

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	1.1 Ongo Homes Complaints and Feedback policy	Tenant Complaint Panel Feedback Tenants feel that the guidance in the complaint handling code is vague for landlords re service request vs complaint but agree it is in our policy and on the website etc.
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	1.4 Ongo homes Complaint and Feedback Policy 2.2 Ongo Homes and Feedback Policy	Tenant Complaint Panel Feedback: Tenants agree that it would be useful to have a link on the website to advocacy services. Including different languages. Would like the procedure amended to add in that a complaint cannot be made on behalf of a tenant without having their explicit consent. Ongo fully complies and will work with tenant's advocates and support mechanisms to create the

				best outcomes for tenants and customers
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	3.1 Ongo Homes policy and Feedback Policy	<p>Landlord Commentary</p> <p>The policy sets out we will not categorise service requests as a complaint and a definition of a service request.</p> <p>However, the TSM measure TP09 is showing us that there may still be disparity between tenants thinking they have complained and complaining. To improve this further we are working on communication pieces for our tenants and conversational techniques for our frontline colleagues.</p> <p>Fully Compliant</p>
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	3.1 Ongo Homes Complaints and Feedback Policy and Procedure.	<p>Landlord Commentary;</p> <p>This is written with the policy and in practice we would have an ongoing service request, and a complaint logged at the same time.</p>

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	Qualtrics Closing page on surveys Dissatisfaction tickets generated	<p>Landlord Commentary; On each closing page of the survey, we have a statement that lets customers know if they are not happy, they can complain, and it links them to our complaint page on the website with all the information and form to make a complaint.</p> <p>We also generate workflows (tickets) on dissatisfaction scores. This then goes to appropriate team leader with the relevant service areas to look at the issue, contact the tenant and work to resolve any issues. Complaint would be logged at this point if the customer chose to do so.</p>
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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	Section 3 Ongo Homes Complaints and Feedback Policy	<p>Landlord Commentary; We will consider each complaint individually and will only refuse a complaint where it is reasonable and in line with the code. We operate if we are in doubt approach, we will log the complaint.</p> <p>When a complaint is refused there is a check process with the complaints Manager</p> <p>We also have full front-line assurance on this and have full reporting over declined complaints which identifies which officer, what type of complaint and detail of the tenant this enables us to look at any risks or trends.</p>

2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • 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	Section 3 Ongo Homes Complaints and Feedback Policy	<p>Landlord commentary</p> <p>The reasons where we will not accept a complaint are set out within section 3 of our policy and are in line with the code.</p>
2.3	<p>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.</p>	Yes	3.3 Ongo Homes Complaint and Feedback Policy	<p>Landlord Commentary</p> <p>This is set out in the complaint policy and considers where exceptions should be made</p>
2.4	<p>If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the</p>	Yes	3.8 Ongo Homes Complaint Policy	<p>Landlord Commentary</p> <p>We will always put in writing to a complainant because</p>

	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.			<p>we would not accept a complaint</p> <p>We have a letter template to ensure we detail all the required information.</p> <p>There is a check process if required with the Complaint Manager before not accepting</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>1.6 Ongo Homes Complaint Policy</p> <p>4.1 Ongo Homes Complaint Policy</p>	<p>Landlord Commentary</p> <p>We always log and define a complaint separately and do not take a blanket approach to excluding complaints or accepting complaints</p>

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>1.3 Ongo Homes policy</p> <p>Ongo homes Website sets out all the methods on how to make a complaint.</p> <p>https://www.ongo.co.uk/contact-us/complaints/</p>	<p>Tenant complaint Panel feedback</p> <p>The tenants feel we could make it clear on the website that complaint can be also logged on our tenant portal My Home</p> <p>Whenever the Complaints Monitoring Panel discusses the handling of sample complaints, there are always refresher discussions about the ease and range of options put in place for tenants to submit a complaint.</p> <p>When something new occurs, discussions take place about ensuring adding new options</p> <p>We have a magazine presented in two formats – the printed edition is sent to all tenants requesting it in</p>

