

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	Habitare Homes Complaints policy.	Para 4.4 - Uses exact HO definition.
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	Habitare Homes Complaints policy.	Para 4.4 (expression of dissatisfaction wording) & Para 4.3 (third party representatives)
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	Yes	Habitare Homes Complaints policy.	Para 4.8 (service request definition) & Para 4.4 (complaint definition)

	be recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Habitare Homes Complaints policy.	Para 4.8 – “A complaint can be raised even if the handling of the service request remains ongoing. We will not stop our efforts to address the service request if a complaint is raised.”
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	Habitare Homes Complaints policy.	Para 6.5(g) - survey responses listed as exclusion.

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	Habitare Homes Complaints policy.	Para 6.5 (including 6.5(h) for the 12-month limit) - List of exclusions with reasoning.
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: 1.1 The issue giving rise to the complaint occurred over twelve months ago. 1.2 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.	Yes	Habitare Homes Complaints policy.	Para 6.5(h) (12-month limit) & Para 6.5 (full exclusions list including legal proceedings, matters previously considered)

	1.3 Matters that have previously been considered under the complaints policy.			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Habitare Homes Complaints policy.	Para 6.5(h) - "You can complain...within 12 months...We may accept older complaints at our discretion in extenuating circumstances."
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	Habitare Homes Complaints policy.	Para 6.5 (If we decide not to accept a complaint, we will provide you with an explanation setting out the reasons why the matter is not suitable for the complaints process and your right to take that decision to the Housing Ombudsman Para 7.3 - details of Housing Ombudsman
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Habitare Homes Complaints policy.	Para 6.3.5 - "We will consider the individual circumstances of each complaint."

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	Habitare Homes Complaints policy.	Para 6.2 - "online , by email, by phone or by post" & Paras 5.1 and 5.2 - Equality Act 2010 is listed in the relevant legislation and "We have processes in place to accommodate an individual's needs regarding access to an appropriate channel for raising a complaint." Appendix 1- sets out the contact channels for the Managing agents
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	Habitare Homes Complaints policy.	Para 6.2 & 2.4- Multiple channels listed.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Yes	Habitare Homes Complaints policy and board reporting.	Para 6.6.4 - Board receives quarterly reports on

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			volumes (implicit monitoring)
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	Habitare Homes Complaints policy and website.	Para 6.1 - "We have a 2 stage complaints resolution process"; Para 6.3 & 6.4 - Stages detailed with timeframes. In addition, our website provides links to our managing agents' complaint process: Customer Service Habitare Homes
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	Habitare Homes Complaints policy and website.	Para 4.7 (Housing Ombudsman Service definition) & Para 4.5 (Complaints Handling Code reference) This is published on our website: Customer Service Habitare Homes Para 9.1 sets out how the policy will be publicised.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or	Yes	Habitare Homes Complaints policy.	Para 4.3 - "a person acting on their behalf, can make a complaint...We will require your written permission

	accompanied at any meeting with the landlord.			before corresponding with any third party."
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	Habitare Homes Complaints policy.	Para 7 - Full details of Housing Ombudsman service and how to access.

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	Habitare Homes Complaints policy.	Para 4.6 - "The Managing Agent will act as the Complaints Officer."
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	Habitare Homes Complaints policy.	Para 4.6 - "Have access to staff at all levels to facilitate quick resolution...Have the authority and autonomy to act to resolve disputes quickly and fairly."
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	Habitare Homes Complaints policy. Habitare Homes website, 'You said, we did'.	Para 1.1 - "We prioritise the resolution of complaints and have a culture of learning from complaints" & Para 2.2 - Managing Agent staff trained on policy.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Habitare Homes Complaints policy.	Para 3.2 - "Making a complaint will not result in any adverse changes to the services that we provide you" & Para 2.2 - Managing Agents apply same policy.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Habitare Homes Complaints policy.	Para 6.1 - "We have a 2 stage complaints resolution process" (no informal/stage 0)
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	Habitare Homes Complaints policy.	Para 6.1 - Two-stage process only.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out	Yes	Habitare Homes Complaints policy.	Managing agent arrangements are now set out in Section 2 and Appendix 1 of the policy.

