

So you can be
you

Annual Housing Complaints, Concerns & Compliments Report

April 2024 - March 2025



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.

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. 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.

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



Huw John
Member Responsible for Complaints

This is our second “Complaints and Service Improvement: annual report.” It details our latest self-assessment and tells you how we did in 2024-5.

Huw is our Board member with lead responsibility for complaints and we are both especially keen that we not only produce this report but also share it widely. Our performance in handling complaints, our learning from them, and the results of complaints investigations are reported regularly at the Quality & Practice Committee.

Huw John
Member Responsible for Complaints



Nick Baldwin
Chair

We are pleased that all complaints in 2024/25 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. And by April, 100% of our Housing team had taken the Housing Ombudsman’s training on the Complaints Handling Code.

With best wishes

Nick Baldwin
Chair

About this report

This report sets out all Housing complaints, concerns, and compliments performance for the year 2024/25, regardless of who made the complaint.



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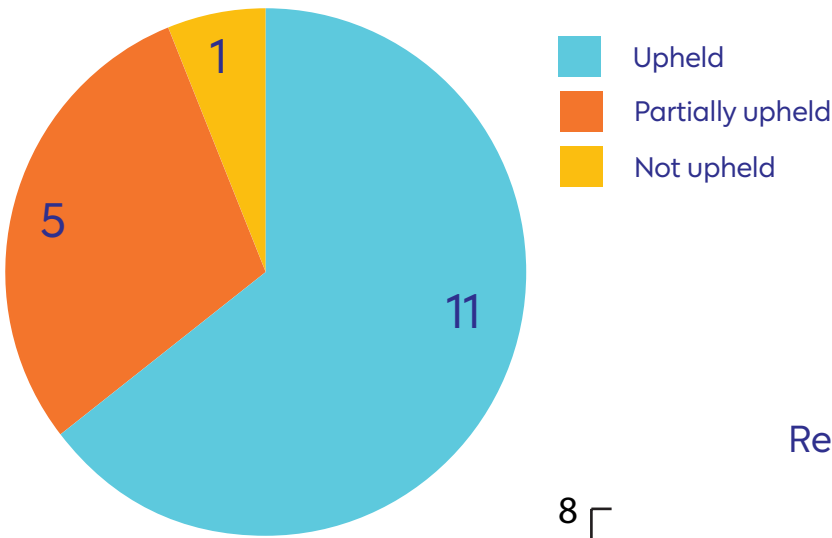
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Complaints

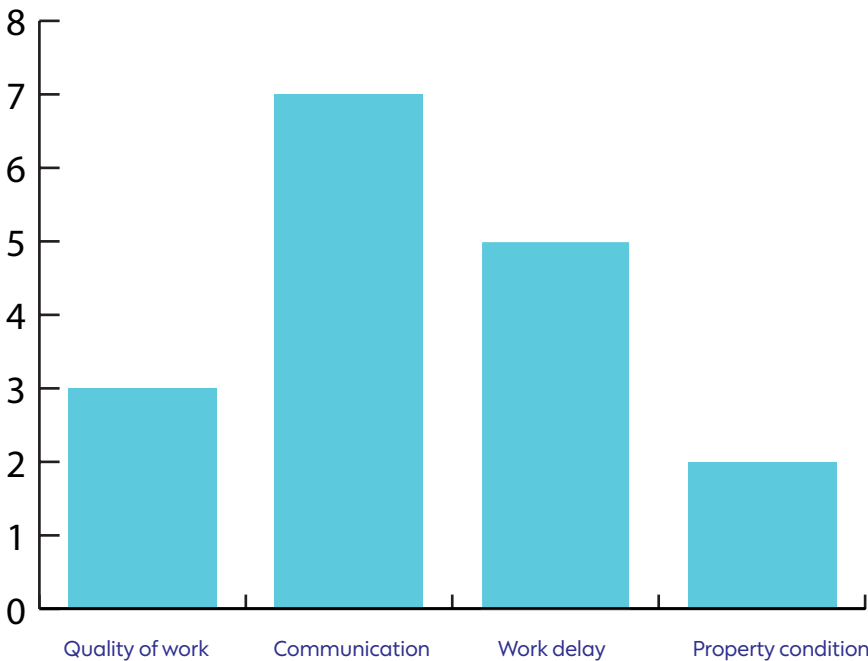
The number of complaints received in 2024/25 (17) increased by 240%, compared with the previous year 2023/24 (5).

