

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	Futures Housing Group Complaints and Compliments Policy Section 1	This definition is used in the policy
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	Futures Housing Group Complaints and Compliments Policy Section 1	Where service failure is identified by a team member, customer, or 3 rd party this will be treated as a complaint
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	Yes	Futures Housing Group Complaints and Compliments Policy Section 1	Where it is clear that service failure has not occurred, this will be not be treated as a complaint. If it is identified after the complaint has been accepted, that there is no service failure, this will still be treated as a

	recorded, monitored and reviewed regularly.			complaint, but the complaint will not be upheld.
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	Futures Housing Group Complaints and Compliments Policy Section 2	A complaint will be raised at the point where the customer expresses that they are dissatisfied with the service, or at the point where a team member or 3 rd party identifies service failure. If the service request is ongoing, efforts to complete this will continue alongside an investigation into the complaint.
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	Futures Housing Group Complaints and Compliments Policy Section 1	Where dissatisfaction is expressed through a survey, this will not be treated as a complaint. However, as good practice, customers who express dissatisfaction in this way will be advised of how to make a complaint if they wish.

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	Futures Housing Group Complaints and Compliments Policy Section 2.1	<p>Each complaint will be assessed on it's own merit. However if a complaint is identified under any of the following criteria, it complaint will not be accepted under the guidelines of the Housing Ombudsman Complaint Handling Code.</p> <ul style="list-style-type: none"> • If there are legal proceedings taking place regarding the complaint such as a disrepair case or court proceedings. • If the issue is over 12 months old, unless this has been an ongoing complaint that has

				<p>been raised or there is good reason to accept the complaint</p> <ul style="list-style-type: none"> • If the same complaint has already been through our full complaints process.
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>Futures Housing Group Complaints and Compliments Policy Section 2.1</p>	<p>Each complaint will be assessed on it's own merit. However if a complaint is identified under any of the following criteria, it will not be accepted under the guidelines of the Housing Ombudsman Complaint Handling Code.</p> <ul style="list-style-type: none"> • If there are legal proceedings taking place regarding the complaint such as a disrepair case or court proceedings. • If the issue is over 12 months old,

				<p>unless this has been an ongoing complaint that has been raised or there is good reason to accept the complaint</p> <ul style="list-style-type: none"> • If the same complaint has already been through our full complaints process.
2.3	<p>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.</p>	Yes	<p>Futures Housing Group Complaints and Compliments Policy Section 2.1</p>	<p>Each complaint will be assessed on it's own merit. However if a complaint is identified under any of the following criteria, it will not be accepted under the guidelines of the Housing Ombudsman Complaint Handling Code.</p> <ul style="list-style-type: none"> • If there are legal proceedings taking place regarding the complaint such as a disrepair case

				<p>or court proceedings.</p> <ul style="list-style-type: none"> • If the issue is over 12 months old, unless this has been an ongoing complaint that has been raised or there is good reason to accept the complaint • If the same complaint has already been through our full complaints process.
2.4	<p>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.</p>	Yes	<p>Futures Housing Group Complaints and Compliments Policy Section 2.1</p>	<p>If a complaint is rejected, we will explain using one of the three exclusions above and provide the customer with the contact details of the Housing Ombudsman.</p>
2.5	<p>Landlords must not take a blanket approach to excluding complaints; they</p>	Yes	<p>Futures Housing Group Complaints and Compliments Policy Section 2.1</p>	<p>Each complaint will be assessed on it's own merit.</p>

	must consider the individual circumstances of each complaint.			
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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	Futures Housing Group Complaints and Compliments Policy Section 4	<p>The Group endeavour to make raising a complaint as easy as possible and encourages customers through our website and social media to make complaints to enable learning and service growth. Complaints or compliments do not have to be raised C in writing. Satisfaction or dissatisfaction can be expressed via:</p> <p>Telephone Letter Email Our online self-service portal Social Media Website In person</p>
3.2	Residents must be able to raise their complaints in any way and with any	Yes	Futures Housing Group	Complaints or compliments can be raised 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.		Complaints and Compliments Policy Section 4	member of staff who will pass the information to the appropriate person. In the case of complaints, this will be the Complaints Officer.
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	Futures Housing Group Complaints and Compliments Policy Section 12	Complaints will be measured but no targets set for reducing volumes.
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	Futures Housing Group Complaints and Compliments Policy Section 5	A 2-stage process is in place. This policy is available on our website and shared with customers when they raise a complaint.
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	Futures Housing Group Complaints and Compliments Policy Section 7	The Group subscribes to the Housing Ombudsman Service. The Ombudsman has the power to consider complaints and decide what is 'fair in all the circumstances of the case'. When things go wrong, they can make orders or recommendations to put