				<p>March and September and three digital editions are sent to tenants having an e-mail address during the rest of the year. This platform is used to educate, entertain and inform so complaint related matters are a priority inclusion whenever the need arises or as refresher information.</p> <p>Landlord Commentary; We accept complaints through all methods of communication and in any format.</p> <p>We have a reasonable adjustment policy that would support this approach and support people to make a complaint where it is required.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	New Starter Induction Presentation Agenda Item Service Standards and Complaints	<p>Tenant Complaint Panel Feedback This procedure was put in place with the establishment of a Complaints Resolution Team some years ago and was vastly improved upon</p>

				<p>receipt of the draft complaints code.</p> <p>During their induction, every new member of staff is expected to familiarise themselves with the Complaints Policy and Procedures and the Housing Ombudsman's Regulatory Complaints Code. All members of staff are subjected to cyclical refresher training and have access to the complaints policy and procedures for reference purposes.</p> <p>Tenants would also like to see additions to the website to add in how they can receive support in complaining</p> <p>Landlord Commentary Every colleague coming into work at Ongo across all service has an overview of complaint the definition, our complaint process, and their responsibilities within complaints</p>
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				Fully complaint
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	Complaint demand reports Complaint demographic reports	<p>Tenant Feedback Would like to see a report and monitoring repeat complainants to ensure we are managing expectations, utilising the unacceptable behaviour policy effectively and providing support where necessary</p> <p>This is another frequent topic of discussion within the Complaints Monitoring Panel meetings to analyse the reasons and causes of diminishing or increasing complaints and for comparison purposes against / with regional and national housing providers.</p> <p>Landlord Commentary We regularly monitor the numbers of complaints and where our complaints are coming from in regard to demographics of our tenant base.</p>

				<p>Further improvements to add this detail into future annual Complaints Performance and Service Improvement report</p> <p>The MRC has requested an annual complaint governance calendar and a quarterly complaint report to bolster the annual report. This will be reported to our new Customer Focus Committee which is part of our new governance structure. This is to drive challenge and a positive complaint culture at board and ensuring we enhance our tenant voice for 2025/26</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	Section 4 Ongo Homes Policy Ongo Homes Website	<p>Tenant feedback</p> <p>Tenant feedback from a mystery shop exercise showed that the Contact centre could explain how to make a complaint and they logged a complaint on behalf of the tenant but felt there could have been</p>

				<p>further information about what happens next.</p> <p>The complaint stage is outlined within the policy and each stage.</p> <p>We have set out the steps in on our website</p> <p>Further enhancements to the complaint reporting procedure to ensure we are giving adequate information of the next steps both digitally and on the telephone after tenant feedback</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>6.1 Ongo Homes Complaint Policy</p> <p>6.6 Ongo Homes Complaint Policy</p>	<p>Tenant complaint panel feedback</p> <p>This has been achieved in consultation with the main tenant body, numerous discussions with the Complaints Monitoring Panel after the policy and procedures have been reviewed and at the EDI</p>

				<p>Panel after the biennial review.</p> <p>The statement within the policy explains how we will publish the policy and the code information.</p> <p>We will also share in the policy what information we will publicise and where that will be.</p>
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>4.3 Ongo Homes Complaint Policy</p> <p>Reasonable Adjustment Policy</p>	<p>Tenant complaint panel feedback</p> <p>Advocacy representation of the complainant's choice has been in place for many years.</p> <p>Although there is evidence of reasonable adjustments being carried out tenants would like to see this documented more in the complaint investigation process</p> <p>This is clear in our policy and Ongo would always support somebody having a</p>

				representative in any service provision.
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	4.10 Ongo Homes Complaint Policy Ongo Homes Website	<p>Tenant complaint panel feedback The method of implementation was discussed and suggestions submitted at the Complaints Monitoring Panel meeting when the proposed Code was revealed and shared with the members for the first time.</p> <p>The Complaint policy draft to the proposal was shared with and ratified by the tenant main body when it had completed its own analysis.</p> <p>In this section of the policy, we are clear about how the Housing Ombudsman can assist a complainant and there are full details of how to access the Housing Ombudsman</p> <p>We have a full section on the website on our complaints page about the</p>

