

HSH Complaint Handling Code Self-Assessment form (2025/26)

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	HSH Tenant Complaints Policy, p.2 under "Complaint Definition" Restart Resident Complaints Policy, p.1 under "Complaint Definition".	This definition is provided in the Hawes Street Housing policy as well as the policy for Saltbox-Restart (the parent company who provides housing management and support services for properties licensed through HSH).

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	HSH Tenant Complaints Policy, p.2 under "Complaint Definition" Restart Resident Complaints Policy, p.1 under "Complaint Definition".	This is made clear in both policies, and we have been working towards a more receptive culture to complaints across both organisations.
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	HSH Tenant Complaints Policy, p.2 under "Complaint Definition" Restart Resident Complaints Policy, p.1 under "Complaint Definition".	As above. Restart hosts a Resident Steering Group which meets monthly and provides an important loop for resident input and regular feedback from management on areas for improvement.
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	HSH Tenant Complaints Policy, p.2-3 under "Complaints & Service Requests" Restart Resident Complaints Policy, p2 under "Complaints & Service Requests"	This requirement is made clear in both policies.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person	Yes	Email brief provided to team members conducting Tenant Satisfaction measures	Staff conducting Tenant Satisfaction Measures advised to offer a residents the opportunity to make a

	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.			complaint if they express dissatisfaction in their response.
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	HSH Tenant Complaints Policy, p.4 under "Exclusions" Restart Resident Complaints Policy, p.3 under "Exclusions"	Both policies outline that valid reasoning must be provided for not accepting a complaint with evidence.
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.	Yes	HSH Tenant Complaints Policy, p.4 under "Exclusions" Restart Resident Complaints Policy, p.3 under "Exclusions"	These exclusions are set out in both policies.

	- 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.			
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	HSH Tenant Complaints Policy, p.4 under "Exclusions" Restart Resident Complaints Policy, p.3 under "Exclusions"	These timescales are set out in both policies alongside provision for complaints made out of timescale to be accepted at the landlord's discretion.
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	HSH Tenant Complaints Policy, p.4 under "Exclusions" Restart Resident Complaints Policy, p.3 under "Exclusions"	This requirement is reflected in both policies, alongside the contact details for the Housing Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they	Yes	HSH Tenant Complaints Policy, p.2 under "Overview" &	Various points in both policies emphasise the need to deal with

	must consider the individual circumstances of each complaint.		“Introduction” and p.4 under “Exclusions” Restart Resident Complaints Policy, p.1 under “Overview” & “Introduction” and p.3 under “Exclusions”	complaints “fairly”. This, alongside the clear guidance on exclusions, lead us to the conclusion that we are compliant in this area.
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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	HSH Tenant Complaints Policy, p.11 under “Appendix 1 – Complaints Information for Tenants” Restart Resident Complaints Policy, p.11 under “Appendix 1 – Complaints Information for Residents”	Tenants/residents have three ways of making a complaint – email, phone and in writing. There is currently no ability for residents to log complaints directly on the website, but this is in the scope of the second phase of website development.
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	HSH Tenant Complaints Policy, p.5 under “Accessibility & Awareness” Restart Resident Complaints Policy, p.4 under “Accessibility & Awareness”	Both policies indicate tenants/residents are able to make a complaint to any staff member, and that all staff members must be aware of this policy.

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	Numbers of complaints received from Saltbox-HSH tenants maintained compared to 2024/2025.	A further year of no complaints received from tenants in HSH general needs accommodation, but complaints policy has been publicised much better. Complaints from residents of Restart's supported accommodation have maintained the same number as 2024/2025.
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	HSH Tenant Complaints Policy, p.11-12 under "Appendix 1 – Complaints Information for Tenants" Restart Resident Complaints Policy, p.11-12 under "Appendix 1 – Complaints Information for Residents"	Summarised version of the complaints process collated for residents and available at the end of the full policy. The policy indicates that how the policies will be accessed by tenants/residents.
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	HSH Tenant Complaints Policy, p.4 under "Accessibility & Awareness" Restart Resident Complaints Policy, p.4 under "Accessibility & Awareness"	Details of how the policies will be made available are included in the policy. Details of the Housing Ombudsman are given twice in the policy, and have been distributed to HSH tenants through the HSH Annual Report.

