

## Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

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

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Abri's Complaints Policy and Procedure includes 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	Abri's Customer Relations Procedure confirms this in the Complaint Definition Section at 4.1. Section 8.4 outlines how complaints can be made via an advocate or representative.	
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	Abri's Complaints Policy, Customer Relations Procedure and Service Request Procedure confirm this.	At 3.2, Abri's Complaints Policy states, ‘A complaint is different to a service request requiring action to be taken to put something right. Service requests are not complaints, but are recorded, monitored, and reviewed regularly. Further details on service requests is set out in Abri's service request procedure.’ Abri's Customer Relations Procedure (section 5.4) details the

				Local Resolution, allowing for the response to dissatisfaction with service requests raised by a customer, in advance of a formal complaint being raised.
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	Abri's Customer Relations Procedure and Service Request Procedure confirm this.	Abri's Service Request Procedure confirms Abri will raise a complaint should the customer express dissatisfaction with the response to their service request. However, this will not stop efforts to address the service request.
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	Abri's Customer Relations Procedure confirms this at 8.1.	Abri's surveying tool (Rant and Rave) offers customers information on how they can pursue a complaint via a hyperlink.

## 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	Abri's Customer Relations Procedure confirms under what circumstances a complaint may not be accepted at section 5.5.	Section 5.7 of the Customer Relations Procedure states, 'If Abri has valid reason not to accept a complaint, or to deal with it differently, we will be able to evidence the reasoning, and explain to the customer the reasons why the matter is not suitable for the complaints process or outline how we are dealing with it and why, and the right to escalate the complaint, including to the Ombudsman Service.'
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"> <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> </ul>	Yes	Abri's Complaints Policy confirms this at 3.8.	

	<ul style="list-style-type: none"> <li>Matters that have previously been considered under the complaints policy.</li> </ul>			
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	Section 5.5 of the Customer Relations Procedure confirms this.	
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	A written response (using a template) is sent to the resident in the event of a complaint being rejected. The letter will contain the reasons for rejection along with the evidence behind the decision. The letter will contain contact information for the Ombudsman.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Abri's Customer Relations Procedure confirms this	Section 5.7 states cases will be considered on an individual basis - 'If Abri has valid reason not to accept a complaint, or to deal with it differently, we will be able to evidence the reasoning, and explain to the customer the reasons why the matter is not suitable for the complaints process or

				outline how we are dealing with it and why, and the right to escalate the complaint, including to the Ombudsman Service.'
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### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Abri have multiple channels for residents to make a complaint.</p> <p>Abri's Reasonable Adjustments Policy and procedure provides advice on how to support anyone with a vulnerability that wishes to make a complaint.</p> <p>Section 8.1 and 8.2 of the Customer Relations Procedure confirms Abri make its complaint process accessible to all.</p>	<p>The complaints policy has undergone an Equality Impact Assessment to ensure our channels reflect our resident's needs. We aim to use Language Line (LL) across Abri. Language Line provides services such as easy read, larger fonts, or braille for customers with specific needs. Language Line will also provide translation and interpretation services including sign language.</p> <p>Abri's website clearly shows the different channels where the customer can raise a complaint.</p> <p>Abri's offline complaint form and complaint process information will be offered to residents who are unable to access online services.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to	Yes	Abri's Customer Relations Procedure confirms this at section 3.1 and at section 3.6 of the Complaints Policy.	There is a dedicated Customer Complaints Information and page, accessible for all Abri staff on Abri's Internal

	pass details of the complaint to the appropriate person within the landlord.			<p>Information page called The Arc.</p> <p>There is a comprehensive suite of complaints training available in our online training platform LEAP that all colleagues can access.</p> <p>Abri has standard objectives as part of an 'objective library' to be selected for all relevant colleagues. One of these focuses on: 'contributing to effective complaint handling at Abri'</p>
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	Abri are committed to providing a high quality, well-publicised and accessible complaints process.	Wording is on the footer of Governance reports to reflect this part of the code and specifies that high volumes of complaints must not be seen as a negative.
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>Abri's Complaint Policy confirms this at 3.5 and is available on the Abri website.</p> <p>The Customer Relations Procedure confirms this at section 8.1.</p>	Abri's Complaints Policy is hosted on it's website, and includes confirmation of the Stages of Abri's internal complaints process (ICP). Further information is also available on the customer portal for those who have signed up to this service.



