

## **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: ‘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.’	Yes	Our Complaints Policy: 3. Definition of a Complaint 7. Definitions	Our Complaints Policy includes a definition which matches the Housing Ombudsman’s Code requirement.
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 Complaints Policy: 3. Definition of a Complaint 7. Definitions	Our Complaints Policy clearly states that the word ‘complaint’ does not need to be used for it to be treated as a complaint. We train all our team members on recognising a complaint. This forms part of our Hundred Houses Way (HHW) approach to service delivery and customer experience.
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	Our Complaints Policy: 3.1 – 3.10 Definition of a Complaint 4.1 Raising Complaints	Our Complaints Policy clearly states that a request for a service, such as the first report of a repair will not be dealt with through our complaints procedure. A service request is logged as customer dissatisfaction feedback and not treated as a complaint.
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 Complaints Policy: 4. Procedure 4.1 Raising Complaints	Our complaints handling approach is to register a complaint when a resident expresses their dissatisfaction. This will not impact or influence efforts to address their service request.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a	Yes	Our Complaints Policy: 4. Procedure	We carry out several feedback surveys throughout the year, on 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.		4.1 – 4.10 Raising Complaints	range of service areas; when a customer expresses dissatisfaction on a survey, we contact them directly and will give them options of raising a complaint.
	<b>Section 2: Exclusions</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Our Complaints Policy: 4.3.Complaints Procedure Steps 1 – 6 The Complaints Process Stage One – Complaint Review We had no complaints or investigations to date between April 2023 to February 2025 or expressions of dissatisfaction or complaints.	Our Complaints Policy details the circumstances where we would and would not accept a complaint. Every complaint is considered on its own merits and when a complaint is not accepted, we will always explain our 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: <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	Our Complaints Policy: 2.2 This Policy does not apply to 4.9 Unresolved Complaints	Our Complaints Policy outlines things that will not be dealt with through our complaints procedure. Examples include: <ul style="list-style-type: none"> <li>• Complaints concerning care and support services; these have their own policy and are monitored by the Care Quality Commission Legal proceedings that have begun.</li> </ul>

2.3	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: · 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	Our Complaints Policy: 2.2 This Policy does not apply to 4.9 Unresolved Complaints	Our Complaints Policy states that complaints can be accepted within 12 months of an issue occurring.
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: 4.9 Unresolved Complaints	Where we do not accept a complaint, we will always write and let the tenant know why, including advising them of their right to take that decision to the Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.		Our Complaints Policy: 4. Procedure 4.1 – 4.10 Raising Complaints	Our approach to complaints and complaints handling is not to adopt a blanket ban to exclude a complaint. Individual circumstances are taken into consideration in all cases
	<b>Section 3: Accessibility and Awareness</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Yes	Our Complaints Policy: 4. Policy Statement Excerpt: Offer a variety of ways to report dissatisfaction and make a complaint including by telephone,	We have clear information on our Notice Board and Tenants Handbook about how to make a complaint.

	needs and reasonable adjustments of residents who may need to access the complaints process		email, in person, in writing or via our website or social media.  Act 2010, which includes age, sex disability, gender reassignment, race, religion and belief, sexual orientation, marriage and civil partnership, pregnancy, and maternity, should be treated equally and fairly	
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	Our Complaints Policy: Will outline the procedure of how to make a complaint to Hibiscus and to any members of Hibiscus housing staff. 3.1 – 3.2 definition of a complaint.	We have an open and transparent approach to handling complaints, we make to make the experience as easy, intuitive, and simple for our customers as possible. Complaints can be made to any member of our team and can be made on a tenant's behalf if there are appropriate permissions in place.
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	Our Complaints Policy: Demonstrates that Hibiscus take all complaints seriously and we work very hard to provide an excellent service and to ensure we have listening and learning culture. This is our approach which has been very successful, hence no complaints from April 2023 – February 2025. to improve the quality of the service experience.	We view all complaints as a way of helping Hibiscus to develop and foster a strong relationship with our clients. We have built a trusting and sustained understanding which see a being both beneficial to our clients and to Hibiscus.
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	Our Complaints Policy is not published on our website, it accessible and prominently displayed.  Our Complaints Policy: 3. Definition of a Complaint 4. Procedure 4.1 Raising Complaints	Our Policy includes what happens in each of the two stages of the process. There is a focus on early resolution at Steps 1 – 6 and Stage 1 and Stage 2.
3.5	The policy must explain how the landlord will publicise details of the complaints policy,	Yes	Our Complaints Policy:	We advise anyone making a formal complaint about the Housing