Although this increase might appear concerning, the overall number is still relatively low and we have been actively seeking to ensure all complaints are recorded, so the figures may reflect that. Last year the number of complaints received reduced by nine on 2022/23.

All complaints received during 2024/25 were resolved at Stage 1, with no complaints being escalated to Stage 2, or to the Housing Ombudsman.



Reason for complaint



Summary of complaints

	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Total 2024/25
Number of formal complaints received	3	4	3	7	17
% of formal complaints acknowledged within our target of 5 working days of receipt of complaint	100%	75%*	100%	100%	94.12%
% of formal complaints responded to within our target of 10 working days from date of acknowledgement of complaint	100%	75%*	67%**	100%	88.24%
Number of formal complaints where an extension to the original 10 working day target was required	0	0	0	0	0
Number of formal complaints resolved at stage 1	3	4	3	7	17
Number of formal complaints escalated to stage 2	0	0	0	0	0
Number of cases escalated to the HO	0	0	0	0	0

*Out of four complaints received, there was one complaint where an acknowledgement letter was at 15 working days due to a change in Locality Manager and the complaint was missed. The Operational Director spoke to the complainant and apologised. The resolution letter was sent at 57 working days as we had to write to the Local Authority, who the complaint had originally been raised with, to obtain a copy of the complaint due to GDPR regulations.

**Out of the three complaints received, there was one complaint where a resolution letter was sent at 12 working days, however, the complainant had been telephoned within the 10-working day target by the investigator to inform them of their findings.

17
number of complaints
received 2024/2025

5
number of complaints
received 2023/2024

Learning Outcomes/Changes Made

Learning Outcomes	Changes Made/To Be Made
Improved communication • Clearer instructions with contractor, with identification of delays and a quicker response to escalation. • Follow up on OOH and emergency response calls with contractor to ensure attendance has been made and what the resulting attendance timeframe was. • Clear information on what is tenant and what is maintenance responsibility. • Provide planned works information/timetable to wider housing team. • Creation of access assessment sheets for external works. This will include notice of access requirement - appointments, scaffolding (if required), staff cars to be removed (as identified), wheelchair uses on site and their needs for access.	• Discussed with contractors as part of contract meetings. • Weekly reports are sent to each contractor for them to update with attendance timescales. New suite of KPI's to be introduced 2025/26 • This is to be picked up in the review of the Maintenance Policy during April/May 2025. • To be followed up by the Head of Property and shared for 2025/26 • To be followed up by the Maintenance Manager to create a document that should be used by contractors.
Contractors should implement photographic evidence and quality check their work.	A new suite of KPIs for maintenance contractors has been created for 2025/26, one of which is the need to carry out 10% each calendar month.
The need to record in our system when the people we support in Support Only properties need reasonable adjustments in relation to appointments so that this information can be shared with our contractors.	It is envisaged that we can implement the flagging system as part of the Pyramid G2 development. In the meantime, the Compliance Manager will hold a list of sites which need support with organising service visits.
Ensure instruction is understood by maintenance contract partners and their engineers on expectations for what should be shared and with whom.	This was raised and discussed as part of a contractor meeting.
When work carried out in Support Only properties as an exception we need to ensure records are accurately recorded as to who is responsible for future maintenance.	An alert has been added to the property in Pyramid to identify responsibility for the TMV And Electric Shower Repairs.
Need to identify emails containing quotes so these can be actioned as soon as possible.	A new process has been put in place for dealing with emails received into the Maintenance Inbox, a rota has been created to enable colleagues to deal solely with emails and not get distracted by phone calls.
The need to be able to review calls into the Housing Hub and a recording of a call would provide clear details of what communication took place.	To investigate the possibility of call monitoring via Touchpoint during 2025/26.
On bathroom refurbishments we should provide specifics of our requirements e.g. specify a pre-formed level access shower tray to be installed, rather than utilise an existing drain when we are aware there was a problem.	We already have a Standard Workmanship and Materials Specification that is shared with prospective contractors prior to the award of work, but there is a need to add any specialist requirements as an addition to this, which the Development & Asset Team will pick up.