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	Abri's Complaint Policy confirms this and is available on the website.	<p>Abri's Complaints Policy, the Complaint Handling Code and information on the Housing Ombudsman Scheme are regularly mentioned in customer correspondence, including newsletters, the annual report, and online as per section 3.5 of the policy.</p> <p>Abri's Customer Relations Procedure confirms at 2.3 that we will complete a self-assessment against the code annually and under what other circumstances we will review our compliance.</p>
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.		Abri's Customer Relations Procedure (8.4) confirms this.	<p>In line with our Data Protection Guidelines, Abri will need the resident to complete an Authority to Discuss (ATD) form, giving permission for any personal information to be shared with a representative, unless they have Power of Attorney. Abri can talk to a representative if the resident is present at the time and gives verbal permission to discuss the complaint whilst they are together.</p>

				3.4 of the Complaints Policy states 'Should we receive a complaint via a representative or advocate, permission will need to be provided by the customer, where possible.'
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	Abri's Customer Relations Procedure and Complaints Policy confirms this and information of the Housing Ombudsman Service is provided throughout the complaints journey within the set templates we use such as the acknowledgement, extensions and response letters.	<p>Section 3.11 of Abri's Complaints Policy states, We will provide contact information for the Housing Ombudsman, or other relevant Ombudsman service, as part of the complaints process. We are bound by the terms of the Housing Ombudsman's scheme and will fully co-operate with all requests for information made by the Ombudsman, work with them in resolving complaints effectively, and adhere to recommendations made to put things right.</p> <p>This is also highlighted in section 22 of Abri's Customer Relations Procedure.</p>

## Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	<p>Abri's Customer Relations Procedure cites the Customer Relations team as the responsible teams assigned to take responsibility for complaint handling, and the Executive Director for Operations as responsible for ensuring complaints are reported to the governing body.</p> <p>In addition to this, Abri have a dedicated Dispute Resolution team who deal with HOS information requests (investigations) and Requests for Action (enquiries) from the HOS in a professional and timely manner.</p>	
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	As outlined in section 12.1 & 12.2 of the Customer Relations Procedure, the Complaints Officer will work with relevant teams or departments within Abri to investigate all aspects of the customer's complaint. Whilst teams, departments, and colleagues at all levels may be asked for input, it is the role of the Complaint Officers to come to an	

			independent and fair outcome to the complaint, and to decide what action, if any, we should take to put things right for our customer.	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	<p>Abri have a robust recruitment plan to ensure our stage 1 and stage 2 complaint teams are resourced to meet the expected level of demand, with room for resilience to meet demand from seasonal peaks and troughs in complaints.</p> <p>Abri has a dedicated Complaints Training role to ensure all officers working within the team received dedicated and consistent training and onboarding.</p>	<p>In addition to this, Abri have launched its Housing Professional of the Future scheme. This supports everyone at Abri, regardless of their role, to connect to why we're here, what we do as a housing association and why it's important. The relaunch also supports the Social Housing (Regulation) Act 2023. The Act offers greater protection to social housing tenants in their homes, ensuring a better service and quality of life. The Housing Management module of this scheme provides links to Complaint information, including the Ombudsman's own e-learning modules.</p> <p>Abri has a dedicated complaint handling lot on its Recruitment Framework Agreement, allowing for the provision of complaint handling services at peak</p>

				operating periods or times where additional resource is required.
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## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Abri's Complaint Policy confirms this.	
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	Abri have a clearly defined two-stage complaint process, which is confirmed within the Complaints Policy and Customer Relations Procedure. Customers can be offered the opportunity to pursue a service request/local resolution but not restricted from raising a formal complaint, as outlined in Abri's Customer Relations Procedure.	
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	Abri have a clearly defined two-stage complaint process, which is confirmed within the Complaints Policy and Customer Relations Procedure. Customers can be offered the opportunity to pursue a service request/local resolution but not restricted from raising a formal complaint, as outlined in Abri's Customer Relations Procedure.	Abri does not have a 3-stage complaint process.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage,	Yes	Any complaint response handled by a third party will be part of Abri's two-stage complaint process, as	