				<p>Housing Ombudsman and their right to access.</p> <p>We also have the make it right campaign Logo and QR code which also explains a tenant's rights to access the Housing Ombudsman.</p> <p>We also put this on every complaint letter in all stages and will attach the Ombudsman leaflets for customers also.</p>
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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer.' This role may be in addition to other duties.	Yes	<p>Complaints Officer - Becky Johns, Head of Customer Experience</p> <p>We have a team of 3 Complaint handlers and a dedicated team leader which make up our Customer Resolution Team.</p> <p>The Director of Customer Services oversees the Complaint Officer and links into the Ongo Homes Board and Executive Leadership Team.</p>	<p>Tenant complaint panel feedback Liked that we had a dedicated team handling complaints and can see real improvements. They did feel Customer Resolution Officers should be called 'Complaints Officers'</p> <p>The Complaints Officer oversees the Customer Resolution Team and liaises with the Housing Ombudsman. Provides the performance reports including the annual complaint and Service improvement report.</p> <p>The complaint Officer also has direct access to the MRC on the governing Board</p>
4.2	The complaints officer must have access to staff at all levels to facilitate	Yes	Customer Resolution Job Descriptions	The team have access to all teams and levels of the

	the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.		Head of Customer Experience Job description	<p>organisation. They are empowered to investigate the complaint independently and make the decisions independently based on their findings. If this decision is challenged by a team or service lead again, they are empowered to continue to make the right independent decision for the tenant. This is a supported approach from our Leadership Team</p> <p>The complaints officer now sits within the Leadership team.</p>
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>Housing Ombudsman centre for learning records</p> <p>Skills matrix for complaint handlers</p> <p>Team Meeting Minutes</p> <p>Training sessions</p> <p>Complaint Learning workshops action logs.</p>	<p>Tenant complaint panel feedback</p> <p>Tenant feels with the increase in complaints that there could be an emerging risk that the customer resolution team may not be adequately resourced.</p> <p>The Complaint handlers have an objective to ensure their complaint handling is</p>

			<p>Customer Service Board updates January 2025</p>	<p>prioritised in line with the complaint handling code.</p> <p>They encouraged and instructed to complete training provided by the Housing Ombudsman.</p> <p>We have an internal skills matrix that logs the skills that are required and their competencies against this.</p> <p>The complaint Officer (Head of Customer Experience) Provides training sessions when required but especially when we have lessons learnt exercises.</p> <p>In December 2024 we implemented Complaint Learning Workshops across our services which comprises of sharing the types of complaints received and a collaborative approach to creating actions that will lead to service improvements. This is centrally recorded and</p>
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				<p>governed by our assurance and risk teams</p> <p>There has been an objective set in our year two corporate operations plan to focus on improving learning and actions from our customer feedback evidencing this a priority for the whole organisation.</p> <p>The review of our front-line services will also incorporate considering the structure for the Customer Resolution Team.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must	Yes	1.5 Ongo Homes Complaint Policy	This is a single policy that covers all aspect Ongo Homes Complaints

	not be treated differently if they complain.		Customer Focus Strategy	Culturally we would in still this as an approach that all residents have a right to complain and that we should consider this in a positive manner and an opportunity to learn.
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	Section 4 Ongo Homes complaint policy	<p>This section sets out that we have a two-stage process only.</p> <p>The policy recognises a service request but sets out customer choice to complain</p>
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	Section 4 Ongo Homes Policy	We have made it clear that an informal stage is no longer accepted, and it is a 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 in this Code. Residents must not be expected to go through two complaints processes.	Yes	<p>Contractor SLA</p> <p>Letter briefing contractors of our complaint and regulatory responsibilities</p>	We have informed all contractors that they must channel all the complaints through to our Customer Resolution team so our complaint process can be followed.

				There will be an annual letter reminding our contractors and offering further training.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Contractor Service Level Agreement Letter Briefing contractors on the new code	We have asked contractors to ensure we are made aware of any complaint made by our tenants
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	Customer Resolution Code Training on 19 th March 2024 Ongo Homes Complaints Procedure	The procedure sets out the requirement to clarify the complaint definition with the Customer.
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	Customer Resolution Code Training Ongo Homes Complaints Procedure	We acknowledge all complaints and will ensure complaint definitions are clarified.
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;	Yes	Customer Resolution Code Training Ongo Homes Complaints Procedure	We would consider each situation on its own individual circumstance and