As well as the Learning Outcomes being recorded on Radar, a Tracker is to be created within Housing so that we can monitor learning outcomes from each complaint to ensure that changes are being made and recorded.

Staff Training

The Housing Ombudsman's Complaint Handling Code (HOCHO) became statutory on 1st April 2024 and sets out best practice for landlord's complaint handling procedures, to enable a positive complaints culture across the social housing sector, regardless of the size or type of landlord.

A decision was made within Housing that every member of the team should undertake training on the HOCHO. To this aim each member of the team was asked to undertake the e-learning module provided by the Housing Ombudsman on their website. As of 31st March 2025 95%, (21 out of 22) of the team had successfully completed the training. With the remaining colleague completing the training in April 2025.



Case study



Complaint

Friday 3rd January

The complainant had been without heating or hot water for three days. They advised that they had reported this issue several times. The complainant’s support team contacted Dimensions to advise that the boiler was showing a fault. The complainant was present on the call and advised the call handler that they had attempted to reset the boiler and this was not working.

The call handler had informed them to do a quick Google search, advising them to bleed the radiators and manually fix the boiler pressure. They informed the call handler that this was not suitable for them to do. They said the call handler seemed reluctant to request an engineer but eventually advised an engineer would be visiting within 24 hours.

Saturday 4th January

The support team member called the Housing Hub Out of Hours Service (OOH), Orbis, at 10am but did not get through until 11am. The Housing Hub advised an engineer would be at the property as soon as possible. At 17:30 they contacted OOH again when they were advised that the engineer could take 24-48 hours to visit the property. The OOH were informed that the property had 5 vulnerable tenants and no access to heating or hot water. Support team members contacted the Housing Hub four more times and left messages on the voicemail, but no call back was received.

Sunday 5th January

The complainant advised that the on-call manager was advised an engineer would be at the property today. The on-call manager waited 45 minutes for her call to be answered.

Monday 6th January

The engineer had still not arrived at the property.

Desired outcome of complaint

The complainant wanted us to investigate the matter and provide an update as soon as possible.

Investigation

On 3rd January (10:51) a repair order had been raised by a member of the Housing Hub, emailed to the contractor and telephoned to their out of hours (OOH) as the contractor was closed for a fortnight over the Christmas and New Year period.

We requested recordings of calls made to the contractor by Orbis. It was clear from listening to the recordings that Orbis were doing all they could to resolve the issue, contacting the contractor's out of hours provider who assured that an engineer would be attending.

We also requested recordings from the contractor’s OOH provider. They were unable to provide call recordings but shared their findings of their OOH Provider investigations into the failings around this job:

- The initial issue was a technical glitch that caused the job sheet not to be sent to the contractor. The contractor was having issues with their email but confirms receipt of the email late 4th Jan.
- The contractor was deployed 4th Jan (4-hour response) and chased 5th Jan due to no attendance.