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	HSH Tenant Complaints Policy, p.5 under "Accessibility & Awareness" Restart Resident Complaints Policy, p.4 under "Accessibility & Awareness"	The requirement is reflected in both policies.
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	HSH Tenant Complaints Policy, p.3 under "Housing Ombudsman" Restart Resident Complaints Policy, p.3 under "Housing Ombudsman"	Details provided across both policies, as well as reference to the role of the Ombudsman contained throughout the Complaints Process.

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	HSH Tenant Complaints Policy, p.5 under "Complaint Handling Staff" Restart Resident Complaints Policy, p.4 under "Complaint Handling Staff"	Staff members across both organisations identified as the "complaints officer".

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	HSH Tenant Complaints Policy, p.5 under "Complaint Handling Staff" Restart Resident Complaints Policy, p.4 under "Complaint Handling Staff"	Staff identified has suitable level of authority and access to fulfil the role effectively.
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	HSH Tenant Complaints Policy, p.5 under "Complaint Handling Staff" Restart Resident Complaints Policy, p.4 under "Complaint Handling Staff"	Staff roles are of sufficient seniority to be well experienced in complaint handling, and the individuals in question manage complaints in other capacities through the organisation. Further training to be actioned to ensure ongoing compliance.

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	HSH Tenant Complaints Policy, p.5 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5 under "The Complaints Handling Process"	Both policies state: "This is the single policy in place for dealing with complaints raised by residents." In the same section, the policies identify that residents "must not be treated any

				differently” if they have made a complaint whilst in service. Various other areas of the policy emphasise the need to handle complaints “fairly”.
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	HSH Tenant Complaints Policy, p.5 under “The Complaints Handling Process” Restart Resident Complaints Policy, p.5 under “The Complaints Handling Process”	Both policies state a commitment to “work towards early and local resolutions of complaints raised by tenants/residents”.
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	HSH Tenant Complaints Policy, p.6-8 under “Complaints Process” Restart Resident Complaints Policy, p.6-8 under “Complaints Process”	Both policies set out a two stage 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, 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	No complaints are handled by any party other than those identified in this self-assessment document.	Saltbox-Restart oversee the complaints process for the properties they provide housing management and support services in. Their process mirrors HSH and is a two stage process as required by the code.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	As above.	As above.

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	HSH Tenant Complaints Policy, p.5 under “The Complaints Handling Process”, p.6 under “Stage 1” and p.7 under “Stage 2” Restart Resident Complaints Policy, p.5 under “The Complaints Handling Process”, p.6 under “Stage 1” and p.7 under “Stage 2”	Both policies identify the complaint definition as an essential component of any complaint response. They also identify the need for clarification from the complainant “where any aspect of the complaint is unclear”.
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	HSH Tenant Complaints Policy, p.5 under “The Complaints Handling Process” Restart Resident Complaints Policy, p.5 under “The Complaints Handling Process”	This requirement is reflected in both policies.
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	HSH Tenant Complaints Policy, p.5-6 under “The Complaints Handling Process” Restart Resident Complaints Policy, p.5 under “The Complaints Handling Process”	These requirements on complaint handlers are identified in both policies.

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	HSH Tenant Complaints Policy, p.6 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5 under "The Complaints Handling Process"	These requirements on complaint handlers are identified in both policies.
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	HSH Tenant Complaints Policy, p.6 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5 under "The Complaints Handling Process"	These requirements are reflected in both policies. Internal documents for HSH and Saltbox-Restart also outline expectations in terms of accessible communications, taking into account accessibility requirements.
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	HSH Tenant Complaints Policy, p.6-8 under "Complaints Process" Restart Resident Complaints Policy, p.6-8 under "Complaints Process"	Both policies identify that tenants/residents are not required to give any reason for complaints being escalated. Valid exclusions are identified earlier in the policy.
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	HSH Tenant Complaints Policy, p.6 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5 under "The Complaints Handling Process"	Both policies reflect this requirement. The In-Form Database is used across both services to record the necessary data, and complaints are marked as confidential when related to staff to restrict who can view

				the details. On some occasions, information regarding complaint investigations is stored on shared folders on the company server, with access limited to complaint handlers.
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	HSH Tenant Complaints Policy, p.6-8 under "Complaints Process" Restart Resident Complaints Policy, p.6-8 under "Complaints Process"	Under both policies, each complaint stage requires details of the remedy be identified in the complaint response.
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	HSH Tenant Complaints Policy, p.6 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5-6 under "The Complaints Handling Process"	The HSH Tenancy Breach Policy and Saltbox-Restart Warning, Eviction and Possession Policy informs how each service will manage this sort of behaviour.
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	HSH Tenant Complaints Policy, p.6 under "The Complaints Handling Process" Restart Resident Complaints Policy, p.5 under "The Complaints Handling Process"	Both policies reflect this requirement.

