

So you can be  
**you**

# Annual Housing Complaints, Concerns & Compliments Report

April 2025 - March 2026



# Foreword

Our vision is “Better Lives for More People.” Everything we do is directed towards that. But sometimes we don’t get things right, and when this happens we need to learn from our mistakes and put things right.

**This report tells you how we did in 2025/26.**  
**It also tells you about the compliments we received.**  
**In fact, in 2025/26 we received more compliments than complaints, something to be proud of.**

We expect all colleagues to make decisions and to act in line with our values of Ambition, Respect, Courage, Integrity, and Partnership. Of course, this is especially important when things have gone wrong.

You - our tenants - have a very important role because you tell us when we haven’t got it right. We hope you feel confident to tell us about any concerns you may have and if necessary, to make a complaint.

We will listen to you. If you complain we will fully investigate it. We will work with you to put things right and having listened and learned, we will make any wider changes that might be needed, working through our Tenants Scrutiny Panel.

“If something isn’t right, please tell us. We will listen and we will act.” Huw John



**Huw John**  
Member Responsible for Complaints

We follow the Housing Ombudsman’s complaints handling code. This means we keep our policies up-to-date and it also means that we share your experiences of our housing service across our organisation, including at the Board. We have followed the Code since it was first introduced in 2020 and we regularly check that we are still following it.

**Huw John**  
Member Responsible for Complaints



**Nick Baldwin**  
Chair

Our performance in handling complaints, our learning from them, and the results of complaints investigations are reported regularly at the Quality & Practice Committee. We are pleased that all complaints in 2025/26 were investigated, and where they were upheld or partially upheld, we took the right actions to resolve them.

No complaints were escalated or referred to the Housing Ombudsman and no compensation was needed to address any of this year’s complaints.

With best wishes

**Nick Baldwin**  
Chair

About this report

This report sets out all the complaints, concerns, and compliments we received about our Housing Service in 2025/26, regardless of who made the complaint.



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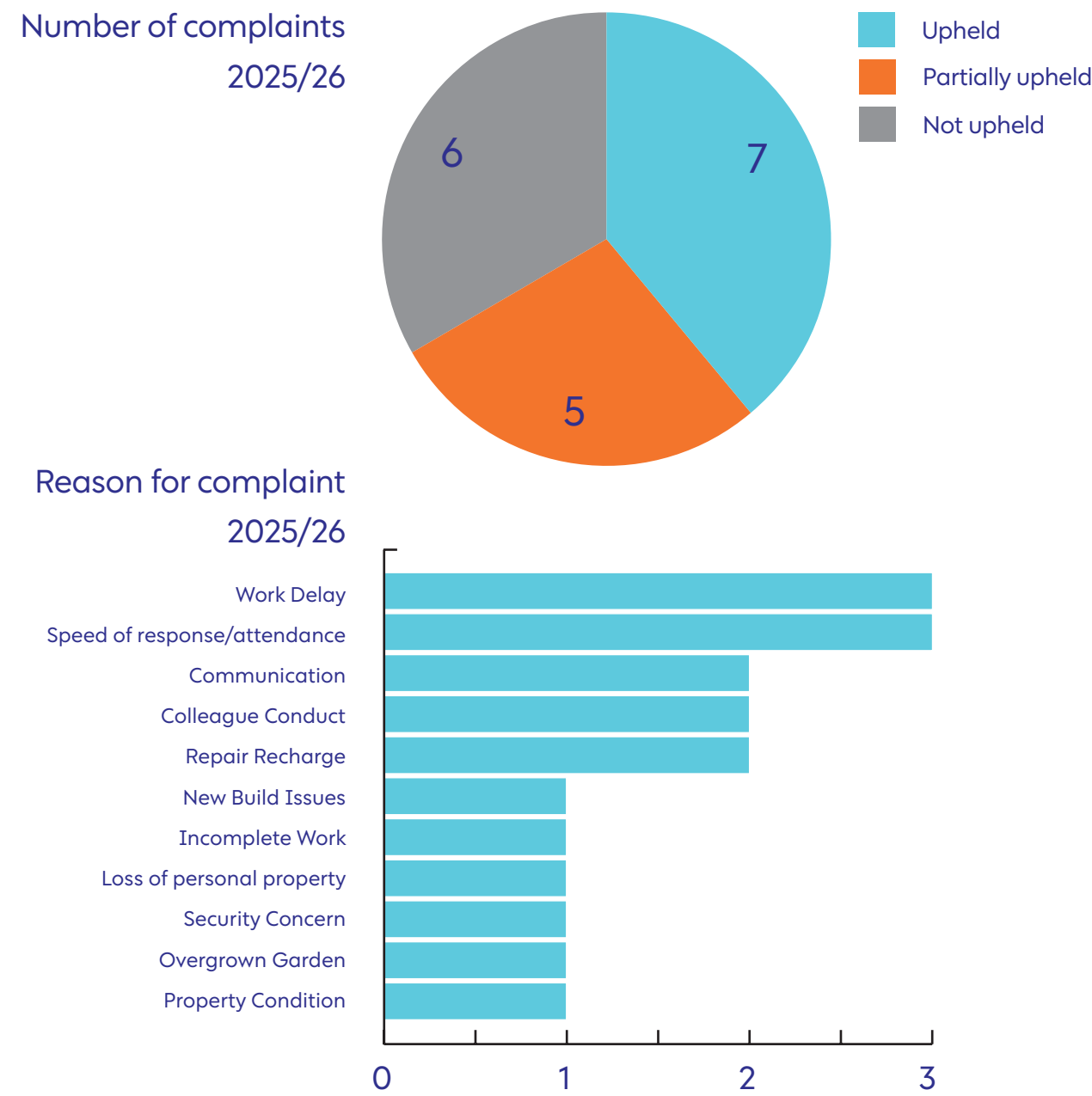
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# Complaints