	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.		outlined in our Complaints Policy and Customer Relations Procedure with the same quality checks in place.  In most cases, where third-parties, such as contractors are acting on behalf of Abri, the complaint will be handled by Abri, with support of the information from the third-party.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Any complaint response handled by a third party on behalf of Abri, will be in line with the code and follow the same complaints process with the same quality checks in place. In most cases, where third-parties, such as contractors are acting on behalf of Abri, the complaint will be handled by Abri, with support of the information from the third-party.	
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	The Customer Relations team documents including Quality Checking scorecard and Investigation Reports specify ‘The Complaint Definition.’ The written acknowledgement sent to the customer will also define the complaint points, as will the final response letter.	

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	Abri's Customer Relations Procedure confirms this at 11.1.	
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	Abri's Customer Relations Procedure confirms this within section 12.	
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	Abri's Customer Relations Procedure confirms this in section 9 and again at 14.1. Quality Checking scorecard checks for appropriate contact. Any extension beyond the original timescales for stage 1 and stage 2 complaint handling will be communicated with the resident by writing.	
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	Yes	Abri's Reasonable Adjustments Policy confirms this.	Abri's Reasonable Adjustments Policy and Procedure provides advice on how to support anyone with a vulnerability that wishes to make a complaint.



	disclosed. Any agreed reasonable adjustments must be kept under active review.			<p>Abri also has a Customer Indicators Procedure which outlines how we create and manage indicators on customer records and this includes those relating to communication methods that support customer needs and where there are disabilities, learning difficulties or mental health considerations.</p> <p>In light of the Housing Ombudsman's Spotlight Report on the Relationship of Equals a new Vulnerability Policy has also been written.</p> <p>Language Line provides services such as easy read, larger fonts, or braille for customers with specific needs. Language Line will also provide translation and interpretation services including sign language.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must	Yes	<p>Abri's Customer Relations Procedure confirms Abri's process. The exceptional reasons why a stage 2 escalation may be refused are listed at tab 19.2. This would</p>	

	comply with the provisions set out in section 2 of this Code.		need the consent the Head of Complaints.	
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	Abri's Customer Relations Procedure confirms at various points how we record complaints data throughout the complaints process.	Abri use a single system to record all correspondence and documentation for each complaint, including the outcomes at each stage and the original complaint.
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	Abri's Customer Relations Procedure confirms this and is supporting by Abri's Putting Things Right Guidance.	
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	Abri's Unacceptable Behaviour Policy confirms this.	
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	Abri's Unacceptable Behaviour Policy confirms this.	

## 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	Abri's Customer Relations Administration team have a triaging process in place, to identify which cases involve a certain amount of complexity and which don't, taking into consideration a resident's vulnerability and high-risk factors such as any building under the Buildings Safety Act. The triaging process is optimised to pick out complaints that can and should be responded to quickly. Complaints are allocated to Complaints Officers promptly for investigation.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Abri's Customer Relations Procedure confirms this.	Abri aim to acknowledge all complaints within two working days.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Abri's Customer Relations Procedure confirms this.	
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	Yes	Abri's Customer Relations Procedure confirms this.	

	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.			
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	Ombudsman details are provided on the extension letter sent to the customer in such circumstances.	
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	Abri's Customer Relations team work closely with the wider business and relevant departments to ensure outstanding actions are tracked through to completion and residents are appropriately updated.	Abri makes use of functionality in our Open Housing system to record 'aftercare' actions to wider business teams and also has developed bespoke trackers within Sharepoint to support this further, allowing the Complaints team and wider business to work collaboratively on ensuring follow up actions are completed.
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	Investigation Reports contain the complaint definition and reasons for the decisions made. The reasoning behind decisions made is checked as part of the Quality Scorecard.	
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	Yes	Abri's Customer Relations Procedure confirms this at 8.7.	

	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.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	Abri's Customer Relations Procedure confirms this.	Abri have standard templates for all stage 1 complaint responses that contain this information. The stage 1 complaint responses are also subject to a detailed quality checking process and scorecard.