				<p>things right or to improve services for the future. Information regarding utilising the Housing Ombudsman Service is available on our website. Customers will be advised throughout the process of their option to access the Housing Ombudsman Service for an independent external review. Contact details for the Housing Ombudsman Service will be included in all written communication.</p> <p>The Housing Ombudsman service is unable to hear all complaints as some fall out of their remit, however any FHG customer can contact the Ombudsman for advice and guidance.</p> <p>In line with the Housing Ombudsman Complaint Handling Code, this policy will be publicised on our website.</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	Yes	Futures Housing Group Complaints and Compliments Policy Section 4	Where the customer would like to be represented by a 3 rd party, the Group will liaise with the 3 rd party

	accompanied at any meeting with the landlord.			where permission is given by the customer in writing or where an existing permission from the customer exists.
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	Futures Housing Group Complaints and Compliments Policy Section 7	The Group subscribes to the Housing Ombudsman Service. The Ombudsman has the power to consider complaints and decide what is 'fair in all the circumstances of the case'. When things go wrong, they can make orders or recommendations to put things right or to improve services for the future. Information regarding utilising the Housing Ombudsman Service is available on our website. Customers will be advised throughout the process of their option to access the Housing Ombudsman Service for an independent external review. Contact details for the Housing Ombudsman Service will be included in all written communication.

				<p>The Housing Ombudsman service is unable to hear all complaints as some fall out of their remit, however any FHG customer can contact the Ombudsman for advice and guidance.</p> <p>In line with the Housing Ombudsman Complaint Handling Code, this policy will be publicised on our website.</p>
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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	Futures Housing Group Complaints and Compliments Policy Section 6	<p>The Group has a designated Complaints Officer who is responsible for complaint handling, liaising with the Housing Ombudsman and ensuring that complaints are reported through the Groups governance structure.</p> <p>All team members who handle complaints will undergo training from the Housing Ombudsman Service at the earliest opportunity, and when there are any changes to the code.</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	Futures Housing Group Complaints and Compliments Policy Section 6	Operational Managers will be responsible for reviewing and implementing actions where service change or improvement is identified through a complaint or through a theme or trend

				identified by the Complaints Officer.
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	Futures Housing Group Complaints and Compliments Policy Section 6	<p>All team members who handle complaints will undergo training from the Housing Ombudsman Service at the earliest opportunity, and when there are any changes to the code.</p> <p>The Group are committed to learning from all feedback from customers including complaints and using this feedback to improve services and meet customer's needs.</p>

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	Futures Housing Group Complaints and Compliments Policy	The only policy in place for complaint handling is the Complaint and Compliments Policy.

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	Futures Housing Group Complaints and Compliments Policy Section 5	There is a 2-stage process in place.
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	Futures Housing Group Complaints and Compliments Policy Section 5	There is a 2-stage process in place.
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	Futures Housing Group Complaints and Compliments Policy Policy Statement	The 2-stage process is the same for a complaint relating to a contractor as it is for any other complaint about Futures Housing Group
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Futures Housing Group Complaints and Compliments Policy	For any complaints about a 3 rd party working on behalf of Futures Housing Group, the complaint policy and process still apply.
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	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	We will endeavour to understand, confirm to the customer what our understanding is and what

	<p>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.</p>			<p>outcome the customer is seeking. Where a home visit is required or requested customers will be contacted to arrange a convenient time and allow the customer to be accompanied if they wish.</p>
5.7	<p>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.</p>	Yes	<p>Futures Housing Group Complaints and Compliments Policy Section 5</p>	<p>We will complete the formal stage one response within 10 working days of the acknowledgement being sent to the customer. If this is not possible, we will provide an explanation and a date by which the above will be completed. This will not exceed a further 10 days without good reason. The response will include what parts of the complaint the Group are and are not responsible for.</p> <p>If a customer is requests to go to stage two, we will complete the formal response within 20 working days of the stage two acknowledgement being sent. If this is not possible,</p>

				we will provide an explanation and a date by which the above will be completed. This will not exceed a further 10 working days without good reason. The response will include what parts of the complaint the Group are and are not responsible for. The person who considers the complaint at stage 2, will be a different person to the person who considered the complaint at stage 1.
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> 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	Futures Housing Group Complaints and Compliments Policy Section 2	<p>Complaints from customers will be treated fairly, transparently, and consistently. Where a complaint is registered, the complainant will be encouraged to request what resolution they would like:</p> <ul style="list-style-type: none"> • Be dealt with on their own merits, independently and with an open mind. • Give the customer a fair chance to set out their position • Take measures to address any actual or perceived conflict of interest