	including information about the Ombudsman and this Code.		We currently publicise our Complaints Policy on the main Notice Board at Hibiscus House and it is also available in the Tenants Handbook.	Ombudsman Service. Details of who to complain can also be found in the tenants Handbook. We also provide information about the service at several points during our complaints process.  We are currently in the process of updating and redesigning our website, which we anticipate completing April 2025.
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: 4.6 One Complaint, One Response  Example: We welcome complaints from anyone who is affected by a service we provide, or a decision taken by us, including: <ul style="list-style-type: none"> <li>• Customers named on a tenancy.</li> <li>• Any tenant receiving care and support or a Service User attending the day centre.</li> </ul>	Our Complaints Policy clearly states 'any person acting on behalf of a customer (with their consent'.
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	Our Complaints Policy: 4. The Procedure Stage 2 – Appeal 7. Making a complaint to the Housing Ombudsman Service	The Housing Ombudsmen contact details are provided within our Complaints Policy, included within our complaints correspondence.
	<b>Section 4: Complaint Handling Staff</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Yes	Our Complaints Policy: 3.9 Management Team 4. Procedure 4.1 Raising Complaints	We have a Complaints Manager and Complaints Officer who will take responsibility for investigating and co-ordinating our response to complaints.

	person or team as the 'complaints officer'. This role may be in addition to other duties			
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	Our Complaints Policy: 3.9 Management Team 9. Monitoring and Reporting	The Complaints Manager and Officer has access to the whole team, at every level, to help in the resolving of 'fair' of complaints. They also have autonomy and authority to act to resolve disputes.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	At Hibiscus we have a strong service culture which we work hard to ensure we have a positive and consistent approach to customer service. In addition, we have staff of how to handle complaints training and we carry out customer feedback questionnaires and identify lessons learned.	All staff undertake complaint training and it covers the requirements of the Code in a fair, transparent, with an aim for swift resolution.
	<b>Section 5: The Complaint Handling Process</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Our Complaints Policy has been adopted by the Hibiscus Board on 26/02/2025 and signed off by the Chairman.	The Complaints Policy a single policy which is applied in all cases.  The core principle of our approach to complaints is to 'resolve the complaint fairly speedily and to put things right' without it affecting the relationship we have with the client, or with the organisation.
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	Our Complaints Policy: 3. Definition of a Complaint 4. Procedure 4.4 what happens after you've made a complaint?	Our Complaints Policy contains only 2 Stages and we also provide a further 6 Steps which clearly explains the process in an easy to read language.  Our approach when managing complaints are to resolve it effectively and we are able to achieve this because of the 2 Stage process.

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 Complaints Policy: 4.4 what happens after you've made a complaint?	We have a 2 Stages in our complaints process.
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	Our Complaints Policy: 4.4 what happens after you've made a complaint? Stage 2 process	Hibiscus will handle all complaints internally and no complaints are handled by a third party.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Our Complaints Policy:	Hibiscus will handle all complaints internally and no complaints are handled by a third party.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. 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	Our Complaints Policy:	When we receive a complaint, it starts at Stage 1 and if required it escalates to Stage 2. We will contact the complainant to ensure we understand the complaint that requires resolution. We will summarise our understanding in writing, giving residents the opportunity to highlight if something is misunderstood. We also try to arrive at the desired outcome. This is recorded within the complaint management case and confirmed in writing at the complaint acknowledgement letter.
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 Complaints Policy: 2.2 This Policy does not apply to	When a customer makes a complaint or expresses dissatisfaction, the Housing Officer will contact the customer to confirm the complaint, detailing all the complaint. We discuss at the earliest opportunity



				where we're unable to meet their expectation and explain why. We set out clearly in writing responses to tenant what we are and are not responsible for
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	Our Complaints Policy:	The Housing Managers/Housing Officer receive regular updates to keep them informed of expectations and the approach we take in handling complaints. We carry out complaint reviews to ensure complaints are managed effectively, fairly with empathy, impartiality and assessed. We aim to achieve a when a fair outcome is reached, we inform the tenant at the earliest opportunity
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:	If we are unable to complete a complaint within the timescales of our complaints procedure, the tenant are informed at the earliest opportunity. We will seek for a new extension and timescale and agreed with the customer. All information agreed with the customer recorded within complaint case management and confirmed to the customer in writing.
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	Our Complaints Policy: 4.10 Vexatious Complaints	The Housing Manager and Housing Officer are trained to discuss with tenants and customers at the beginning of the complaints process. We will personalise the complaint and meet with the tenant or customer and make any reasonable adjustments. This is contained within the complaint procedure under section 4.10. Where we've agreed to