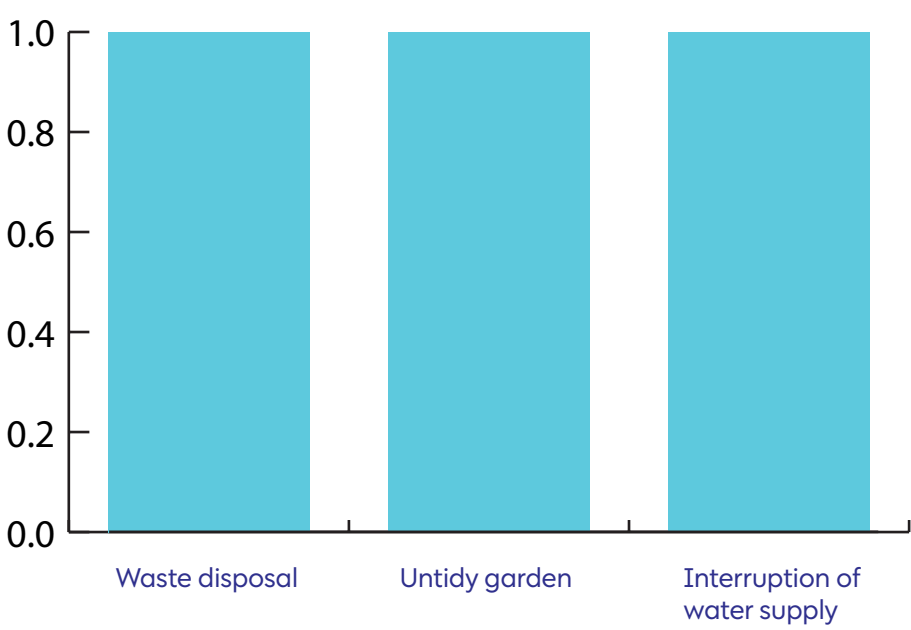
- The engineer had been delayed on another job and had failed to provide the update to their office. The contractor passed on their apologies, and the engineer was disciplined and received further training.
- The contractor advised that they are looking at ways to improve and asked if there was anything they could do to compensate the people we support and colleagues for the stress and inconvenience.

Complaint Outcome

There was a failure in communication by our contractor’s out of hours (OOH) call provider and the contractor. The complaint was upheld and our contractor apologised for the inconvenience and distress that may have been caused. They also provided compensation of £400 for the people we support.

Concerns

The number of concerns received in 2024/25 (3) remained the same as the previous year 2023/24 (3).



Concerns are where individuals don't want to make a formal complaint but want to make a suggestion for improvement and they are investigated the same way as a complaint, with feedback being given to the person raising the concern.

If the same concern is raised more than once, then it will be treated as a complaint. None of the concerns raised became a complaint.

None of the concerns raised became a complaint.