	in this Code. Residents must not be expected to go through two complaints processes.			Paras 2.2 - 2.6 - the Managing Agent applies all aspects of this policy and the Code on our behalf; complaints raised with either party are handled through our single two-stage process. Appendix 1 - complaint contact channels for each Managing Agent.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Habitare Homes Complaints policy.	Paras 2.2 and 2.5 - Managing Agents must handle complaints in line with the Housing Ombudsman's Complaint Handling Code and this policy, and must consult Habitare. Scrutiny (per the "Monitoring" section of our website): we meet the Managing Agents regularly to discuss complaints and feedback; they report monthly on all complaints and notify us immediately of any Stage 2 complaint or Ombudsman referral; all Stage 2 escalation requests are reviewed by our Asset

				Manager. Para 6.6.4 - the Board receives quarterly reports on volumes, stages, trends and themes.
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	Habitare Homes Complaints policy.	Paras 6.3.1, 6.3.2, 6.4.2 and 6.4.3 – complaints will be defined, we will seek clarification if required. We will also set out our understanding of your complaint in our acknowledgement.
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	Habitare Homes Complaints policy.	Paras 6.3.2 and 6.4.3 - state what we will include in our acknowledgement
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and	Yes	Habitare Homes Complaints policy.	Para 4.6 - Complaints Officer must "Act sensitively and fairly" & Para 6.4.4 - Independent reviewer at Stage 2.

	d. consider all relevant information and evidence carefully.			
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	Habitare Homes Complaints policy.	Para 6.3.5 - "we will let you know and agree update intervals" & Para 6.4.5 - Same for Stage 2.
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	Habitare Homes Complaints policy.	Paras 5.1 and 5.2 - Equality Act 2010 is listed in the relevant legislation and "We have processes in place to accommodate an individual's needs regarding access to an appropriate channel for raising a complaint." Para 5.3 - "We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed and keep these under active review."
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	Habitare Homes Complaints policy.	Para 6.4 - Escalation process described; Para 6.5 - Valid exclusion reasons listed.

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	Habitare Homes Complaints policy.	Para 6.3.3 - "We will keep a record of all correspondence with you, including the original complaint and date received, correspondence with other parties, and any relevant supporting documentation such as reports or surveys."
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	Habitare Homes Complaints policy.	Para 6.1 - "Where something has gone wrong we will acknowledge this and set out the actions...to put things right."
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	Managing agents procedures	Managing Agents handle complaints on our behalf (Paras 2.2 and 2.5) and apply their own unacceptable behaviour procedures determining any restriction placed on contact, recording the reasons for it in writing, and keeping the restriction under review. Until Habitare Homes publishes its own unacceptable behaviour

				policy, the Managing Agents' procedures apply.
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	Managing agents procedures	Any restriction placed on contact is currently applied by the relevant Managing Agent under its own procedures and must be proportionate our approach to the Equality Act 2010 and to recording and actively reviewing any reasonable adjustments agreed, which apply to any such restriction.

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	Habitare Homes Complaints policy.	Para 6.3.4 - "We will seek to resolve your complaint, where possible by email, phone or face-to-face meeting" & Para 6.3.5 - Investigation approach.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Habitare Homes Complaints policy.	Para 6.3.1 - "We will acknowledge, define and log your complaint within 5 working days."
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Habitare Homes Complaints policy.	Para 6.3.5 - "will investigate your complaint and give you a full written response within 10 working days of the complaint being acknowledged."
6.4	Landlords must decide whether an extension to this timescale is needed	Yes	Habitare Homes Complaints policy.	Para 6.3.5 - "Any extension will be for no more than 10