## 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	Abri's Customer Relations Procedure confirms this.	

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	Abri's Customer Relations Procedure confirms this.	Abri aim to acknowledge all complaints within two working days.
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	Abri's Customer Relations Procedure confirms this at 19.1.	A template has been created to enable officers to outline the reasons for the escalation if they are known from the customer, so this can be clearly provided to the Stage 2 investigating officer and to enable analysis as a business as to why stage 1 resolutions are failing.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Abri's Customer Relations Procedure confirms this (19.3).	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Abri's Customer Relations Procedure confirms this at 19.4.	
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	Abri's Customer Relations Procedure confirms this at 19.4.	

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	Ombudsman details are provided on the extension letter sent to the customer in such circumstances	
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	Abri's Customer Relations & Resolutions team work closely with the wider business and relevant departments to ensure outstanding actions are tracked through to completion and residents are appropriately updated.	Abri makes use of functionality in our Open Housing system to record 'aftercare' actions to wider business teams and also has developed bespoke trackers within Sharepoint to support this further, allowing the Complaints team and wider business to work collaboratively on ensuring follow up actions are completed
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	Abri's Customer Relations Procedure confirms this.	The letter template for stage 2 responses supports this.
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;	Yes	Abri's Customer Relations Procedure confirms this.	Abri have standard templates for all stage 2 complaint responses that contain this information. The stage 2 complaint responses are also subject to a detailed quality checking process and scorecard.

	<p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Abri's Customer Relations Procedure confirms this.	



## 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"> <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	Abri's Putting Things Right Guidelines detail Abri's approach to redress and remedies. Section 17 of the Customer Relations Procedure refers to this guidance.	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Abri's Putting Things Right Guidelines detail Abri's approach to redress and remedies.	
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	Abri's Putting Things Right Guidelines detail Abri's approach to redress and remedies.	

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Abri's Putting Things Right Guidelines detail Abri's approach to redress and remedies.	<p>Abri's Putting Things Right Guidelines have been written taking into account the Ombudsman's own guidance on this.</p> <p>Abri's guidance has links to Housing Ombudsman's Guidance on Remedies.</p>
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## 8. Self-assessment, reporting and compliance

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	<p>Abri complete an annual self-assessment against the Housing Ombudsman's complaint code and publish a copy of this on our website.</p> <p>Abri are compliant with the Housing Ombudsman code and therefore we have not been required to report non-compliance.</p> <p>An annual complaints performance and service improvement report is produced annually and published on Abri's website.</p> <p>Included in Abri's annual report we include a section on our complaints handling and performance. This report is published on our website.</p>	
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's	Yes	<p>This is reflected in Abri's Customer Relations Procedure.</p> <p>An annual complaints performance and service report is produced annually and published on our</p>	

	response to the report must be published alongside this.		website. The relevant Committee approves the report before publication and their response to the report is published on our website.	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This is reflected in Abri's Customer Relations Procedure. The self-assessment is regularly kept up to date when there are structure changes or mergers and the updated version is provided to the Housing Ombudsman as well as updated on our website.	For example Abri's self-assessment was updated and re-submitted to the Housing Ombudsman during the process of the partnership between Abri and Silva in 2024/25.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	<p>This is reflected in Abri's Customer Relations Procedure.</p> <p>Abri has not received a request to review and update the self-assessment following an Ombudsman investigation.</p> <p>If such a request is made, we will promptly undertake the review and update within specified timeframes.</p>	
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	Yes	This is reflected in Abri's Customer Relations Procedure, and the functional Business Continuity plan confirms this.	

	must provide a timescale for returning to compliance with the Code.			
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## Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	<p>Abri's centralised Service Improvement Team work with the Insight Team and provide insight from Root Cause Analysts (as well as other working groups that produce customer feedback) to ensure that change and improvements are responsive and prioritised according to what our customers are telling us ("You Said, We Did").</p> <p>Abri's Service Improvement Team support the business to make improvements locally, providing them with tools, facilitation, and co-ordination, as well as feed into the Change and Optimisation Portfolio where wider resources are needed to deliver the change</p>	Abri note learnings in complaint response letters and ensure feedback is provided to relevant teams.
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	<p>Established in early FY24/25, Service Improvement Monthly (SIM) is a forum where all customer feedback is brought together. This includes the analysis of the Regulatory Tenant Satisfaction Measures (TSMs) and tracking any improvement actions that are required as a result of TSM feedback, alongside customer</p>	Abri have two Root Cause Analysts, who have received the LEAN accreditation in yellow and green belt. They use complaints data to identify and drive positive change in service delivery.

