



Complaints Handling Code Self-assessment form March 2024

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Section 2.1 of our Complaints Policy reflects this definition.	
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	Section 2.2 of our Complaints Policy clearly explains this.	
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	Yes	Section 2.3 of our Complaints Policy sets out this difference.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			
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	Section 2.4 of our Complaints Policy makes this clear.	
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		A paragraph will be added to future surveys explaining how tenants can make a complaint if they wish too and providing a link to the complaints policy on our website.



Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Section 4.2 of our Complaints Policy makes this clear.	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none">• The issue giving rise to the complaint occurred over twelve months ago.• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.• Matters that have previously been considered under the complaints policy.	Yes	<p>Section 4.1 of our Complaints Policy sets out clearly the circumstances in which a matter will not be considered as a complaint.</p> <p>Each complaint will be dealt with on its individual merits as set out in section 5.1 of our Complaints Policy</p>	
2.3	Landlords must accept complaints referred to them within 12 months of	Yes	Section 3.2 of our Complaints Policy makes it clear that we will	



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	<p>the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p>		<p>accept complaints within 12 months or as close as possible to the point at which the issue first arose or when the complainant first became aware of the problem.</p> <p>Section 6.1 makes it clear that complaints can be progressed to stage two up to 12 months from the date you received our resolution to your complaint at stage one.</p> <p>Section 4.1 points out that complaints where the issue occurred over 12 months ago will not be considered</p> <p>Section 5.1 explains that we reserve the right to use discretion when applying this policy and may deal with a complaint differently where individual circumstances merit it. Any discretion will be applied fairly and appropriately to maximise the opportunity to resolve a dispute.</p>	



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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.		Section 4.2 of our Complaints Policy makes it clear that we will do this.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.		Section 5.1 of our Complaints Policy sets out how we will apply discretion to complaints handling.	



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	Section 3.1 of our Complaints Policy explains that multiple channels are available for tenants to make complaints, including our website, telephone, mail and face to face options and that reasonable adjustments will be made to ensure any need tenants have does not limit them in making a complaint or engaging in the complaints process.	
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	Section 3.1 of our Complaints Policy explains that multiple channels are available for tenants to make complaints, including our website, telephone, mail and face to face options and that reasonable adjustments will be made to ensure any need tenants have does not limit them in making a complaint or engaging in the complaints process.	Updated Complaints Training for all staff will be completed in mid April 2024
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	Yes	As a small Housing Provider, Complaint levels are low. Complaint levels are reported to the board on a quarterly basis	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	sign that residents are unable to complain.			
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	<p>Our Complaints Policy is available online or in print on request. A translation service is also available on request. Large text or braille can be organised on request.</p> <p>All definitions, complaint stages and how they work and all timeframes are included in the policy (section 6.1).</p>	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Section 1.4 and 1.5 of our Complaints Policy clearly sets this out.	
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	Section 3.1 of our Complaints Policy makes it clear that tenants can have a representative deal with a complaint on their behalf, and be represented or accompanied at any meeting with us where this is reasonable. We will ask for tenant's authority to speak to a representative about the complaint on their behalf.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Our Complaints Policy clearly sets out this information. We also provide ombudsman details in stage 1 and stage 2 response letters and highlight the tenants rights to access the Ombudsman service throughout.	



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	We are a small housing provider with a small staff team. The Managing Director is the named person responsible for complaints handling but in reality all staff are expected to handle complaints at the appropriate level for their job role.	From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all complaints and monitor timescales and responses.
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	The MD is experienced in complaints handling and will ensure no conflicts of interest occur.	
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	All staff are expected to handle complaints sensitively and fairly at the appropriate level for their job role. Staff are able to access support from a more senior manager in dealing with complaints. Our Complaints Policy explains that we are committed to a positive complaint handling culture	Updated Complaints Training for all staff will be completed in mid April 2024



