

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	Fully compliant.
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	Improvement made to the complaint page to add in a support to make a complaint section . 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	Yes	3.1 Ongo Homes policy and Feedback Policy	The policy sets out we will not categorise service requests as a complaint and a definition of a service request.

	the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			Across the sector, TP09 continues to present challenges, with some customers believing they have made a complaint when the matter is being treated as a service request.
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.	This is reflected in our policy and practice: where appropriate, an ongoing service request and a complaint can be managed at the same time.
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	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. We also generate workflows (tickets) on dissatisfaction

				scores. We now had a dedicated Complaints and Feedback Officer that makes contact with tenants to understand and learn from the feedback and supports a resolution for the customer.
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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	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. When a complaint is refused there is a check process with the complaints Manager 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.

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: • 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	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. A refusal is reviewed by the complaints and feedback manager for an assurance check
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	3.3 Ongo Homes Complaint and Feedback Policy	This is set out in the complaint policy and considers where exceptions should be made
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the	Yes	3.9 Ongo Homes Complaint Policy	We will always put in writing to a complainant where we would not accept a

	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.			complaint. Evidence of letters in practice for refused complaints. We have a letter template to ensure we detail all the required information. There is a check process if required with the Complaint Manager before not accepting
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	1.6 and 1.7 Ongo Homes Complaint Policy 4.1 Ongo Homes Complaint Policy	We always log and define a complaint separately and do not take a blanket approach to excluding complaints or accepting complaints

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	1.3/1.6/4.3/Ongo Homes policy Ongo homes Website sets out all the methods on how to make a complaint. https://www.ongo.co.uk/contact-us/complaints/	Tenant complaint Panel Feedback: The panel consulted on the self-assessment and found complaints easy to access however they did suggest more information on our Facebook page to make people aware of the services. The panel also suggested further improvements to the complaints page to add a supporting you section. This has been completed Landlord Commentary; We accept complaints through all methods of communication and in any format. We have a reasonable adjustment policy that would support this approach

				and support people to make a complaint where it is required.
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	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
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	We regularly monitor the numbers of complaints and where our complaints are coming from in regard to demographics of our tenant base. Complaints have risen year on year and has increased our service improvements in 25/26
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	We have a published policy and procedure on our website. We have set the steps out on our webpage in accessible format The complaint stage is outlined within the policy and each stage.

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	6.1 Ongo Homes Complaint Policy 6.6 Ongo Homes Complaint Policy	The statement within the policy explains how we will publish the policy and the code information. We will also share in the policy what information we will publicise and where that will be.
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	4.3 Ongo Homes Complaint Policy Reasonable Adjustment Policy	This is clear in our policy and Ongo would always support somebody having a representative in any service provision. We ensure we acknowledge vulnerabilities and adjustments within complaint responses.
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	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 We have a full section on the website on our

				complaints page about the Housing Ombudsman and their right to access. We also have the make it right campaign Logo and QR code which also explains a tenant's rights to access the Housing Ombudsman. We also put this on every complaint letter in all stages and will attach the Ombudsman leaflets for customers also.
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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	Complaints Officer - Becky Johns, Head of Customer Experience We have a team of 3 Complaint Officers and a dedicated team leader which make up our Customer Resolution Team. The Director of Customer Services oversees the Complaint Officer and links into the Ongo Homes Board and Executive Leadership Team.	The Complaints Officer oversees the Complaint and feedback Team and liaises with the Housing Ombudsman. Provides the performance reports including the annual complaint and Service improvement report. The complaint Officer also has direct access to the MRC on the governing Board
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Customer Resolution Job Descriptions Head of Customer Experience Job description	The team have access to all teams and levels of the 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 The complaints officer now sits within the Leadership team.
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	Housing Ombudsman centre for learning records Skills matrix for complaint handlers Team Meeting Minutes Training sessions Complaint Learning workshops action logs. Customer Service Board updates January 2025	The Complaint handlers have an objective to ensure their complaint handling is prioritised in line with the complaint handling code. They encouraged and instructed to complete training provided by the Housing Ombudsman. We have an internal skills matrix that logs the skills that are required and their competencies against this. The complaint Officer (Head of Customer Experience) Provides training sessions when required but

