaint') as this causes unnecessary confusion.	Yes	Customer Complaints and Comments Policy - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)	
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	Customer Complaints and Comments Policy - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Customer Complaints and Comments Policy shared with Contractors	All complaints relating to PCH would be dealt with in line with our complaint policy. Residents would 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	Customer Complaints and Comments Policy shared with Contractors	Contractors are advised within statutory contract meetings of the need to follow the Code.
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	Responses to complaints would include this content Complaint Letter templates - Understanding your complaint section on page 1	Complaint Letter Responses are in line with Complaint Code content

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	Pentana case recording	At the point of complaint acknowledgement, it is not always clear what the landlord is responsible for until initial discussion with the complainant has taken place at the 2-day point. However, the complaint response at either stage will clearly include this information.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	<p>Contact is made on day 2 after receipt of the complaint to a complainant which would include a-d in line with PCH values.</p> <p>Complaint Handling Training undertaken by all members of the Customer Care Team which includes mentoring, eLearning modules, regular check-ins with management.</p> <p>Currently existing staff are aware of the importance of complaint handling through support guides on our Intranet and performance updates which are shared with Executive and Senior Management.</p> <p>Regular feedback to staff following complaint auditing to ensure compliance with the Code and Policy</p> <p>Attendance at management meetings to raise awareness of the complaint process</p> <p>Attendance at Stage 2 complaint meetings</p> <p>Customer Care Team are a point of reference to provide to staff handling complaints</p>	<p><u>All Staff</u></p> <p>Please see Section 3.2</p> <p><u>Customer Care Team</u></p> <p>Please see Section 1.4</p>
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	<p>Complaint Holding Letter template</p> <p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7 - Section 3.4 Complaint Stages</p>	A holding letter would be requested by the Lead Officer and approved by the Head of Customer Experience following agreement with the resident, and in exceptional circumstances. This would be in line with the Code timescales.
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	Case recording on Pentana	<p>Ongoing 'Know Your Customer' priority to include recording of disabilities/vulnerabilities and any required reasonable adjustments.</p> <p>This will ensure there is a clear process across the organisation and the opportunity to keep it under active review. Currently this information can be stored within the Northgate Tenancy Management System.</p>

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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 3 – Section 3.1 (Complaints)	We would not refuse to escalate a complaint through all stages, unless there was a valid reason or exclusion applied.
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	Complaints Monitoring System - Pentana	All complaints are logged on the Pentana system, which includes a full case record. Should we be asked to submit evidence to the Housing Ombudsman Service, or make reference to this at an escalated stage this is available.
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 Monitoring System - Pentana	Ongoing discussion/communication takes place with the resident throughout their complaint Remedies are suggested without the need for escalation.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Reasonable Behaviour Guidance Policy Unacceptable User Actions and Behaviour (plymouthcommunityhomes.co.uk) Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 10 – Section 6 (Reasonable behaviour)	A reasonable behaviour guidance policy is in place to deal with these issues should they arise. Often also linked to the risk alert process, which involves a panel considering a case where unacceptable behaviour from residents has taken place.
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	Reasonable Behaviour Guidance Policy Unacceptable User Actions and Behaviour (plymouthcommunityhomes.co.uk) Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 10 – Section 6 (Reasonable behaviour)	Restrictions are monitored regularly to ensure they remain proportionate and relevant.