				<ul style="list-style-type: none"> Consider all relevant information and evidence carefully
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	Futures Housing Group Complaints and Compliments Policy Section 5	Occasionally if a complaint is complex, in order to get the best resolution for the customer, a complaint may fall outside the timescales detailed above. If this is the case, we will agree suitable intervals for keeping the customer informed about 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 reasonable adjustments must be kept under active review.	Yes	Futures Housing Group Equity and Diversity Policy	Futures Housing Group have a separate Equity and Diversity Policy that is reference in “other relevant documents” in the Complaints and Compliments Policy
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	Futures Housing Group Complaints and Compliments Policy Section 5 and Section 2.1	A complaint will only be prevented from going to stage two if this complaint falls into the exclusion criteria highlighted in section 2.1.
5.12	A full record must be kept of the complaint, and the outcomes at each	Yes	Futures Housing Group	The Group will record and analyse complaints and

	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.		Complaints and Compliments Policy Section 12	identify themes and trends to share with the business, stakeholders and customers.
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	Futures Housing Group Complaints and Compliments Policy Section 5	The Group aims to resolve complaints first time and as quickly and efficiently as possible. We recognise that every complaint is different, and therefore every complaint will be investigated in a different way whilst maintaining our commitment to fairness, transparency, and consistency.
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	Futures Housing Group Complaints and Compliments Policy Section 9 Futures Housing Group Unreasonable and Vexatious Complaints Policy	Regrettably, the Group sometimes receives complaints that are vexatious (aggressive, abusive) serial or unreasonable. If we believe this is the case, we will contact the customer in writing and explain why we have reached this decision. At our discretion, we may give the customer the

				opportunity to act in a more reasonable manner or we may refuse to progress the complaint. In these instances, we have a separate policy and procedure for team members to follow.
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	Futures Housing Group Unreasonable and Vexatious Complaints Policy Futures Housing Group Equity and Diversity Policy	

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	Futures Housing Group Complaints and Compliments Policy Section 5	The Group aims to resolve complaints first time and as quickly and efficiently as possible. We recognise that every complaint is different, and therefore every complaint will be investigated in a different way whilst maintaining our commitment to fairness, transparency, and consistency.
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	Futures Housing Group Complaints and Compliments Policy Section 5	We will acknowledge all complaints either over the phone or in writing within 5 working days.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	We will complete the formal stage one response within 10 working days of the acknowledgement being sent to the customer. If this is not possible, we will provide an explanation and a date by which the above

				will be completed. This will not exceed a further 10 days without good reason.
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	Futures Housing Group Complaints and Compliments Policy Section 5	We will complete the formal stage one response within 10 working days of the acknowledgement being sent to the customer. If this is not possible, we will provide an explanation and a date by which the above will be completed. This will not exceed a further 10 days without good reason.
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	Futures Housing Group Complaints and Compliments Policy Section 5	All formal correspondence to the customer will 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
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the	Yes	Futures Housing Group Complaints and Compliments Policy	The response is sent in line with the Complaint Handling Code, however, there may

	<p>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.</p>		<p>Section 5 and Section 6</p>	<p>still be actions outstanding that will be monitored by the Complaints Officer and the Operational Manager of the area concerning the complaint.</p> <p>Operational Managers will be responsible for reviewing and implementing actions where service change or improvement is identified through a complaint or through a theme or trend identified by the Complaints Officer.</p>
<p>6.7</p>	<p>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.</p>	<p>Yes</p>	<p>Futures Housing Group Complaints and Compliments Policy Section 5</p>	<p>All formal correspondence to the customer will 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 the Housing Ombudsman Service

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	Futures Housing Group Complaints and Compliments Policy Section 5	If additional complaints are made during the 2-stage process that are similar or relevant to the original complaint, these will be incorporated into a single response for timeliness and simplicity.
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"> 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	Futures Housing Group Complaints and Compliments Policy Section 5	All formal correspondence to the customer will 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

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	Futures Housing Group Complaints and Compliments Policy Section 5	If a customer is requests to go to stage two, we will complete the formal response within 20 working days of the stage two acknowledgement being sent.
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	Futures Housing Group Complaints and Compliments Policy Section 5	We will acknowledge all complaints either over the phone or in writing within 5 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	Futures Housing Group Complaints and Compliments Policy Section 5	We will endeavour to understand, confirm to the customer what our understanding is and what outcome the customer is seeking. Where a home visit is required or requested customers will be contacted to arrange a convenient time and allow the customer to be accompanied if they wish.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	The person who considers the complaint at stage 2, will be a different person to the person who considered the complaint at stage 1.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Futures Housing Group Complaints and Compliments Policy	If a customer is requests to go to stage two, we will complete the formal