	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.			working days without good reason", with reasons provided.
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	Habitare Homes Complaints policy.	Para 6.4.5: "When informing residents of an extension, we will provide contact details for the Housing Ombudsman Service."
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	Habitare Homes Complaints policy.	Para 6.3.6 - "A complaint response will be provided when the answer to your complaint is known, not when outstanding actions are completed. Outstanding actions will still be tracked and actioned promptly with appropriate updates provided to you."
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	Habitare Homes Complaints policy.	Para 6.3.5 - "Our response will explain the outcome of our investigation together with any actions."
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Habitare Homes Complaints policy.	Para 6.3.6 - "Where you raise additional complaints during the investigation,

	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.			these will be incorporated into the Stage 1 response if they are related and the response has not been issued. Where the response has been issued, the new issues are unrelated, or incorporating them would unreasonably delay the response, the new issues will be logged as a new complaint."
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Habitare Homes Complaints policy.	Para 6.3.7 - "Our Stage 1 response will confirm the following in writing, the complaint stage, the complaint definition, the decision on the complaint, the reasons for any decisions made, the details of any remedy offered to put things right, details of any outstanding actions, and details of how to escalate the matter to Stage 2 if you are not satisfied with the response."

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	Habitare Homes Complaints policy.	Para 6.4.1 - "If you're unhappy with the decision...you can ask for your complaint to be escalated to stage 2."
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	Habitare Homes Complaints policy.	Para 6.4.2 - "We will acknowledge, define and log your complaint within 5 working days."
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	Habitare Homes Complaints policy.	Para 6.4.1 - "You do not need to explain your reasons for requesting a Stage 2 review."
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Habitare Homes Complaints policy.	Para 6.4.4 - "handled by an independent reviewer who was not involved in the stage 1 response."
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Habitare Homes Complaints policy.	Para 6.4.4 - "formal written response within 20 working days."
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the	Yes	Habitare Homes Complaints policy.	Para 6.4.5 - "In exceptional circumstances, the timescales for responding may need to be changed."

	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.			Any extension must be no more than 20 working days without good reason, and the reason(s) will be clearly explained to you."
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	Habitare Homes Complaints policy.	Para 6.4.5: "When informing you of an extension, we will provide contact details for the Housing Ombudsman."
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	Habitare Homes Complaints policy.	Para 6.4.6 - "A complaint response will be provided when the answer to the complaint is known, not when outstanding actions are completed. Outstanding actions will still be tracked and actioned promptly with appropriate updates provided to you."
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	Habitare Homes Complaints policy.	Para 6.4.4 - "reconsider the individual circumstances...explain the outcome of our investigation together with any actions."
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	Habitare Homes Complaints policy.	Para 6.4.7 - Stage 2 response content and Ombudsman escalation.

	b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Habitare Homes Complaints policy.	Para 6.4.8 - "Stage 2 is Habitare's final response and will involve all suitable staff members needed to issue such a response."

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: - Apologising; - Acknowledging where things have gone wrong;	Yes	Habitare Homes Complaints policy.	Para 6.1 - "Where something has gone wrong we will acknowledge this and set out the actions we have already taken, or intend to take, to put things right" & Para 6.6 - Learning from complaints.