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	HSH Tenant Complaints Policy, p.6-7 under "Stage 1" Restart Resident Complaints Policy, p.6-7 under "Stage 1"	Stage 1 is outlined in both policies, including the need to provide a response as soon as the answer to the complaint is known.
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	HSH Tenant Complaints Policy, p.6 under "Stage 1" Restart Resident Complaints Policy, p.6 under "Stage 1"	Both policies identify this timescale.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No	HSH Tenant Complaints Policy, p.6 under "Stage 1" Restart Resident Complaints Policy, p.6 under "Stage 1"	Both policies identify this timescale. We have failed to respond to timescales in 50% of complaints, these were due to lack of contact from the complainant, or the complexity of the complaint. We will be further utilising

				extensions as allowed within the code to ensure that we are fully compliant in this area in future years.
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	HSH Tenant Complaints Policy, p.7 under "Stage 1" Restart Resident Complaints Policy, p.7 under "Stage 1"	Both policies identify this this, and we will be seeking to utilise these extensions in the coming year to ensure we always respond within timescales.
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	HSH Tenant Complaints Policy, p.7 under "Stage 1" Restart Resident Complaints Policy, p.7 under "Stage 1"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.7 under "Stage 1" Restart Resident Complaints Policy, p.7 under "Stage 1"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.6 under "Stage 1" Restart Resident Complaints Policy, p.6 under "Stage 1"	Both policies list what is required to be addressed in a complaint response, and identify the need to provide clear rationale referencing

				the areas contained in this requirement. HSH uses a Complaint Response Template to ensure ongoing compliance with this requirement which is reviewed annually.
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	HSH Tenant Complaints Policy, p.7 under "Stage 1" Restart Resident Complaints Policy, p.7 under "Stage 1"	Both policies reflect this requirement.
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; and	Yes	HSH Tenant Complaints Policy, p.6 under "Stage 1" Restart Resident Complaints Policy, p.6 under "Stage 1"	Both policies list these items as required elements of any Stage 1 complaint response.

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	HSH Tenant Complaints Policy, p.7 under "Stage 2" Restart Resident Complaints Policy, p.7 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.7 under "Stage 2" Restart Resident Complaints Policy, p.7 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.7 under "Stage 2" Restart Resident Complaints Policy, p.7 under "Stage 2"	Both policies reflect this requirement.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	HSH Tenant Complaints Policy, p.7 under "Stage 2" Restart Resident Complaints Policy, p.7 under "Stage 2"	Both policies reflect this requirement. Each service has more than one member of the Complaint Handling Team to ensure compliance with this requirement.

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	HSH Tenant Complaints Policy, p.7 under "Stage 2" Restart Resident Complaints Policy, p.7 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.8 under "Stage 2" Restart Resident Complaints Policy, p.8 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.8 under "Stage 2" Restart Resident Complaints Policy, p.8 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.8 under "Stage 2" Restart Resident Complaints Policy, p.8 under "Stage 2"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.8 under "Stage 2" Restart Resident Complaints Policy, p.8 under "Stage 2"	Both policies list what is required to be addressed in a complaint response, and identify the need to provide clear rationale referencing

				the areas contained in this requirement. HSH uses a Complaint Response Template to ensure ongoing compliance with this requirement which is reviewed annually.
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	HSH Tenant Complaints Policy, p.8 under “Stage 2” Restart Resident Complaints Policy, p.8 under “Stage 2”	Both policies list these items as required elements of any Stage 2 complaint response.
6.20	Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.	Yes	HSH Tenant Complaints Policy, p.8 under “Stage 2” Restart Resident Complaints Policy, p.8 under “Stage 2”	Both policies indicate that Stage 2 is the final response, any anything further should be referred to the Housing Ombudsman.