				the tenants or customer request , it is logged and kept under 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	Our Complaints Policy:	All complaints are accepted unless the complaint falls into the categories set out in the complaint policy section 2. Our complaints policy outlines 20 working days to escalate a complaint to the next stage. We consider requests after this time, should the request if there is good cause.
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	Our Complaints Policy:	We ensure we capture the full extent of the complaints and our procedure ensure the documents, and decisions of every case on our internal case management systems. Records are kept safe and monitored. We carry out audits to make sure our processes are consistent.
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 Policy:	We aim to complete the complaint at the earliest opportunity at all stages of the complaint, in line with our complaints policy.
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: 2.1 Scope	Our policy sets out a consistent and fair approach to responding to complaints from tenants, customers, and stakeholders, which aims to resolve issues at the earliest opportunity. We've developed this Policy in accordance with the Housing Ombudsman Complaints Handling Code, our statutory and legal duties, and residents' feedback. Our tenants

				work with us to resolve complaints and monitor performance.
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 Complaints Policy:	Our Tenant's Handbook clearly outlines unacceptable behaviour is not accepted and it further states if their behaviour impacts on other tenants is not tolerated. We have not had any unreasonable behaviour to date. However we review ASB periodically.
Stage 1	<b>Section 6: Complaints Stages</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Our Complaints Policy: 4.4 what happens after you've made a complaint?	This is addressed under 4. of the Complaint Policy which ensure processes are in place to respond and resolve complaints at the earliest opportunity.  All complaints are assessed to understand what is required to fully consider the issues and resolution actions. Actions are prioritised to ensure the complaint is resolved as quickly and fairly as possible. We also identify vulnerabilities and risk during communication with residents and make reasonable adjustments where required. We use this to prioritise actions and provide a response at the earliest opportunity
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b>within five working days of the complaint being received.</b>	Yes	Our Complaints Policy: 4.4 what happens after you've made a complaint? Stage 1	This is addressed under 4.4 of the Procedure to ensure complaints are acknowledged within 5 working days of receipt.

6.3	Landlords must issue a full response to stage 1 complaints <b>within 10 working days of the complaint being acknowledged.</b>	Yes	Our Complaints Policy: 4.4 what happens after you've made a complaint? Stage 2	This timescale is included in our complaints policy, procedure, and process at 4.4. We monitor compliance and performance and reported to management and governance groups. While our policy complies with the Housing Ombudsman Code, from April 2024.
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	Our Complaints Policy: 4.4 what happens after you've made a complaint? Stage 2	This is addressed under 4.4 of the Complaint Policy to ensure if a complaint is to be extended, it is agreed with the complainant; however, we have not had any complaints to date.
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	Our Complaints Policy: Stage 2 4.9 Unresolved Complaints	We would signpost the complainant to the Housing Ombudsman Service for independent advice. We would review when we must extend a timescale for responding if required.
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	Our Complaints Policy: 4. Procedure	This is addressed under 4. under the Procedure and should there be any outstanding actions, they are monitored by the Housing Officer. Our responses include an action plan for remaining actions with expected completion dates.
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	Our Complaints Policy: 4. Procedure	This is addressed under 4. under the Procedure and should there be any outstanding actions, they are monitored by the Housing manager.
6.8	Where residents raise additional complaints during the investigation, these must be	Yes	Our Complaints Policy: 4. Procedure	Section 4.4 of our complaints policy outlines how we'll incorporate

	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.			additional complaints to the Stage one response, unless we've already issued a response. It would also be unreasonable to delay our response. We'll log it 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: <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.</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	Our Complaints Policy: 4. Procedure	These details are provided in our responses and are included in our complaints policy, procedure, process, and training. We explicitly use plain language in our responses to tenants and Service Users.
<b>Stage 2</b>				
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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: 4. Complaint Procedure Stage 2	Our policy details how we'll escalate to Stage 2 and our final response, if the complaint is not resolved to the tenants or a service users satisfaction. We also provide the Housing Ombudsman Service contact information, should they disagree with our decision.
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	Our Complaints Policy: 4. Complaint Procedure Stage 2	This is addressed under 4.4 of the Complaint Procedure. When a Stage 2 escalation is requested, we commit to logging and acknowledgement within five working days of receipt.