We received 18 complaints in 2025/26, compared to 17 the year before. 17 of the 18 complaints were resolved at Stage 1, with one complaint being escalated to Stage 2. No complaints were escalated to the Housing Ombudsman.



## Summary of complaints

|                                                                                                                    | 2025/26 | 2024/25 |
|--------------------------------------------------------------------------------------------------------------------|---------|---------|
| Number of formal complaints received                                                                               | 18      | 17      |
| % of formal complaints acknowledged within our target of 5 working days of receipt of complaint                    | 94%*    | 94%     |
| % of formal complaints responded to within our target of 10 working days from date of acknowledgement of complaint | 89%**   | 88%     |
| Number of formal complaints where an extension to the original 10 working day target was required                  | 1       | 0       |
| Number of formal complaints resolved at stage 1                                                                    | 17      | 17      |
| Number of formal complaints escalated to stage 2                                                                   | 1       | 0       |
| Number of cases escalated to the Housing Ombudsman                                                                 | 0       | 0       |

\*Acknowledgement for one complaint was late by one day as the complaint had been emailed to an individual who forwarded to another colleague who was on leave. On their return from leave the complaint was assigned immediately, and acknowledgement letter sent that same day.

\*\* Three complaints were responded to outside of the required timescales due to the following reasons:

1. The outcome of one complaint was communicated via email and telephone within 10 days; however, the formal written response was not issued until the 11th day.
2. One complaint was completed prior to a period of annual leave but wasn't issued in time. The draft response remained in a colleague's inbox during their absence of leave and was sent immediately upon their return, resulting in a one day delay.
3. One complaint required a 10 working day extension to the original timeframe due to delays in receiving necessary information from a contractor as part of the investigation. The complaint was subsequently responded to within four working days of the 10 day extended deadline.