	<ul style="list-style-type: none"> 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. 		Housing Ombudsman Centre of Learning dispute resolution training.	complaint handlers are fully aware of this approach.
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	Ongo Homes Complaint Policy	<p>We would take every reasonable effort to ensure complaints are handled within the code timescales. We would always communicate any delays in response and agree with the complainant</p> <p>We have a brand-new complaint dashboard that enables us to see quickly where complaints are coming outside of target</p>
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	Yes	<p>Client alerts and Client Data Customer consent and Profiling Procedure</p> <p>Reasonable adjustment policy</p>	<p>We record disabilities and vulnerabilities through our client alerts on our CRM reporting on these will keep them under active review. We are currently reviewing the responsibilities and frequency.</p>

	reasonable adjustments must be kept under active review.			<p>The reasonable adjustments policy is there to support staff to consider and deliver reasonable adjustments</p> <p>We are reviewing our system data to strengthen this further and further training will be delivered to all teams</p> <p>There will be a new vulnerabilities policy written and published with 25/26 in line with the relationship of Equals spotlight report</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	<p>Ongo Homes Complaint Policy</p> <p>Ongo Homes Complaint Procedure</p>	We always escalate a complaint unless it is outside of the policy however discretion is always used if it is reasonable.
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	Yes	<p>Ongo Homes Complaints Procedure</p> <p>Complaint Chronology Reports</p>	<p>Tenant Feedback</p> <p>The tenant complaint panel run dedicated sessions on auditing the complaint handling and records kept ensuring this is happening</p>

	any relevant supporting documentation such as reports or surveys.		Customer complaint panel minutes Complaint stages report	<p>in practice. There have been several changes and suggestions made to the process from a tenant's perspective</p> <p>This is what we do in practice it is explained in the policy, and we have reports that we use to check this is happening in practice.</p>
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	Ongo Homes Complaints Policy and Procedure	<p>Complaint handlers do not have to escalate to a stage 2 to leverage a resolution or higher levels of compensation the decision can be made at any level of a service or complaint process.</p> <p>Complaint handlers have access to discuss cases at all levels to ensure they can provide the best response and resolution at any stage.</p> <p>We will also focus learning sessions where a stage 2 decision changes the response to ensure we are learning and can continue to</p>

				improve our stage 1 handling performance.
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	Unacceptable behaviour Policy	We follow the guidance from the housing Ombudsman when applying the unacceptable behaviour policy. The policy and process are governed by the complaints Officer (Head of Customer Experience) to ensure consistency and reasonableness when activating this procedure
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	Unacceptable behaviour Policy Reasonable adjustments.	As part of this process vulnerabilities and reasonable adjustments are considered and recorded on every occasion. Unacceptable behaviour restrictions are kept in active review by the Customer Experience Manager. To improve oversight this should be added to complaints power BI dashboard.

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 Resolution Code Training Complaint Procedure	We have built the triage process into the acknowledgement procedure to enable prompt resolutions We encourage all staff to have a resolution approach at first contact and to recognise service requests or early intervention.
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	Ongo Homes Complaints Policy and Procedure Complaint reporting	We acknowledge complaints and confirm this is writing. The timescales are observed
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Ongo Homes Complaint Policy and procedure Complaint in target Report Complaint quarterly performance Board reports	We always endeavour to hit the 10 working day response times We can monitor this through our new Complaint reporting dashboard

				<p>We share this information with our customer complaint panel and Board.</p> <p>We publish this data to our customers on our website</p>
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<p>Customer Resolution Code Training</p> <p>Ongo Homes Complaint Policy and Procedure</p>	<p>We facilitate a triage approach at the acknowledgement stage and ensure we are considering complexity at the earliest opportunity. We only extend up to 10 days on exception</p>
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Ongo Homes Complaint Procedure	<p>We add the Housing Ombudsman contact details to our extension letters</p>
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	<p>Ongo Homes Complaint Policy and Procedure</p> <p>Follow on report</p>	<p>Tenant Feedback; To continue adding procedural Follow ups on complaints to every response letter to ensure customer are fully aware of the specific follow up on each complaint</p> <p>We are clear on this approach, and it is happening within practice.</p>