			<p>feedback from transactional surveys. It also includes the analysis of learning from customer complaints and tracking any improvement actions in line with the expectations of the Housing Ombudsman Service's Complaint Handling Code.</p> <p>The forum allows members to:</p> <ul style="list-style-type: none"> <li>· identify key and common themes across customer feedback</li> <li>· commission further investigation (through the forming of cross functional Working Groups) / Deep Dives, where required <ul style="list-style-type: none"> <li>· discuss high level recommendations to improve customer and business outcomes</li> </ul> </li> <li>· assign action owners to work with business areas, and <ul style="list-style-type: none"> <li>· track the delivery of improvements and measure impact of these delivered initiatives to ensure they have had the desired impact and make a measurable difference to Abri's service.</li> </ul> </li> </ul> <p>Alongside the Service Improvement Team, members include representatives from Root Cause Analysis, Insight, Dispute Resolution, Customer Relations, Resident Scrutiny Group, and Resident Involvement. Summary regional reports are shared</p>	
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			quarterly with Regional Assistant Directors, providing the same overview at a regional level.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	<p>Complaints themes and learnings are reported in Abri's Annual Report, and more frequently to involved customer groups (quarterly), customer facing directorates (monthly), and Abri's Scrutiny Group (quarterly).</p> <p>There is a Power BI dashboard which is available to relevant departments, enabling them to view and track complaints within their areas.</p>	<p>Abri hold a quarterly Resident's Scrutiny Meetings.</p> <p>Abri have a Power Bi dashboard is available to relevant departments, enabling them to view and track complaints within their areas.</p> <p>Customer journey mapping and case studies are completed by our Root Cause Analysts to ensure business wide accountability.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	The accountability of this department falls under the Head of Complaints.	Abri have a dedicated Customer Relations team consisting of Complaint Officers and Senior Complaint Officers.
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	The Chief Operating Officer is Abri's Member Responsible for Complaints.	



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	The MRC provides comprehensive information and reports to our governing body (group board), offering detailed insights into complaints handling performance.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Yes	<p>The MRC provides comprehensive information and reports to our governing body (group board), offering detailed insights into complaints handling performance.</p> <p>Other relevant committees within the Governance structure also receive regular complaints performance information, including outcomes of HOS investigations from the Head of Complaints and Head of Change and Service Improvement.</p>	
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: <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through</li> </ul>	Yes	Section 3.2 of Abri's Customer Relations Procedure confirms this	Abri has standard objectives as part of an 'objective library' to be selected for all relevant colleagues. These focus on: 'contributing to effective complaint handling at Abri' and 'to prioritise questions/requests from the complaints team, reducing

	<p>complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			<p>the amount of time for the complaint officer to resolve the customer issue, to ensure compliance with the HOS code'. Each objective then has specific tasks within it that colleagues are expected to achieve.</p> <p>Abri's Housing Professional of the Future Programme (HPoF) supports everyone at Abri, regardless of their role, to connect to why we're here, what we do as a housing association and why it's important. The Housing Management module of this scheme provides links to complaint information, including the Ombudsman's own e-learning modules.</p> <p>Abri's 'Service Style' outlines a set of five expectations and clear guidelines for how we will give our customers exemplary service. One of these expectations is 'Resolve Issues' which focuses on being honest, open, understanding, acknowledging impact and explaining what will be done next and by when. Also being empowered to challenge</p>
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				procedures and systems as well as using knowledge and discretion to guide decision making and overcome barriers towards a fair outcome for customers. This 'Service Style' is rolled out to all colleagues as part of our 'Everyone in Service' training programme.
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