18  
number of complaints  
received 2025/2026

17  
number of complaints  
received 2024/2025

Learning Outcomes/Changes Made

| Learning Outcomes                                                                                                                                                                                                             | Changes Made/To Be Made                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staff (including RHAs and support teams) need to be more mindful of tenants' needs. If unsure, they should check with their manager or the maintenance team. Staff <b>must</b> also avoid using mobile devices while driving. | This will be raised with Regional Housing Advisor colleagues in monthly and one-to-one meetings.                                                                                                                                                                   |
| Communication between contractors and sub-contractors needs to improve. If the site had been informed earlier, the complaint may have been avoided.                                                                           | This was discussed at the contract meeting on 1 July 2025. The contractor has reminded sub-contractors of correct processes. They must now update sites if they cannot attend an emergency job within 24 hours.                                                    |
| Better internal communication is needed when staff change roles. A scheduled visit was not passed on to the new locality manager.                                                                                             | The Tenancy Services Manager has discussed this with the site's Operational Director. Staff have been reminded to share key information about visits.                                                                                                              |
| Tenants and support teams need clearer information about repair charges.                                                                                                                                                      | While full details cannot be shown on invoices, a breakdown is now included in the recharge notification emails.                                                                                                                                                   |
| Contractors must report issues with key safes so properties remain secure.                                                                                                                                                    | This has been implemented through contract meetings with compliance and day-to-day contractors.                                                                                                                                                                    |
| Properties with Guardians must have appropriate garden maintenance.                                                                                                                                                           | Our Contracts & Partnership Manager is to meet with the Guardians property manager to discuss gardening arrangements. Checks are now carried out with Regional Housing Advisors to ensure gardening contracts continue for empty properties occupied by guardians. |
| Staff should ensure positive communication and respectful language when working with tenants and professionals.                                                                                                               | Training on language, tone and positive interactions was delivered at the Housing Hub Team Meeting on 6 November 2025.                                                                                                                                             |
| There should be quicker, more empathetic responses to issues affecting residents, along with stronger quality checks during handovers.                                                                                        | Contractors will be reminded about handover procedures, and improved checklists will be introduced.                                                                                                                                                                |
| Although policies were followed and emergency repairs were completed within 24 hours, expectations around response times differed.                                                                                            | The complainant has been informed about the maintenance policy and emergency repair timeframes.                                                                                                                                                                    |
| A safety risk has been identified relating to a sink.                                                                                                                                                                         | A temporary strainer has been fitted, and an alternative sink with an integrated strainer is being sought.                                                                                                                                                         |

|                                                                                                                              |                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delays in quotations were caused by communication issues and an additional factor that was not previously identified.        | This was raised with the contractor at the contract meeting on 13 February 2026.                                                                                                          |
| A misunderstanding occurred about whether work had been completed or needed another visit due to having missing tools/parts. | Communication between all parties will be reinforced at the next contract meeting.                                                                                                        |
| Communication and response times from a contractor for emergency work need to improve.                                       | The Contractor is to provide daily updates on emergency jobs. Monitoring is to be undertaken by the Maintenance Manager, and the contractor is to introduce a client portal in July 2026. |

The Learning Outcomes Tracker developed last year enables timely implementation of actions identified through learning reviews. It support Housing Services in monitoring outcomes from each complaint, ensuring that improvements are implemented, tracked and appropriately recorded.



# Case study



## Complaint

The complainant reported that he was unhappy about receiving a recharge of £420.00 for aborted visits to carry out a repair at his property in July and August.

The complainant advised that he allowed access to his property on 4 July but did not understand why the contractor required access to the loft space, as it was not used. As a result, he refused access to the loft.

The complainant also advised that he was at home when the contractor attended on 14 August but said that no one knocked on the door or rang the doorbell. He therefore disputed that access had not been provided.

## Desired outcome

The complainant requested that the recharge be cancelled.

## Investigation

- **18 June** – The Compliance Manager emailed the Housing Hub requesting that a repair order be raised for the day-to-day contractor to install a walkway in the loft to provide safe access for survey and maintenance purposes.
- **26 June** – A non-urgent repair order was raised with a target completion date of 24 July.
- **4 July** – The contractor emailed the Housing Hub at 08:31 confirming attendance at the property, as previously arranged with the tenant. They advised that the purpose of the visit had been clearly explained when the appointment was booked; however, the tenant refused access, stating that he did not want or require loft boarding. The engineer reportedly attempted to explain the reason for the work again, but access was still refused. The contractor advised that an abortive visit charge would apply and requested confirmation once the issue had been discussed with the tenant. The Housing Hub subsequently contacted the Regional Housing Advisor (RHA) requesting support in liaising with the tenant to enable the work to proceed and advising that the abortive charge would be recharged to the tenant. The RHA then contacted the tenant's support worker, explaining that a charge would be applied due to the refused access and asking them to discuss the matter with the tenant.