				<p>We operate a follow-on process to keep track of issues.</p> <p>We have improved the follow-on process to ensure the responsibility sits with the service area actioning the work</p>
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	Ongo Homes Complaint Procedure	We are doing this in Practice and using the housing ombudsman template response letter to support this
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	<p>Ongo Homes Procedure Document</p> <p>Housing Ombudsman Case learning</p>	<p>This is happening in practice after we learnt from a Housing Ombudsman Case.</p> <p>The complaint handlers are clear on this approach.</p>
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; 	Yes	<p>Ongo Homes Complaint Procedure</p> <p>Example complaint response letters</p>	<p>This happens on all response letters.</p> <p>It is clearly defined in the procedure.</p>

	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.			
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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	Ongo Homes Complaint Policy and Procedure	Yes, we take this approach on every case where it is required. The complaint handlers are fully aware of this expectation however we have followed on processes in place to mitigate the need for this requirement and that resolutions are carried out.
6.11	Requests for stage 2 must be acknowledged, defined, and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Ongo Homes Complaint Policy	We operate an acknowledgement procedure on both stages.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are	Yes	Customer Resolution Code Training	We have changed our practice on this in line with

	expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.		Ongo Home complaint Procedure	the new code and added this into the 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	Ongo Homes Complaint Policy	We always escalate a stage 2 to an independent appropriate level leader.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Ongo Home Policy and Procedure	This happens in practice
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	Customer Resolution Code Training Ongo Homes Complaint Policy and Procedure	We facilitate a triage approach at the acknowledgement stage and ensure we are considering complexity at the earliest opportunity. We only extend up to 20 days
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Ongo Home Complaint Procedure	We provide contact details of the Housing Ombudsman on all extension letters
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	Ongo Home Complaint Policy and Procedure	We operate a follow-on process to track live resolutions to Stage 2 complaints we would not delay a response, but we will endeavour to ensure the resolutions have been

				carried out wherever possible
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	Ongo Homes Complaint Policy and Procedure	We are clear on this approach, and it is happening within practice.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 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 the Ombudsman Service if the individual remains dissatisfied. 	Yes	Ongo Homes Complaint Procedure New investigation template	<p>This happens on all response letters.</p> <p>It is clearly defined in the procedure.</p> <p>We have developed a new stage 2 investigation report template and letter to drive a consistent approach to all stage 2 investigations and responses</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	Ongo Homes Procedure	Stage 2 responses are usually handled at a head of service level which is an appropriate level.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Ongo Homes Complaint Policy and Procedure	We are open to all resolutions available and ensure we considering all aspects of a complaint to provide the right resolution
7.2	Any remedy offered must reflect the impact on the resident because of any fault identified.	Yes	<p>Ongo Home Complaint Procedure</p> <p>Ongo Home Compensation Policy/Procedures</p>	We have ensured we are visiting complainants to understand the full extent of their dissatisfaction, the level of disruption and the impact it is having on the tenant.

				Our Compensation Policy has been reviewed in 24/25 in line with the Housing Ombudsman Remedies guidance
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	Ongo Homes Complaint Procedure Follow up report	We do set this out in our response letters, and we have a follow-on process to ensure resolutions are completed
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Ongo Homes Complaint procedures	<p>The complaint handlers are fully aware of the remedy's guidance by the housing Ombudsman.</p> <p>We have used determinations to learn on how to evolve our approaches</p> <p>Our compensation Policy is currently under review</p> <p>We are actively using the apologies guidance by the Housing Ombudsman and have given recent guidance to our complaint officer to</p>

				ensure their apologies are in line with guidance
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Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> 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 because 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	<p>Complaint Performance and Service Improvement Board Report</p> <p>Ongo Home Complaint Policy</p>	<p>First CPSI report went to board on 15th May 2024 and submitted to the Housing Ombudsman within the deadline.</p> <p>Our CPSI report is on the Website to be viewed by all tenants and customers</p> <p>The second CPSI report will be going to our newly formed Customer Focus committee on 21st May 2025 and will then follow the submission protocol.</p>

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	Complaint Performance and Service improvement Board Report	<p>We have always reported complaint performance to Board through our Customer Focus Committee</p> <p>We will continue to report to board in the new format and in agreement with the MRC</p> <p>We will publish the report on our complaint website page with the board response</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Complaint data from the recent acquisition of properties from the Guinness partnership	<p>We will of ensure this happens if Ongo proceed with any mergers</p> <p>We have recently acquired 842 properties within the transition of the properties and the tenants we ensured any complaint data was shared and any ongoing complaints</p>
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would always comply with instruction from the Housing Ombudsman
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber	Yes		This has not happened, but we are aware when we need to do this.