3

number of concerns received 2024/2025

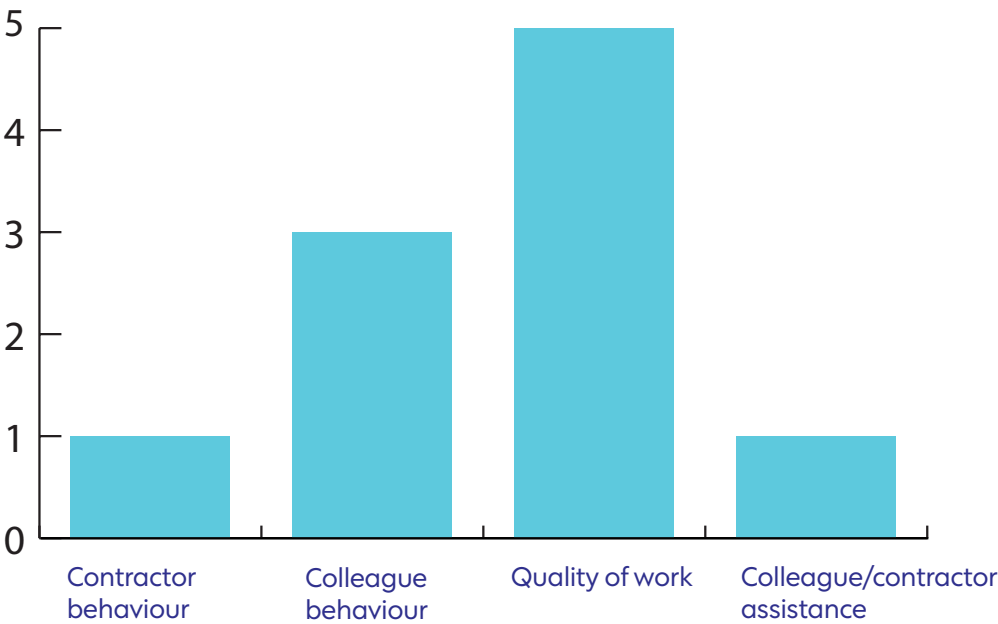
3

number of concerns received 2023/2024



Compliments

The number of compliments received in 2024/25 (10) reduced by 41%, compared with the previous year 2023/24 (17).



“ They do all the repairs, they listen to what we have to say. Keep us safe and they do their job well. I am very happy where I live. I would like to stay here for as long as I can. I love it here’
(Anon, tenant survey)

10

number of compliments received 2024/2025

17

number of compliments received 2023/2024



Response from Dimensions Board

- The Board was pleased to note the increase in tenant complaints, which we hope is an outcome of improved communication and tenant awareness. In our governance roles, we will continue to monitor this figure and how tenants are made aware of their rights to share any issues.
- The introduction of our link Housing member for Housing Complaints has strengthened our direct governance links with tenants and their concerns.
- To provide our Housing with further governance strength we have established an annual Housing focus at our Quality and Practice Committee (QPC) to review the outcomes of the annual Housing complaints review in detail before further reporting at full Group Board.
- The introduction of the Tenant Scrutiny Panel to QPC and establishment of an annual presentation and discussion will further strengthen this area.
- We have agreed that the Board lead on Housing complaints will attend Tenant Scrutiny Panel on an annual basis to strengthen direct contact between the governance of the organisation and our tenants.
- The Board is positive about the introduction of new key performance indicators and weekly reports, which will improve the quality of the data provided to the various levels of governance in place.

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 V12.3 dated 1st April 2025, section 2.1	Policy reviewed and updated 25th February 2025 and 1st April 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 V12.3 dated 1st April 2025	Policy reviewed and updated 25th February 2025 and 1st April 2025 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.
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 V12.3 dated 1st April 2025 Dimensions includes "concerns" within its definition of "service requests". "Concerns" are recorded on RADAR.	Policy reviewed and updated 25th February 2025 and 1st April 2025
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 V12.3 dated 1st April 2025, S.8 Concerns or service requests	Policy reviewed and updated 25th February 2025 and 1st April 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 V2.2, dated 10th June 2024, S.6 Customer service, choice and complaints 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 V12.3 dated 1st April 2025, S.6 Reasons why we might not investigate a complaint.	Examples of refusal to accept a complaint include: • Already investigated and resolved • Time limits • Unreasonable complainant behaviour • Would prejudice legal action 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: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S6.2 – 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 V12.3 dated 1st April 2025, S6.2 – 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 V12.3 dated 1st April 2025, S4.1 – S4.11 See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, 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 V12.3 dated 1st April 2025, S4.1 – S4.11 See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, S6.3 – S6.8	Concerns, Complaints & Compliments Policy is a must-read Policy for all staff. 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S4.1 – S4.5 and S5.1 – S5.13 See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, S6.4 – S6.8	The Concerns, Complaints & Compliments Policy is available on Dimensions website and the internal Intranet (The Hub) The Tenants Involvement and Empower Policy is available on the internal Intranet (The Hub) and is to be added to the DUK website.