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	Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Quick Guide to Complaint Logging (internal procedure)	Contact with a resident is attempted by Day 2 of receipt of the complaint, to gather more information regarding the complaint. There is potential for the member of staff to resolve the complaint with the resident's agreement at this point. Complaint guidance notes and training also support this approach. We have updated our Complaints Monitoring System – Pentana to highlight any residents that may have vulnerabilities and how it could relate to the complaint.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received.	Yes	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages	
6.3	Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged.	Yes	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages Information on our complaint performance is included in the Annual Complaint and Service Improvement Report – available on the website – Complaint Handling Code Self-Assessment Complaints and performance against a number of customer-related metrics are reviewed every quarter at Customer Focus Committee meetings – Customer Insight, Customer Experience report and Tenancy Satisfaction Measures. Complaints performance is also included within the quarterly performance report presented to the PCH Board – Quarterly Performance Report. The minutes of both these meetings are available on the website - Board and committees	

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	Complaint Holding Letter template Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages	Please see Section 5.9
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	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages Complaint Holding Letter template	
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	Complaint Auditing	Outstanding actions are monitored regularly by the Customer Care Team. We have updated our Complaint Monitoring System – Pentana to capture Lessons Learnt and outstanding actions that require follow up to completion.
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	Customer Complaints and Comments Policy - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)	Step 1 - New Complaint Response Letter templates for both stages have been introduced to all staff. Following resident workshop and feedback. Communication around the importance of this has been provided. Complaint response letters include prompts for staff to ensure all relevant information is included in line with the Code requirements – Completed April 2025 Step 2 – Review of complaint letters to be undertaken for further enhancement and learning by the end of the financial year 2025/26
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	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages	

6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint. d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Complaint Letter templates	Please see Section 6.7 Additionally, there is standard wording to ensure details of how to escalate to Stage 2.
-----	---	-----	----------------------------	--

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	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages	Complaint stages are detailed within the PCH policy.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages Pentana Case Record Complaint letter templates	Our Complaints Monitoring System, Pentana, evidences dates of contact to support.
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	Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk) Page 7, Section 3.4 Complaint Stages	Reasonable efforts are made to understand why a resident remains unhappy to fully investigate their complaint at Stage 2. This includes the option of face-to-face contact between the resident and staff.

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1	Yes	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7, Section 3.4 Complaint Stages</p> <p>Internal Stage 2 Complaints Procedure (Quality Assurance checked)</p>	
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7, Section 3.4 Complaint Stages</p> <p>Internal Stage 2 Complaints Procedure (Quality Assurance checked)</p>	
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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7, Section 3.4 Complaint Stages</p> <p>Internal Stage 2 Complaints Procedure (QA)</p> <p>Complaint Letter templates</p>	
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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7, Section 3.4 Complaint Stages</p> <p>Complaint Letter templates</p> <p>Pentana case record</p>	

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	Complaint Auditing	Please see Section 6.6.
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	Complaint Letter templates	<p>PCH provide letter writing training for relevant staff.</p> <p>Please see Sections 6.7 and 6.9</p> <p>Individual support meetings are also available to consider content of Stage 2 complaint responses</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"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Complaint Letter templates	<p>Please see Sections 6.7 and 6.9</p> <p>Additionally, there is standard wording to ensure details of how to escalate to the Ombudsman Service is included.</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	<p>Customer Complaints and Comments Policy - Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Page 7, Section 3.4 Complaint Stages</p> <p>Internal Stage 2 Complaints Procedure (Quality Assurance checked)</p>	All relevant/suitable staff members are involved in order to prepare a full response to the resident.
------	---	-----	---	---

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.</p> <p>These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices 	Yes	<p>Customer Complaints and Comments Policy - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)</p> <p>Complaint Letter templates</p> <p>Response letter approval process – Heads of Service (Stage 1) and Director (Stage 2)</p> <p>Stage 2 complaint meetings</p> <p>Complaints and performance against a number of customer-related metrics are reviewed every quarter at Customer Focus Committee meetings – Customer Insight, Customer Experience report and Tenancy Satisfaction Measures.</p> <p>Complaints performance is also included within the quarterly performance report presented to the PCH Board – Quarterly Performance Report.</p> <p>The minutes of both these meetings are available on the website - Board and committees</p>	<p>Guidance notes are produced for staff in regards to letter writing.</p> <p>The Policy includes compensation for financial remedy where appropriate - Section 4, page 8.</p> <p>Review of Putting Things Right framework needs to be completed with clearer guidelines around compensation in financial year 2025/26.</p>