- **24 July** – The contractor queried whether the work could be rearranged. The Compliance Manager confirmed that the work was essential, as the water tank required inspection and new health and safety requirements meant access could not be safely achieved without loft boarding.
- **14 August** – The contractor attended the scheduled appointment, but there was no response at the property. They confirmed that a further failed visit charge would apply and sought instruction on how to proceed.
- **26 August** – The contractor advised that the tenant had contacted them to rearrange the appointment, stating that he may not have heard the door when the engineer attended on 14 August. They requested confirmation to proceed with rebooking.
- **27 August** – The Compliance Manager confirmed that the work should be completed.
- **10 September** – The contractor attended and successfully completed the work, installing a safe access pathway to the water tank.
- **31 October** – The RHA informed the tenant's support worker that an invoice for £420.00 would be issued in relation to the failed visit on 14 August.
- **18 November** – The support worker contacted the RHA advising that the tenant had received the invoice and was dissatisfied, reiterating that he believed the contractor had not knocked or used the doorbell.

- **15 December** – The contractor was contacted regarding the complaint and asked to provide clarification. They confirmed that both appointments had been arranged with the tenant and that the purpose of the work had been explained on each occasion, with the tenant agreeing to the second appointment.

The contractor charged Dimensions a total of £1,426.80, comprising £840.00 for the failed visits on 4 July and 14 August, and £586.80 for the completed work. Given the high cost of the aborted visits, it was decided that only one charge would be recharged to the tenant.

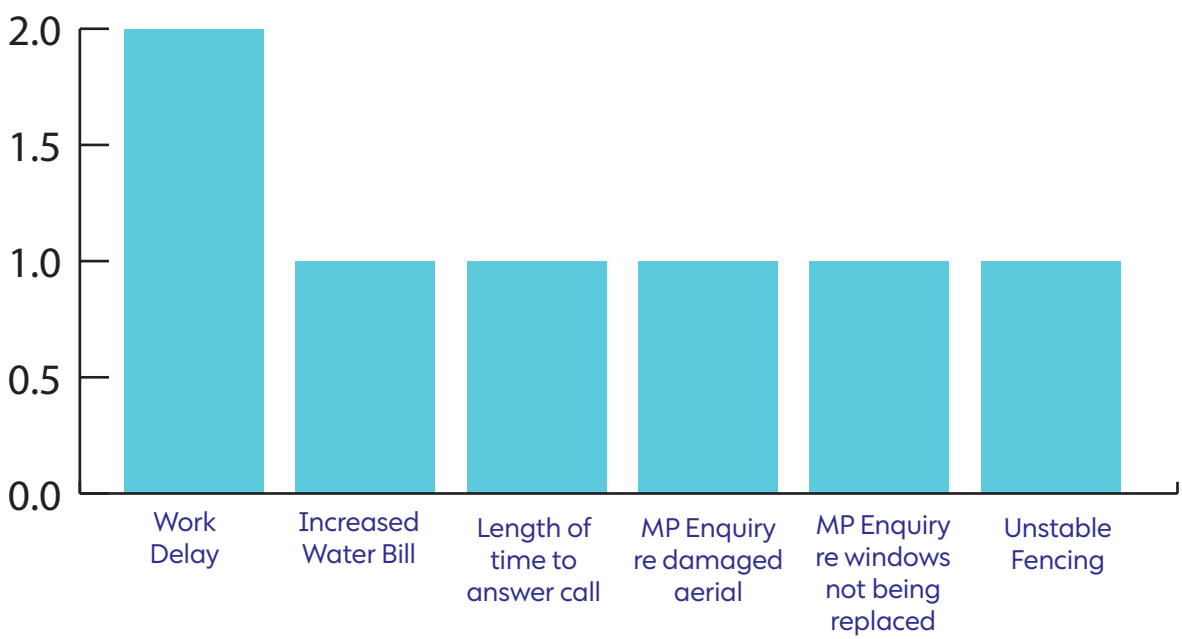
The charge applied related solely to the failed visit on 4 July, and the usual 10% administration fee was not applied.