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	A single Complaints Policy is in place and has been reviewed in March 2024 in line with the Housing Ombudsman Service Complaint Handling Code (April 2024)	
6.1	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Section 1.2 of our Complaints Policy sets out that we will normally try to resolve complaints informally with tenants in the first instance, but only with their agreement. It makes it clear that we will always handle complaints through our formal process if that is the tenant's preference.	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Our Complaints Policy has two stages.	
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	N/A	All our complaints are dealt with directly by SDR staff	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	All our complaints are dealt with directly by SDR staff	
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	<p>Our Complaint responses at both stage one and stage 2 include:</p> <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two and/or escalate the matter to the Housing Ombudsman Service if tenants remain dissatisfied. 	
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	Yes	In acknowledging complaints we will make it clear which aspects of the complaint we are, and are not responsible for and clarify any areas where this is not clear. It is set out clearly	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	clarify any areas where this is not clear.		in section 6.1 of our Complaints Policy that we will do this.	
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	On receipt of the complaint the complaint handler will acknowledge and seek clarity of outcomes until understanding is known. Complaint handlers are impartial. As a small organisation we try to ensure that the officer handling the complaint has not had prior engagement with the case but that is not always achievable.	Updated Complaints Training for all staff will be completed in mid April 2024
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	Members of staff dealing with complaints will keep tenants updated on the progress of their complaint.	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed	Yes	Section 3.2 of our Complaints Policy explains that we will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities tenants disclose as part of their complaint. Any agreed reasonable adjustments will be kept under active review.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	reasonable adjustments must be kept under active review.			
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Escalation is available to any complainant that feels their complaint has not been resolved at the preceding stage	
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	All complaints information is captured in our Housing Management 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	Staff are focused on quick resolution and have the support to find the resolutions to complaints at any stage of the complaints process.	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords	Yes	An Unacceptable Behaviour Policy is in place and was last reviewed in May 2023.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.			
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	Any restriction will be appropriate and proportionate to the nature of the customer's contacts with SDR at that time whilst recognising that some people may have difficulty in expressing themselves or communicating clearly, especially when anxious or upset.	



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	<p>SDR's aim is to provide residents with outstanding customer service; however, we understand that occasionally things can go wrong. If this happens, we want to make things right as soon as possible, learn from what has happened, and do what we can to stop it happening again.</p> <p>From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all complaints and monitor timescales and responses.</p>	Updated Complaints Training for all staff will be completed in mid April 2024
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	<p>Our policy set out the requirement for our teams to acknowledge and log complaints within 5 working days of receipt.</p> <p>From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all</p>	Updated Complaints Training for all staff will be completed in mid April 2024



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			complaints and monitor timescales and responses.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<p>Our Complaints Policy (section 6.1) sets out our aim to respond to a stage one complaint within 10 working days.</p> <p>From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all complaints and monitor timescales and responses.</p>	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	<p>Our Complaints Policy (section 6.1) sets out our aim to respond to a stage one complaint within 10 working days.</p> <p>We also explain how, if we need more time to respond to a complaint we will agree this with the tenant.</p>	
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Our Complaints Policy (section 6.1) clearly sets out that we will provide contact details of the Housing Ombudsman should we need an extension to the complaint response times set out	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			in the Complaints Handling Code.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Our Complaints Policy (section 6.1) sets out that a response will be sent when we are able to provide what we feel is a fair resolution to a complaint, not when the outstanding actions to remedy things are completed. We will still track the actions and provide regular updates to the tenant until we have fully resolved the complaint.	
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	Letter templates prompt and provide guidance to ensure all points raised are responded to and the rationale for decisions and outcomes are given.	
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	Our Complaints Policy (section 6.2) states that If a tenant raises additional complaints during our investigations, we will incorporate these into our stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has already been issued the complaint will be logged as a new complaint.	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ol style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Our Complaint responses at both stage one and stage 2 include: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two • Contact details for the Housing Ombudsman Service. 	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Details of how to escalate the matter to stage two if tenant's are not satisfied with our response are provided in the stage one response along with contact details of the Housing Ombudsman.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all complaints and monitor timescales and responses.	
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	This is clearly explained in our Complaints Policy (Section 6.1)	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Stage two complaints will be reviewed and responded to by a Senior Manager.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Our Complaints Policy (section 6.1) sets out our aim to respond to a stage two complaint within 20 working days. From April 2024, a Housing Assistant will have the responsibility of working with the MD to acknowledge and log all complaints and monitor timescales and responses.	
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Our Complaints Policy (section 6.1) sets out our aim to respond	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		to a stage two complaint within 20 working days. We also explain how, if we need more time to respond to a complaint we will agree this with the tenant.	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Our Complaints Policy (section 6.1) clearly sets out that we will provide contact details of the Housing Ombudsman should we need an extension to the complaint response times set out in the Complaints Handling Code.	
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	Our Complaints Policy (section 6.1) sets out that a response will be sent when we are able to provide what we feel is a fair resolution to a complaint, not when the outstanding actions to remedy things are completed. We will still track the actions and provide regular updates to the tenant until we have fully resolved the complaint.	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Yes	Letter templates prompt and provide guidance to ensure all points raised are responded to	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	referencing the relevant policy, law and good practice where appropriate.		and the rationale for decisions and outcomes are given.	
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	Our Complaint responses at both stage one and stage 2 include: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if tenants remain dissatisfied. 	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Stage two complaints will be reviewed by a senior manager who will seek to understand the issues outstanding and the outcomes the tenant wants from their complaint. The review will look at the handling of the complaint to date, decisions made, the resolution offered and/or will draw upon the views of subject matter experts	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			where necessary to reach a fair resolution wherever possible.	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Section 6.3 of our Complaints Policy sets out that we will acknowledge when we are wrong and explain in our responses what actions we have already taken or intend to take to put things right.	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Our staff act impartially to resolve complaints fairly.	The Discretionary Payments Policy requires reviewing and updating is line with