				especially when we have lessons learnt exercises. In 25/26 we have implemented the Service improvement Forum which meets four time with a year. A complaint theme report is shared with each of the operational areas and a service improvement action plan is created, debated and agreed at the forum
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	1.6 Ongo Homes Complaint Policy Customer Focus Strategy	This is a single policy that covers all aspect Ongo Homes Complaints 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	This section sets out that we have a two-stage process only. The policy recognises a service request but sets out customer choice to complain
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	Contractor SLA	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.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Contractor Service Level Agreement	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	Ongo Homes Policy 4.7.1 Ongo Homes Complaints Procedure	The procedure sets out the requirement to clarify the complaint definition with the Customer. Complaints and feedback team feedback- officers make contact with resident to confirm definition – letter templates
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	Ongo Homes policy 3.9 Ongo Homes Complaints Procedure	We acknowledge all complaints and will ensure complaint definitions are clarified. We set out clearly where we can not investigate a complaint point in the definition
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Ongo Homes Policy section 4.7 Ongo Homes Complaints Procedure Housing Ombudsman Centre of Learning dispute resolution training.	We would consider each situation on its own individual circumstance and 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	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 We have a complaint dashboard that enables us to see quickly where complaints are coming outside of target We have implemented a diarised approach for stage 2 to ensure relevant leaders know their timescales. We have seen an improvement in stage 2 timescales
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed	Yes	Client alerts and Client Data Customer Data Procedure Reasonable adjustment policy Vulnerability Policy	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.

	reasonable adjustments must be kept under active review.			The reasonable adjustments policy is there to support staff to consider and deliver reasonable adjustments We are reviewing our system data to strengthen this further and further training will be delivered to all teams
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	Ongo Homes Complaint Policy section 4.8 Ongo Homes Complaint Procedure	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 any relevant supporting documentation such as reports or surveys.	Yes	Ongo Homes Complaints Procedure Complaint Chronology Reports Customer complaint panel minutes Complaint stages report	Tenant Feedback The tenant complaint panel run dedicated sessions on auditing the complaint handling and records kept ensuring this is happening in practice. There have been several changes and suggestions made to the process from a tenant's perspective

				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. We have implemented a complaint minimum data standard to ensure complaints are recorded robustly
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	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. Complaint handlers have access to discuss cases at all levels to ensure they can provide the best response and resolution at any stage. We will also focus learning sessions where a stage 2 decision changes the response to ensure we are learning and can continue to

				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. A full risk assessment is carried out Unacceptable behaviour restrictions are kept in active review by the Customer Experience Manager.

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	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 4.7.1 and Procedure Complaint reporting	Tenant Complaint Panel have tested this is happening in practice 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</u>	Yes	Ongo Homes Complaint Policy 4.7.2 and procedure	The tenant panel have tested this in practice

	<u>days</u> of the complaint being acknowledged.		Complaint Dashboard 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 We share this information with our customer complaint panel and Board. We publish this data to our customers on our website
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	Customer Resolution Code Training Ongo Homes Complaint Policy 4.7.2 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 10 days on exception
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 policy and Complaint Procedure	We add the Housing Ombudsman contact details to our extension letters
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the	Yes	Ongo Homes Complaint Policy 4.7.5 and Procedure	We are clear on this approach, and it is happening within practice.

	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.		Follow on report	We operate a follow-on process to keep track of issues. We have improved the follow-on process to ensure the responsibility sits with the service area actioning the work
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	Ongo Home Policy 4.7.4 Ongo Homes Procedure Document	This is happening in practice after we learnt from a Housing Ombudsman Case and policy changed The complaint handlers are clear on this approach.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage;	Yes	Ongo Homes Policy 4.7.5 Ongo Homes Complaint Procedure	The tenant panel has tested this is practice This happens on all response letters.

	b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.		Example complaint response letters	It is clearly defined in the procedure.
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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 4.8.1 and Procedure	Stage 2 complaints have been tested through the tenant complaint panel after the self-assessment consultation identified this was an area that had not been tested by the panel 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 4.8.1	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 expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Ongo Homes Complaint Policy 4.8.1 Ongo Home complaint Procedure	We have ensure our practice is in line with the code and added this into the policy and 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 4.8.1	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 4.8.2 and Procedure	This has been tested by the tenant complaint panel n practice We fully comply with the code on timescales and stage 2 response times have improved from 75% within target to 94% within target.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Ongo Homes Complaint Policy 4.8.3 and Procedure	We facilitate a triage approach at the acknowledgement stage