## Complaint Outcome

The contractor arranged appointments with the tenant for each visit and clearly explained the purpose of the work. During the first visit, the engineer provided an explanation on site, and this was reiterated when arranging the second appointment. Communication was also maintained with the tenant's support worker to ensure the tenant understood the requirement. The contractor followed due process and made multiple attempts to complete the work, which was ultimately carried out on the third visit. **The complaint was not upheld.**

# Concerns

We received seven concerns or service requests in 2025/26 compared to three in 2024/25.



**7**  
number of concerns received 2025/2026

**3**  
number of concerns received 2024/2025

Concerns are where individuals do not want to make a formal complaint but instead raise a suggestion for improvement. These are investigated in the same way as complaints, with feedback being provided to the individual raising the concern.

A service request is a request for action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed.

Where the same concern or service request is raised more than once, it is escalated and treated as a complaint. During the reporting period, none of the concerns/service requests progressed to a complaint.

**None of the concerns raised became a complaint.**



# Compliments

The number of compliments received in 2025/26 was 23, compared to 10 in 2024/25.



“I would like to say I think Dimensions is a great place to live, I love it here.”  
(Anon, tenant survey)

23

number of compliments received 2025/2026

10

number of compliments received 2024/2025



## Response from Dimensions Board

- The Dimensions UK Board has reviewed the Annual Complaints Report and our Self-Assessment of Compliance with the Housing Ombudsman Complaint Handling Code of Practice and is satisfied that complaints have been responded to appropriately and with regard to both the Housing Ombudsman code of practice, and the needs and experiences of our tenants.
- Where lessons have been learned, we are satisfied that action is taken to improve and prevent reoccurrence, and our annual report demonstrates that concerns are investigated thoroughly.
- It was good to see that the work we have been doing to improve contractor performance in 2025-26 has resulted in an increased number of compliments about our contractors' conduct and quality of work.
- Overall, the Board is assured that we have a strong focus on welcoming complaints and responding positively when things go wrong. We welcome the positive approach to learning from complaints and our continued focus on our tenant experience and continual improvement.

## Housing Ombudsman's complaints handling code self-assessment

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



Section 1: Definition of a complaint

| Code provision | Code requirement                                                                                                                                                                                                                                                                                                                                                   | Comply Yes/No | Evidence                                                                                                                                                                                    | Commentary/ explanation                                                                                                                                                   |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.2            | A complaint must be defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'                                                                                                              | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, section 2.1                                                                                                         | Policy reviewed and updated 23rd June 2025 and 30th July 2025                                                                                                             |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025                                                                                                                      | Policy reviewed and updated 23rd June 2025 and 30th July 2025                                                                                                             |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025<br><br>Dimensions includes "concerns" within its definition of "service requests". "Concerns" are recorded on RADAR. | Policy reviewed and updated 23rd June 2025 and 30th July 2025<br><br>Concerns/Service Requests are also reported quarterly and annually to the Executive Team and Board   |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S.8 Concerns or service requests                                                                                    | Policy reviewed and updated 23rd June 2025 and 30th July 2025                                                                                                             |
| 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           | Tenants Involvement and Empowerment policy V3 dated 16th December 2025, S.6 Customer service, choice and complaints<br><br>Annual Tenants' Survey                                           | Annual Tenants' Survey 2025. Tenants are invited to submit verbatim comments with their annual survey, any concerns, complaints or compliments are responded to directly. |

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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S.6<br>Reasons why we might not investigate a complaint. <ul style="list-style-type: none"><li>• Already investigated and resolved</li><li>• Time limits</li><li>• Unreasonable complainant behaviour</li><li>• Would prejudice legal action</li></ul> All reasons are set out in the policy and are subject to appeal. | Examples of refusal to accept a complaint include: <ul style="list-style-type: none"><li>• Already investigated and resolved</li><li>• Time limits</li><li>• Unreasonable complainant behaviour</li><li>• Would prejudice legal action</li></ul> All reasons are set out in the policy and are subject to appeal. |
| 2.2            | A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"><li>• The issue giving rise to the complaint occurred over twelve months ago.</li><li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li><li>• Matters that have previously been considered under the complaints policy.</li></ul> | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.1 - S6.8.                                                                                                                                                                                                                                                                                                            | See 2.1                                                                                                                                                                                                                                                                                                           |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.2 - S6.3                                                                                                                                                                                                                                                                                                             | See 2.1                                                                                                                                                                                                                                                                                                           |
| 2.4            | If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.                                                                                                                                                                                                                      | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.1 - S6.8                                                                                                                                                                                                                                                                                                             | See 2.1                                                                                                                                                                                                                                                                                                           |
| 2.5            | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.1 - S6.8                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                   |