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 V12.3 dated 1st April 2025, S2.3 & 2S.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 V12.3 dated 1st April 2025, S4.7 – S4.10 See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, S6.5	
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 V12.3 dated 1st April 2025, S2.4, S4.4, S5.1, S5.10, S5.13 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 V12.3 dated 1st April 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. 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S2.2, S2.6, S7.1 and the complaint process flowchart on page 10. See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, S6.2, S6.7, S6.8	Learning Outcomes are recorded in RADAR which is shared across the organisation via the QPC and Insight for Improvement Group. Complaints are also reported on 6 monthly and annually to the Group Executive Team, Continuous Improvement Group and The Board. 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. 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 V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, Complaint Process Flowchart Complaint Acknowledgement Template Letter.	Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution. Stage 2 (appeal) acknowledgment and resolution letters are also available

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: - deal with complaints on their merits, act independently, and have an open mind; - give the resident a fair chance to set out their position; - take measures to address any actual or perceived conflict of interest; and - consider all relevant information and evidence carefully.	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 2025 Terms of reference template and investigation guidance. Terms of reference template and investigation guidance. 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. 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 V12.3 dated 1st April 2025, Complaint Process Flowchart, page 10	
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 V12.3 dated 1st April 2025, S2.3, S2.5, S4.3, S4.4, S4.9 – S4.10.	The learning section on RADAR asks about reasonable adjustments.
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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S1.4, S7.1 See Tenants Involvement and Empowerment policy V2.2, dated 10th June 2024, 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 V12.3 dated 1st April 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S6.6 and S14.1 – S14.5 Equality Statement	

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 V12.3 dated 1st April 2025, S5.2 and complaint process flowchart.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure within five working days of the complaint being received .	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 2025, complaint process flowchart.	Dimensions have a suite of template letters that include an acknowledgment. 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. 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 within 10 working days of the complaint being acknowledged.	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 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 V12.3 dated 1st April 2025, complaint process flowchart.	Dimensions have a suite of template letters that includes a complaint extension, if one is required.

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 V12.3 dated 1st April 2025, complaint process flowchart.	Actions are tracked as part of RADAR workflow. 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 V12.3 dated 1st April 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: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; g. 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	

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 V12.3 dated 1st April 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 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 V12.3 dated 1st April 2025, complaint process flowchart.	Appeal (stage 2) template letters 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 V12.3 dated 1st April 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 V12.3 dated 1st April 2025, S5.8 – S5.9	
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 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 V12.3 dated 1st April 2025, complaint process flowchart.	Dimensions have a suite of template letters that includes a complaint extension, if one is required.

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 V12.3 dated 1st April 2025, complaint process flowchart.	Actions are tracked as part of RADAR workflow. A Complaint Action Tracker is also under development that show all actions in one place and how they are progressing. 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: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	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 V12.3 dated 1st April 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: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Complaint Resolution Template Letter	Dimensions have a suite of template letters that include an acknowledgment, complaint extension, if required, and complaint resolution. All letters can be accessed via the internal Intranet, The Hub. 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 Compensation Policy V8 dated 12th November 2024	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. 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: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Quality & Practice Committee (QPC) & Board report July 2025	
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 report July 2025 Board Report August 2025	2024 Report was included in the Tenant Annual Report The 2025 Report will be published separately
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 V12.3 dated 1st April 2025, S2.2, S2.6, 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 V12.3 dated 1st April 2025 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 V12.3 dated 1st April 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. Housing: Deborah Tempest, Housing Services Manager.	Board: Huw Johns, Quality & Practice Committee Chair.
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		
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	

9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Quarterly and Annual Complaints Report	
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Concerns, Complaints & Compliments Policy V12.3 dated 1st April 2025	The Housing Team and the Complaints & Compliments Manager undertook the Housing Ombudsman Complaint Handling Code E-learning throughout February/March 2025

Notes:

The self-assessment was completed by Deborah Tempest, Housing Services Manager and Sarah McEvansoneya, Complaints and Compliments Manager

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