	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.			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 4.8.4 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: a. the complaint stage; b. the complaint definition; c. the decision on the complaint;	Yes	Ongo Homes Complaint Procedure Investigation template	This happens on all response letters. It is clearly defined in the procedure.

	d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	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	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons;	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

	• Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.			
7.2	Any remedy offered must reflect the impact on the resident because of any fault identified.	Yes	Ongo Home Complaint Procedure Ongo Home Compensation Policy/Procedures Housing Ombudsman Remedies guidance	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	Yes	Ongo Homes Complaint procedures	The complaint handlers are fully aware of the remedy's

	when deciding on appropriate remedies.			guidance by the housing Ombudsman. We have used determinations to learn on how to evolve our approaches Our compensation Policy has been reviewed We are actively using the apologies guidance by the Housing Ombudsman and have given recent guidance to our complaint officer to 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	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made 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	Complaint Performance and Service Improvement Board Report Ongo Home Complaint Policy	The CPSI is shared with our customer Focus Committee annually and the MRC for assurance and scrutiny. The CPSI is then shared with Board for Full assurance . Our CPSI report is on the Website to be viewed by all tenants and customers We adhere to the 30th September submission and publication to our tenants.

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	We have always reported complaint performance to Board through our Customer Focus Committee and then full assurance at Board. We will continue to report to board in the new format and in agreement with the MRC We will publish the report on our complaint website page with the board response
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	We will of ensure this happens if Ongo proceed with any mergers Where we undergo acquisitions, we take not of all outstanding complaints and ensure this move through the process if there is an overlap. We would always self-assess if required through a larger scale merger of acquisition
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 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		This has not happened, but we are aware when we need to do this. We would follow our business continuity processes
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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 Service Improvement Minutes and action Plan Quarterly service specific operational complaint reports Quarterly Customer Focus Committee reports/updates on complaints	The tenant complaint panel through the self-assessment process would like to strengthen the Lessons Learnt process by scrutinising the planned service improvements at any subsequent panel meeting 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. We have introduced operation workshops on complaint themes and learning. We have introduced the Service improvement Forum headed up by our MRC.

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	Corporate Plan Customer Focus Strategy Customer Focus Committee minutes	We are committed to continuous improvement we are open about where we need to improve. The Customer Focus Committee is headed up by our MRC showing that we have a board down approach to complaints. The Service Improvement Forum is also headed up by our MRC to ensure that we are challenged appropriately on the service improvements required
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	Customer complaint panel Quarterly Complaint performance on our website Sharing of Housing Ombudsman Orders on our website Key New Articles Customer Focus Committee Minutes	We ensure all our complaint performance and learning findings are scrutinised by our customer complaint Panel and then shared with the Customer Focus committee 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

9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Head of Customer Experience (Complaint Officer) Overseen by Director of Customer Services	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. The Learning is logged and recorded, themes are escalated and is responsible for all policy and procedure reviews where required. The service improvement Forums outcomes will feed into the quarterly Customer Focus Committee reports and governed by our assurance and risk team
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	Yes	Member Responsible for Complaints Mat Sugden - Member Responsible for complaints	We have appointed an MRC in line with the code requirements.

	is referred to as the Member 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	Customer Service update reports to Board Pre-Meetings with the MRC are conducted Annual Governance plan for complaints	We have pre meetings with the MRC before Board and Customer Focus Committee Meeting The MRC heads up the Service improvement Forum and so is close to the operational needs of the Ongo and can report ack effectively to the board. There is direct communication between the complaint Officer and the MRC when required.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and	Yes	Customer Service Update reports for Board	The MRC will have an update on complaints before every board or Customer focus committee meeting. The MRC has quarterly service performance reports on complaints as part of the Service improvement Forum

	progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.			Any specific findings from the Housing Ombudsman Sharing of Spotlight reports Complaint performance and Service Improvement Board Report pre discussions before the Board Meeting
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Corporate Plan Customer Focus Strategy New starter Induction Presentation	We have written measures into our corporate plan to ensure everyone understand the importance of complaint handling. Our Customer Focus strategy has a standard objective in relation to complaints We deliver this to all our staff in their first corporate induction to ensure this is embedded as an approach