### 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.1 – S4.11<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.3 – S6.8 |                                                                                                                                                                                                                                                                                              |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.1 – S4.11<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.3 – S6.8 | Concerns, Complaints & Compliments Policy is a must-read Policy for all staff.<br>We also have specific Concerns, Complaints & Compliments training in our Learning Centre (Learning Connect) as well as staff undertaking the Housing Ombudsman Complaints Handling Code E-learning module. |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025                                                                                                               | Dimensions values feedback to continually improve services                                                                                                                                                                                                                                   |

|     |                                                                                                                                                                                                                                                                                  |     |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.1 – S4.5 and S5.1 – S5.13<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.4 – S6.8 | The Concerns, Complaints & Compliments Policy is available on Dimensions website and the internal Intranet (The Hub)<br><br>The Tenants Involvement and Empowerment Policy is available on the internal Intranet (The Hub) and the DUK website.<br><br>We also have easy read versions of the policies that were written and approved by the Easy Reader Panel, this also includes an animation. |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S2.3 & 2.4                                                                                                                   | Our Complaint Letter Templates include information about the Housing Ombudsman.                                                                                                                                                                                                                                                                                                                  |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.7 – S4.10<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.6                        |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S2.4, S4.4, S5.1, S5.13<br><br>Complaint Template Letters                                                                    | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution. These include information about the Housing Ombudsman together with contact details.                                                                                                                                                                     |

## 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.11                                                                                                                                                                 | Dimensions corporate lead is Huw John, Board Member and Chair of Quality Practice Committee (QPC). Our internal corporate responsible person is Sarah McEvansoneya, Complaints and Compliments Manager.<br>The Housing Service lead is Deborah Tempest, Housing Services Manager.                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S4.11, S5.9                                                                                                                                                           | Our internal corporate responsible person is Sarah McEvansoneya, Complaints and Compliments Manager.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S2.2, S2.6, S7.1 and the complaint process flowchart on page 10.<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.3, S6.7, S6.8 | Learning Outcomes are recorded in RADAR which is shared across the organisation via the QPC and Insight for Improvement Group.<br>Complaints are also reported on quarterly and annually to the Group Executive Team, Continuous Improvement Group and The Board.<br>The Housing Team and the Complaints and Compliments Manager undertook the Housing Ombudsman Complaint Handling Code E-learning throughout February/March 2025 and are aware that the word complaint does not have to be used for it to be treated as such. As new staff join the team, they will also undertake this training.<br>We also have specific Concerns, Complaints & Compliments training in our Learning Centre (Learning Connect) |

## 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025                                                                                | S2.6 states that Dimensions will not withdraw or reduce a person's support because someone makes a complaint or raises a concern. Tenancies will not be at risk if a tenant makes a complaint or raises a concern or service request. |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.1 – S5.13                                                                  | Tenants are able to raise "concerns". Policy and process includes a stage one, then stage two, and then can refer to the Housing Ombudsman.                                                                                           |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.1                                                                          | Policy and process includes a stage one, stage two, and then can refer to the Housing Ombudsman.                                                                                                                                      |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.5                                                                          |                                                                                                                                                                                                                                       |
| 5.5            | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.                                                                                                                                                                                                                   | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.5                                                                          | Complaints are discussed as part of Contractor Management Meetings.                                                                                                                                                                   |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, Complaint Process Flowchart<br><br>Complaint Acknowledgement Template Letter. | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution.<br>Stage 2 (appeal) acknowledgment and resolution letters are also available                  |