6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Our Complaints Policy: 4. Complaint Procedure Stage 2	This is addressed under 4.4 in the Complaint Procedure.
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: 4. Complaint Procedure Stage 1 6.5 Complaints Trustee	Our complaints policy states that the Complaints Trustee will be responsible for trained colleague with no previous involvement in the complaint will conduct the review.
6.14	Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.	Yes	Our Complaints Policy: 4. Complaint Procedure Stage 2	This is addressed under 4.4 of the Complaint Procedure to ensure complaints are resolved and responded to with customers. This is recorded within the case management to ensure this is procedure is complied with.
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: 4. Complaint Procedure Stage 2	This is addressed under 4.4 of the Complaint Procedure to ensure if a complaint is extended it is agreed with the customer, establishing the reason for the extension and the agreed timescale for resolution.
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	Our Complaints Policy:	When an extension is agreed with customers, the customer will be provided information in writing 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	Yes	Our Complaints Policy: 4. Complaints Procedure	This is addressed under 4. under the Complaint Procedure and outstanding actions monitored within the complaint management by the Housing Officer.

	must still be tracked and actioned promptly with appropriate updates provided to the resident.			
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	Our Complaints Policy: 4. Complaints Procedure	See section 4 Complaint Procedure to ensure the resolution response addresses all points of the complaint and references relevant legislation, policy, procedure or good practice.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a) the complaint stage. b) the complaint definition. c) the decision on the complaint. d) the reasons for any decisions made. e) the details of any remedy offered to put things right. f) details of any outstanding actions. g) details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Our Complaints Policy: 4. Complaints Procedure Stage 2	See section 4 Complaint Procedure to ensure the resolution response addresses all points of the complaint and references relevant legislation, policy, procedure or good practice
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: 4. Complaint Procedure Stage 2	The Housing Manager will investigate the complaint and involve all relevant colleagues to ensure the final response is thorough and covers all information to respond to the complaint.
	<b>Section 7: Putting things right</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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:	Yes	Our Complaints Policy:	The Housing Manager will address this and will acknowledge that the appropriate actions will ensure that all remedies are considered and put things right for the customer.

	<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>			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Our Complaints Policy:	We will seek to offer consistent solutions and remedies that reflect the degree of service failure and harm caused to the tenant or complainant. We would offer to put right/remedy for repairs would be carried out in line with our repairs policy.
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	Our Complaints Policy:	We would respond as soon as we were made aware of the outcome of the complaint. This could be before we've completed all the actions required to sort out the issue. Our responses include an action plan for any remaining actions with expected completion dates.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Our Complaints Policy:	Our Complaint Procedure, ensures that all remedies are considered and offered are reflective of the Housing Ombudsman Remedies Guidance published in September 2022
	<b>Section 8: Putting things right</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>



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 f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes		Annual complaint performance and service improvement report are being developed and to be published to customers by the 30/06/2025.
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>	Yes		Annual complaint performance and service improvement report are being developed and to be published to customers by the 30/06/2025.
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes		Annual complaint performance and service improvement report are being developed and to be published to customers by the 30/06/2025.

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We will review and update this self-assessment if required to do so.
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		We are able to comply with the code. We will inform the Ombudsman where we are not able to and provide a timescale for compliance.
	<b>Section 9: Scrutiny &amp; oversight: continuous learning and improvement</b>			
<b>Code provision</b>	<b>Code requirement</b>	<b>Comply: Yes / No</b>	<b>Evidence</b>	<b>Commentary / explanation</b>
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	Our Complaints Policy:	Our Complaints Policy and Procedure overall demonstrates Hibiscus has a strong culture of dealing and handling complaints and will continue to seek to resolve complaints fairly and effectively.
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	Our Complaints Policy:	Our Complaints Procedure overall demonstrates Hibiscus has a strong culture of dealing and handling complaints and will continue to seek to resolve complaints fairly and effectively.
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	Our Complaints Policy: 3.1 Definition of a Complaint-Duty of Candour	We would be open, honest and transparent in accordance with our policy of Duty of Candour. We are very open to learn from complaints for tenant and service users.

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: 6. Governance	Our Board will appoint a Complaints Trustee to oversee Complaints handling and policy ownership for Hibiscus. Any lessons learned from complaints will be reviewed by the Housing Manager, Housing Officer and other Hibiscus staff.
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	Our Complaints Policy: 6. Governance	The Complaints Trustee is appointed by the governing body of the organisation to oversee Complaints handling and policy ownership for Hibiscus.
9.6	Responsible for Complaints ('the MRC'). 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 Complaints Policy: 6. Governance	Hibiscus's Complaints Trustee will be responsible for reporting regularly information about the complaints received from tenant of service users. They will report on the performance and on complaint handling and provide a service improvement report for scrutiny and challenge to the Hibiscus's Board of Management.
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 complying with orders related to severe maladministration findings.</li> <li>d) annual complaints performance and service improvement report.</li> </ul>	Yes	Our Complaints Policy: 6. Governance	The Complaint Trustee and Governance Board will receive regular updates on the range and outcomes of complaints, including details of complaint handling and performance.

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.</li> <li>c) act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	Our Complaints Policy: 6. Governance	The Board member role description outlines responsibilities – this includes challenging performance and improvement

**Position:** Chairman **Name:** Herbert Griffiths

**Signature:**



**Date:** 26/02/2025