	<p>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.</p>			<p>We would follow our business continuity processes</p>
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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 because of any learning from the complaint.	Yes	Housing Ombudsman determination Learning Plans Complaint workshop action logs	<p>We have several areas of work ongoing that has been driven from complaints where a systemic internal review has taken place and high-level focus on service improvements.</p> <p>We have implemented complaint workshops with our service and leads to identify where actions are required to improve services.</p> <p>Further enhancements are proposed for 25/26 to improve learning from complaints and customer feedback with a new central record that will be monitored by our business assurance and risk team</p>
9.2	A positive complaint handling culture is integral to the effectiveness with which	Yes	2023/2024 Complaint Learning Summary	We are committed to continuous improvement we

	landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.		<p>Corporate Plan</p> <p>Customer Focus Strategy</p> <p>Customer Focus Committee minutes</p>	<p>are open about where we need to improve services, and the Strategic Repairs Action Group is a inter departmental collaborative approach to learning and implementing service improvements.</p> <p>We have implemented a new Customer Focus Committee to strengthen our governance structures. A quarterly complaint report will be introduced to this committee for scrutiny.</p>
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	<p>Customer complaint panel</p> <p>Quarterly Complaint performance on our website</p> <p>Sharing of Housing Ombudsman Orders on our website</p> <p>Key New Articles</p> <p>Customer Focus Committee Minutes</p>	<p>We ensure all our complaint performance and learning findings are scrutinised by our customer complaint Panel and then shared with the Customer Focus committee</p> <p>We also publish all the performance on complaint handling on our website and share our housing Ombudsman determinations and significant learning on our complaint findings</p>

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	<p>Head of Customer Experience (Complaint Officer)</p> <p>Overseen by Director of Customer Services</p>	<p>The complaint Officer is responsible for the governance on complaint handling the associated performance. The complaint officer is accountable to the director of Customer Services to ensure complaint handling is managed appropriately and escalates any risks where required.</p> <p>The Learning is logged and recorded, themes are escalated and is responsible for all policy and procedure reviews where required.</p> <p>New Complaint Learning workshops will feed into the quarterly Customer Focus Committee reports and governed by our assurance and risk team</p>
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	<p>Member Responsible for Complaints</p> <p>Mat Sugden - Member Responsible for complaints</p>	<p>We have appointed an MRc in line with the code requirements.</p> <p>Since the first Self-Assessment, the MRC has been changed due to an acknowledgement the</p>

				previous MRC's role was too extensive and could not give the MRC role the attention it required.
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	<p>Customer Service update reports to Board</p> <p>Pre-Meetings with the MRC are conducted</p> <p>Annual Governance plan for complaints</p>	<p>We have pre meetings with the MRC before every Board and Customer Focus Committe Meeting</p> <p>There is direct communication between the complaint Officer and the MRC when required.</p> <p>We have developed an annual governance plan for complaint and have increased the reporting into board for 2025/2026 by having a dedicated complaint report.</p> <p>The MRC has committed to attending three Customer complaint panel meeting throughout 2025/2026</p>
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	Yes	Customer Service Update reports for Board	The MRc will have an update on complaints before every board or Customer focus committee meeting.

	<p>complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			<p>Any specific findings from the Housing Ombudsman</p> <p>Sharing of Spotlight reports</p> <p>Complaint performance and Service Improvement Board Report pre discussions before the Board Meeting</p>
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <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>Corporate Plan</p> <p>Customer Focus Strategy</p> <p>New starter Induction Presentation</p>	<p>We have written measures into our corporate plan to ensure everyone understand the importance of complaint handling.</p> <p>Our Customer Focus strategy has a standard objective in relation to complaints</p> <p>We deliver this to all our staff in their first corporate induction to ensure this is embedded as an approach</p> <p>We add in the objectives to our complaint handling team and will consider reviewing Job description in the future</p>