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| 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 | Complaint Acknowledgement Template Letter.                                                                                                                                                                |                                                                                                                                                                                                                                   |
| 5.8  | At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul> | Yes | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025<br>Terms of reference template and investigation guidance.<br>A guidance video to support colleagues is currently being developed. | Terms of reference template and investigation guidance which can be accessed via the Intranet (The Hub) and is an aid for staff investigating complaints.<br>A guidance video to support colleagues is currently being developed. |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, Complaint Process Flowchart, page 10<br><br>Complaints Extension Letter Template                                                  |                                                                                                                                                                                                                                   |
| 5.10 | Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.                                                                                                                           | Yes | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S2.3, S2.5, S4.3, S4.4, S4.9 – S4.10.                                                                                             | The learning section on RADAR asks about reasonable adjustments.                                                                                                                                                                  |

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|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.1 – S6.8                                                                                                      |                                                                                             |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S1.4, S7.1<br><br>See Tenants Involvement and Empowerment policy V3, dated 16th December 2025, S6.1 – S6.2, S6.7 | All concerns, complaints, complaint appeals & compliments are recorded in our RADAR system. |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, Complaint Process Flowchart                                                                                      |                                                                                             |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.4 – S6.6                                                                                                      |                                                                                             |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S6.6 and S14.1 – S14.5 Equality Statement                                                                        |                                                                                             |

## 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.2 and complaint process flowchart. |                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6.2            | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b>within five working days of the complaint being received.</b>                                                                                                                                                                                                                                             | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.          | Dimensions have a suite of template letters that include an acknowledgment.<br>When cases are logged on RADAR there is a question that asks if the complaint has been acknowledged within 5 days. Deadlines are automatically generated within RADAR.<br>RADAR sends automated prompts every week to complaint investigators and deadlines are monitored by the Complaints and Compliments Manager. |
| 6.3            | Landlords must issue a full response to stage 1 complaints <b>within 10 working days</b> of the complaint being acknowledged.                                                                                                                                                                                                                                                                           | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.          | Dimensions have a suite of template letters of which complaint resolution is one.                                                                                                                                                                                                                                                                                                                   |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.          | Dimensions have a suite of template letters that includes a complaint extension, if one is required.                                                                                                                                                                                                                                                                                                |

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| 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 | Suite of template complaint letters                                                                  | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution. Each letter includes the Housing Ombudsman contact details. |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart. | Actions are tracked as part of RADAR workflow.<br>A Complaint Action Tracker is also under development that show all actions in one place and how they are progressing.                             |
| 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 | Complaint Resolution Template Letter                                                                 | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution.                                                             |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.6                         |                                                                                                                                                                                                     |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions;<br>g. and details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | Yes | Complaint Resolution Template Letters                                                                | All points are covered in the letter templates.                                                                                                                                                     |

| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.7 -S5.13 and complaint process flowchart.                | The complaint resolution letter informs the complainant of how to escalate to stage 2 (appeal) if they are not satisfied with the outcome<br>Appeal (stage 2) template letters are available |
| 6.11           | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.                                                                                                                                                           | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.                                | Appeal (stage 2) template letters<br>RADAR sends automated prompts every week to complaint investigators and deadlines are monitored by the Complaints and Compliments Manager.              |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.7 and 2.4 our stated commitment to comply with the Code. |                                                                                                                                                                                              |
| 6.13           | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.                                                                                                                                                                                                             | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, S5.8 – S5.9                                                 |                                                                                                                                                                                              |
| 6.14           | Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.                                                                                                                                                                                                           | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.                                | Dimensions have a suite of template letters of which complaint resolution is one.                                                                                                            |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart.                                | Dimensions have a suite of template letters that includes a complaint extension, if one is required.                                                                                         |

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| 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 | Suite of template complaint letters                                                                  | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution. Each letter includes the Housing Ombudsman contact details.                                                                                                                                                             |
| 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 | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart. | Actions are tracked as part of RADAR workflow.<br><br>There is a Complaint Action Tracker that show all actions in one place and how they are progressing. This is monitored by the Housing Services Manager.<br><br>RADAR sends automated prompts every week to complaint investigators and deadlines are monitored by the Complaints and Compliments Manager. |
| 6.18 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.                                                                                                                                                                                                                                                                                              | Yes | Complaint Resolution Template Letter                                                                 | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution.                                                                                                                                                                                                                         |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions; and<br>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | Yes | Complaint Resolution Template Letter                                                                 | All points are covered in the letter template.                                                                                                                                                                                                                                                                                                                  |
| 6.20 | Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.                                                                                                                                                                                                                                                                                                                                                                    | Yes | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025, complaint process flowchart. |                                                                                                                                                                                                                                                                                                                                                                 |