--	--	--	--	--

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Housing Ombudsman Remedy Guidance	Please see Section 7.1
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	Complaint Letter templates – Actions we are taking (Page 2) Complaint Auditing	Please see Section 7.1 Complaint response letters include prompts for staff to ensure all relevant information is included for residents in line with the Code. Outstanding actions are monitored regularly by the Customer Care Team and reference to Lead Officers is made to confirm completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Housing Ombudsman Remedy Guidance	Members of the Customer Care Team regularly attend Housing Ombudsman conferences and webinars for latest approaches and guidance.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes/ No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Annual Complaints and Service Improvement Report available on the website - Complaint Handling Code Self-Assessment	Annual Complaints report highlighting the areas in 8.1 is presented to the Customer Focus Committee. This report was last presented on 25 th July 2025 and the minutes will be uploaded to the website following approval at the next meeting in October 2025 - Board and committees
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	Annual Complaints and Service Improvement Report available on the website - Complaint Handling Code Self-Assessment	Following presentation to the Customer Focus Committee, the annual report is published on the website as required.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	N/A	N/A
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	N/A	N/A

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	N/A	
-----	---	-----	-----	--

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 performance and lessons learnt are reviewed every quarter at Customer Focus Committee meetings – Customer Experience report – the minutes of these meetings are available on the website - Board and committees Monthly Executive Management Team Reporting Complaint Auditing	Each complaint is considered through the lens of service improvement, and these are then linked back to learning for the relevant department, and improvements in how services can be delivered and improved.
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	Lessons Learned from complaint handling and feedback to staff has highlighted areas to improve in service delivery Annual Complaints report highlighting the areas in 8.1 is presented to the Customer Focus Committee. This report was last presented on 25 th July 2025 and the minutes will be uploaded to the website following approval at the next meeting in October 2025 - Board and committees Complaints performance and lessons learnt are reviewed every quarter at Customer Focus Committee meetings – Customer Experience report – the minutes of these meetings are available on the website - Board and committees	
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	Complaints performance and lessons learnt are reviewed every quarter at Customer Focus Committee meetings – Customer Experience report – the minutes of these meetings are available on the website - Board and committees	Learning and improvements are a strong focus for quarterly reports that are presented to Executive Management and the Customer Focus Committee, which has a resident membership. In addition to this we want to expand and enhance our learning to all staff within the organisation.

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	Head of Customer Experience Job Description	The Head of Customer Experience is responsible for compliance with 9.4
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	Chair of Customer Focus Committee is the Member Responsible for Complaints	All appropriate aspects relating to complaints are shared with the MRC. The MRC roles and responsibilities are detailed within the Customer Complaints and Comments Policy, updated July 2025 - customer-complaints-and-comments-policy.pdf (plymouthcommunityhomes.co.uk)
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	When a Customer Focus Committee meeting takes place before a PCH Board meeting, an update will be provided by the MRC. There is a Chair's update report template that highlights any areas of concern, advice and assurance. This is captured in the minutes of the meeting which are published on the website - Board and committees	Following presentation of the Quarterly and Annual reports to the Customer Focus Committee, of which the MRC is Chair, this information is then fed back to the PCH Board through Chair's Updates.
9.7	As a minimum, the MRC, and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	When a Customer Focus Committee meeting takes place before a PCH Board meeting, an update will be provided by the MRC. There is a Chair's update report template that highlights any areas of concern, advice and assurance. This is captured in the minutes of the meeting which are published on the website - Board and committees	Please see Section 9.6

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>Relevant Job Descriptions for staff who are involved in complaints reflect this</p> <p>Customer Complaints and Comments Policy is shared with Contractors</p>	<p>Please see Section 1.4</p> <p>Raise non-conformance for third parties if complaints are upheld which are discussed at contract meetings</p>
-----	---	-----	--	--