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Our Discretionary Payments Policy gives guidance to staff to make fair and reasonable remedies to restore a person to the position they would have been in had the service failure not occurred	current Housing Ombudsman Guidance on Compensation and redress.
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	Letter templates prompt and provide guidance to ensure all points raised are responded to and the rationale for decisions and outcomes are given.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Our Discretionary Payments Policy gives guidance to staff to make fair and reasonable remedies to restore a person to the position they would have been in had the service failure not occurred	The Discretionary Payments Policy requires reviewing and updating is line with current Housing Ombudsman Guidance on Compensation and redress.



Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none">a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;c. any findings of non-compliance with this Code by the Ombudsman;d. the service improvements made as a result of the learning from complaints;e. any annual report about the landlord's performance from the Ombudsman; andf. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	No	<p>A self assessment against the Housing Ombudsman Complaint Handling Code has been completed in July 2022 and March 2024. The self assessment is published on the SDR website.</p>	<p>An Annual Complaints Performance Report will be produced as part of the SDR Annual Report for the year ending March 2024. This report will be published in September 2024</p>



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	No		The Annual Complaints Performance Report will be reported to the SDR Board at their meeting in July 2024 and will be subsequently published on the SDR website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	SDR has become part of the Places for People Group from 20 th March 2024 as a wholly owned subsidiary. A full Transfer of Engagement is planned for October 2024 following which a revised self assessment against the Complaints Handling Code will be completed by Places for People Group.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	SDR understands its responsibilities under this part of the Complaints Handling Code	
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	N/A	An Annual Complaints Performance Report will be produced as part of the SDR Annual Report for the year ending March 2024.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	must provide a timescale for returning to compliance with the Code.			



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	Any learning from complaints are considered to ensure similar issues do not arise in the future. For example: the appointment of a Housing Assistant to assist in logging and monitoring complaints following a complaint made by a tenant during the year which was not logged and therefore not responded to.	
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	SDR's aim is to provide residents with outstanding customer service; however, we understand that occasionally things can go wrong. If this happens, we want to make things right as soon as possible, learn from what has happened, and do what we can to stop it happening again – we are committed to a positive complaint handling culture.	
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	Yes	Accountability and transparency are integral to a positive complaint handling culture. SDR's Board receive trend data on complaints.	



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	stakeholders, such as residents' panels, staff and relevant committees.		An Annual Complaints Performance Report will be produced as part of the SDR Annual Report for the year ending March 2024.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>We are a small housing provider with a small staff team. The Managing Director is the named person responsible for complaints handling but in reality all staff are expected to handle complaints at the appropriate level for their job role.</p> <p>The MD is experienced in complaints handling and will ensure no conflicts of interest occur.</p>	
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		A member of SDR's Board was appointed to this role at its meeting on 22 nd April 2024
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's	Yes		Monthly meetings between the MRC and the MRC have been scheduled to review complaints information.



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none">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; andd. annual complaints performance and service improvement report.	Yes	<p>Complaints data forms part of SDR's KPI reporting to Board on a quarterly basis.</p> <p>An Annual Complaints Performance Report will be produced as part of the SDR Annual Report for the year ending March 2024.</p>	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none">a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;	Yes	<p>All staff are expected to handle complaints sensitively and fairly at the appropriate level for their job role. Staff are able to access support from a more senior manager in dealing with complaints.</p>	<p>Updated Complaints Training for all staff will be completed in mid April 2024</p>



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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			