## 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: <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul> | Yes           | Complaint Resolution Template Letter                                                  | Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution.<br>All letters can be accessed via the internal Intranet, The Hub.<br><br>Radar makes it mandatory for colleagues logging and investigating complaints to access the template letters via a link in RADAR |
| 7.2            | Any remedy offered must reflect the impact on the resident as a result of any fault identified.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Yes           | Complaint Resolution Template Letter<br>Compensation Policy V8.1 dated 24th June 2025 | The resolution letter sets out what remedial action we propose to take.                                                                                                                                                                                                                                                                           |
| 7.3            | The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Yes           | Complaint Resolution Template Letter                                                  |                                                                                                                                                                                                                                                                                                                                                   |
| 7.4            | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Yes           | Complaints Handling Code                                                              | Guidance provided through the Code is followed by staff.<br><br>The Housing Team and the Complaints and Compliments Manager undertook the Housing Ombudsman Complaint Handling Code E-learning throughout February/March 2025                                                                                                                     |

## 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: <ol style="list-style-type: none"> <li>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</li> <li>any findings of non-compliance with this Code by the Ombudsman;</li> <li>the service improvements made as a result of the learning from complaints;</li> <li>any annual report about the landlord's performance from the Ombudsman; and</li> <li>any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ol> | Yes           | Quality & Practice Committee (QPC) & Board reports August/ September 2026                 |                         |
| 8.2            | The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Yes           | Quality & Practice Committee (QPC) Report 13 August 2026<br>Board Report 2 September 2026 |                         |
| 8.3            | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | N/A           |                                                                                           | Noted                   |
| 8.4            | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | N/A           |                                                                                           | Noted                   |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | N/A           |                                                                                           | Noted                   |

Section 9: Scrutiny & oversight: continuous learning and improvement

| Code provision | Code requirement                                                                                                                                                                                                                                                                                 | Comply Yes/No | Evidence                                                                                                                        | Commentary/ explanation                                                                                                                           |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.1            | Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.                                                                                                                   | Yes           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025. S2.2, S2.5, S7.1                                        | The RADAR process (workflow) includes the recording of learning, and a summary is then reported to QPC/Insight & Improve Group (IIG). CIG and GET |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025<br>Radar complaints management date (including learning) | RADAR & learning shared with QPC & IIG CIG and GET                                                                                                |
| 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           | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025. S7.1                                                    | RADAR & learning shared with QPC & IIG CIG and GET                                                                                                |
| 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           | Corporate: Sarah McEvansoneya, Complaints & Compliments Manager.<br>Housing: Deborah Tempest, Housing Services Manager.         |                                                                                                                                                   |
| 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           | Board: Huw Johns, Quality & Practice Committee Chair.                                                                           |                                                                                                                                                   |
| 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           | Regular reports are provided to MRC                                                                                             |                                                                                                                                                   |

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| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive:<br><br>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;<br>b. regular reviews of issues and trends arising from complaint handling;<br>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and<br>d. annual complaints performance and service improvement report.                        | Yes | Quarterly and Annual Complaints Report                                 |                                                                                                                                                             |
| 9.8 | e. Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:<br>f. a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;<br>g. b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and<br>h. c. act within the professional standards for engaging with complaints as set by any relevant professional body. | Yes | Concerns, Complaints & Compliments Policy V12.5 dated 19th August 2025 | All staff working within the Housing Team and the Complaints & Compliments Manager have undertaken the Housing Ombudsman Complaint Handling Code E-learning |

Notes:

The self-assessment was completed by Deborah Tempest, Housing Services Manager and Sarah McEvansoneya, Complaints and Compliments Manager, between May & June 2026

# Better Lives for More People

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

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