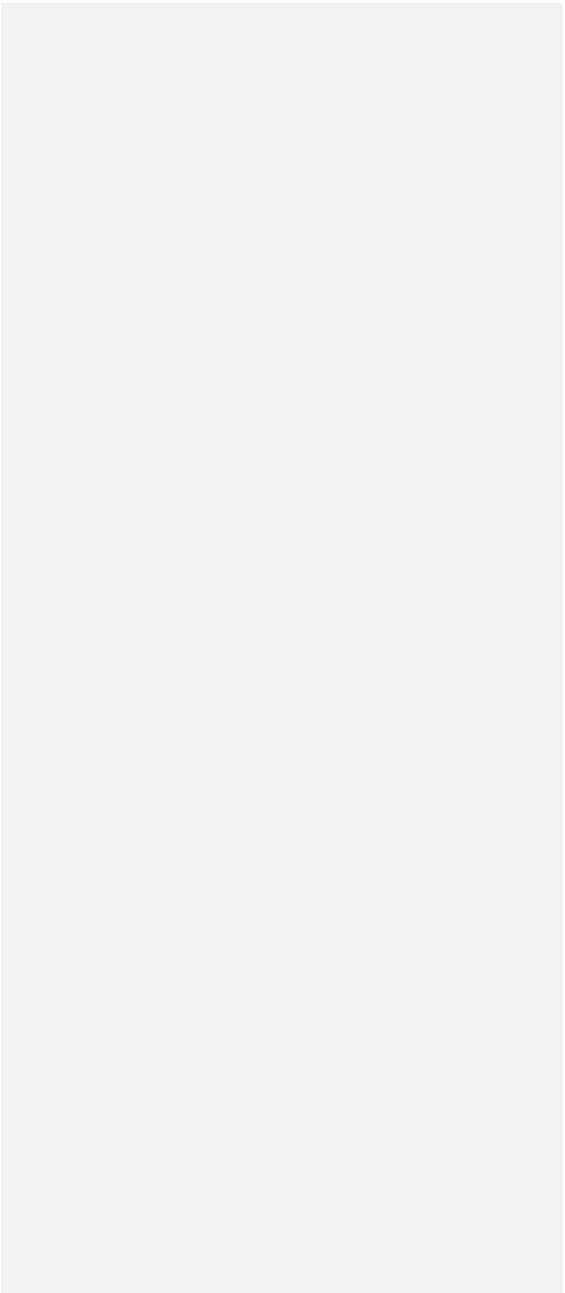
	• Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Habitare Homes Complaints policy.	Para 8.2 - "payment offered will be proportionate to the circumstances of the failure."
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	Habitare Homes Complaints policy.	Para 8.4
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Habitare Homes Complaints policy.	Para 8.3(d) – the levels of compensation and the guidance issued by the Housing Ombudsman on appropriate remedies

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	Habitare Homes Complaints policy.	Para 6.6.3- Annual self-assessment and report on website, published here: complaints-monitoring-and-reporting-appendix-1.pdf & Para 6.6.4 and 10.1 - Quarterly reports to board on volumes, stages, trends. The same process will be followed for 2026.

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	Habitare Homes Complaints policy.	Para 6.6.3 & 4.5 - "reviewed by the Board and is published on our website" & Para 10.1 - Board responsible for monitoring. Reported to the governing body in March 2025 and published here: complaints-monitoring-and-reporting-appendix-1.pdf. The same process will be followed for 2026.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Habitare Homes Complaints policy.	Para 10.2 - "reviewed...when there is a change in circumstances, in work practices."
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Habitare Homes Complaints policy.	Habitare has not been subject to an Ombudsman investigation to date. Should an investigation occur, the self-assessment will be reviewed and updated as required.
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	Yes	Habitare Homes Complaints policy.	Para 6.7.1 - Exceptional circumstances are stated in policy.

	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.			
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Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Habitare Homes Complaints policy.	Para 6.6.1 - "We aim to learn from complaints and use this information to improve how we work."
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	Habitare Homes Board.	Para 1.1 - "We prioritise the resolution of complaints and have a culture of learning from complaints."
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	Habitare Homes Complaints policy and Habitare Homes Board.	Para 6.6.2 - "we will inform our residents of what has been changed" & Publish on website. Annual complaints report is published here: Complaints Habitare Homes
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	Habitare Homes Complaints policy.	Para 4.6 - Managing Agent as Complaints Officer & Para 6.6.4 - Board receives quarterly reports on trends.

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	Habitare Homes Complaints policy and Habitare Homes Board.	Para 4.2 - "Habitare have a designated board lead on complaints. Their details are published on the complaints page"
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	Habitare Homes Complaints policy and Habitare Homes Board.	Para 4.2 & Para 6.6.4 - Board reporting structure. MRC appointed in June 2024.
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	Yes	Habitare Homes Complaints policy and Habitare Homes Board.	Para 6.6.4 - "The board will receive quarterly reports about the volumes of complaints received, at which stage they were resolved, and any trends or themes."

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	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Habitare Homes Complaints policy.	Para 3.1 - "We have a collaborative and co-operative approach towards resolving complaints and take collective responsibility for any shortfalls identified. We will always act within the professional standards...as set by any relevant professional body."