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	HSH Tenant Complaints Policy, p.8 under “Putting Things Right” Restart Resident Complaints Policy, p.8 under “Putting Things Right”	Both policies list the potential actions to remedy a complaint, as identified in this code requirement.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	HSH Tenant Complaints Policy, p.8 under “Putting Things Right” Restart Resident Complaints Policy, p.8 under “Putting Things Right”	Both policies reflect this requirement.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	HSH Tenant Complaints Policy, p.8 under “Putting Things Right”	Both policies reflect this requirement.

	appropriate. Any remedy proposed must be followed through to completion.		Restart Resident Complaints Policy, p.8 under “Putting Things Right”	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	HSH Tenant Complaints Policy, p.8 under “Putting Things Right” Restart Resident Complaints Policy, p.8 under “Putting Things Right”	Both policies reflect this requirement.

Section 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;	Yes	HSH Tenant Complaints Policy, p.9 under “Self-assessment, reporting and compliance” Restart Resident Complaints Policy, p.9 under “Self-assessment, reporting and compliance” HSH Annual Complaints Performance & Service Improvement Report	Relevant reports produced and presented to the relevant governing bodies for scrutiny and feedback. Service improvements to be embedded into amendments to policies, procedures and ways of working.

	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.			
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	HSH Tenant Complaints Policy, p.9 under "Self-assessment, reporting and compliance" Restart Resident Complaints Policy, p.9 under "Self-assessment, reporting and compliance" HSH Annual Complaints Performance & Service Improvement Report	Relevant reports produced and presented to the relevant governing bodies for scrutiny and feedback. Service improvements to be embedded into amendments to policies, procedures and ways of working.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Self-assessment document	Self-assessment produced following previous change in Tenant Complaints Policy.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would be willing to undertake a self-assessment if required.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber	Yes		We are happy to be open with the Ombudsman about any such incidents and

	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.			would identify timescales for returning to compliance as necessary.
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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	HSH Tenant Complaints Policy, p.9 under “Self-assessment, reporting and compliance” Restart Resident Complaints Policy, p.9 under “Self-assessment, reporting and compliance”	Both policies identify the need to look to service improvements as a result of any complaints.
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	HSH Tenant Complaints Policy, p.9-10 under “Self-assessment, reporting and compliance” Restart Resident Complaints Policy, p.9-10 under “Self-assessment, reporting and compliance”	Feedback from tenants is really important to us. Both services are working to improve their ability to hear the voice of tenants/residents into decision-making, and improving our complaint handling is a key part of that.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report	Yes	HSH Tenant Complaints Policy, p.9 under “Scrutiny & Oversight”	Both policies reflect this requirement. HSH has two tenants on their board of

	back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.		Restart Resident Complaints Policy, p.9 under "Scrutiny & Oversight"	trustees. Saltbox-Restart has an active Resident Steering Group with an effective feedback loop.
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	HSH Tenant Complaints Policy, p.9 under "Scrutiny & Oversight" Restart Resident Complaints Policy, p.9 under "Scrutiny & Oversight"	The Operations Manager is the identified senior lead person. They sit on the Senior Management Team for the organisation and oversee both services.
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	HSH Tenant Complaints Policy, p.9-10 under "Scrutiny & Oversight" Restart Resident Complaints Policy, p.9-10 under "Scrutiny & Oversight"	Both policies reflect this requirement.
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	HSH Tenant Complaints Policy, p.9-10 under "Scrutiny & Oversight" Restart Resident Complaints Policy, p.9-10 under "Scrutiny & Oversight"	Member Responsible for Complaints sits on the Saltbox & HSH board of trustees. MRC provided with log of complaints from residents/tenants including any responses about given opportunity feedback as appropriate.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive:	Yes	HSH Tenant Complaints Policy, p.9-10 under "Scrutiny & Oversight"	As above.

	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.		Restart Resident Complaints Policy, p.9-10 under "Scrutiny & Oversight"	
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	HSH Tenant Complaints Policy, p.2 under "Introduction" Restart Resident Complaints Policy, p.1 under "Introduction"	These are the key principles we are working towards in our complaint handling. As an organisation we are committed to collaborative and co-operative working and we are committed to acting within the relevant professional standards.