			Section 5	response within 20 working days of the stage two acknowledgement being sent. If this is not possible, we will provide an explanation and a date by which the above will be completed. This will not exceed a further 20 working days without good reason.
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	Futures Housing Group Complaints and Compliments Policy Section 5	If a customer is requests to go to stage two, we will complete the formal response within 20 working days of the stage two acknowledgement being sent. If this is not possible, we will provide an explanation and a date by which the above will be completed. This will not exceed a further 20 working days without good reason.
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	Futures Housing Group Complaints and Compliments Policy Section 5	All formal correspondence to the customer will include: <ul style="list-style-type: none"> •the complaint stage •the complaint definition •the decision on the complaint •the reasons for any decisions made

				<ul style="list-style-type: none"> •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
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	Futures Housing Group Complaints and Compliments Policy Section 5 and Section 6	<p>The response is sent in line with the Complaint Handling Code, however, there may still be actions outstanding that will be monitored by the Complaints Officer and the Operational Manager of the area concerning the complaint.</p> <p>Operational Managers will be responsible for reviewing and implementing actions where service change or improvement is identified through a complaint or through a theme or trend identified by the Complaints Officer.</p>
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	Futures Housing Group Complaints and Compliments Policy Section 5	<p>All formal correspondence to the customer will include:</p> <ul style="list-style-type: none"> •the complaint stage •the complaint definition •the decision on the complaint

				<ul style="list-style-type: none"> •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
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <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 the Ombudsman Service if the individual remains dissatisfied. 	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	<p>All formal correspondence to the customer will 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 the Housing Ombudsman Service
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	Investigations will include all necessary team members to ensure a swift conclusion.

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	Futures Housing Group Complaints and Compliments Policy Section 5	<p>Where Futures have made a mistake or something has gone wrong, we will acknowledge this and set out how we intend to put it right. This may include:</p> <ul style="list-style-type: none"> • Making an apology • 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 • Providing financial compensation • Changing policies, procedures or practices
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	We will endeavour to understand, confirm to the customer what our understanding is and what outcome the customer is seeking
7.3	The remedy offer must clearly set out what will happen and by when, in	Yes	Futures Housing Group	All formal correspondence to the customer will include:

	agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.		Complaints and Compliments Policy Section 5	<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
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Futures Housing Group Complaints and Compliments Policy Section 5	<p>Where Futures have made a mistake or something has gone wrong, we will acknowledge this and set out how we intend to put it right. This may include:</p> <ul style="list-style-type: none"> •Making an apology •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 •Providing financial compensation

				<ul style="list-style-type: none">•Changing policies, procedures or practices
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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; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>Complaints report on the website</p> <p>Annual report</p> <p>Futures Housing Group Complaints and Compliments Policy Section 12</p>	<p>The Group recognises that complaints and compliments provide a valuable source of information to help improve and evolve services. The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders and customers. We will use the themes, trends and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use</p>

				the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
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	Futures Housing Group Complaints and Compliments Policy Section 12	The Group recognises that complaints and compliments provide a valuable source of information to help improve and evolve services. The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders, and customers. We will use the themes, trends, and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use

				the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Futures Housing Group Complaints and Compliments Policy Section 13	This Policy is due to be reviewed every three years unless there are any substantial changes to legislation or regulation, or circumstances arise which necessitate an earlier review. Any changes to this policy will require a change to the Housing Ombudsman Service Self-Assessment.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Futures Housing Group Complaints and Compliments Policy Section 13	This Policy is due to be reviewed every three years unless there are any substantial changes to legislation or regulation, or circumstances arise which necessitate an earlier review. Any changes to this policy will require a change to the Housing Ombudsman Service Self-Assessment.
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	Yes		The Director of Customer Operations and Experience is responsible for ensuring the Housing Ombudsman is notified.

	residents who may be affected, and publish this on their website Landlords 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	Futures Housing Group Complaints and Compliments Policy Section 12	The Group recognises that complaints and compliments provide a valuable source of information to help improve and evolve services. The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders and customers. We will use the themes, trends and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use

				the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
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	Futures Housing Group Complaints and Compliments Policy Section 12	The Group recognises that complaints and compliments provide a valuable source of information to help improve and evolve services. The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders and customers. We will use the themes, trends and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use

				the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
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	Futures Housing Group Complaints and Compliments Policy Section 12	The Group recognises that complaints and compliments provide a valuable source of information to help improve and evolve services. The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders and customers. We will use the themes, trends and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use

				the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
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	Futures Housing Group Complaints and Compliments Policy Section 6	The Director of Customer Operations and Experience has responsibility. Operational Managers will be responsible for reviewing and implementing actions where service change or improvement is identified through a complaint or through a theme or trend identified by the Complaints Officer.
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	Futures Housing Group Complaints and Compliments Policy Section 6	The Chair of Insight Committee will act as the Member Responsible for Complaints and will use the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.
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	Yes	Futures Housing Group Complaints and Compliments Policy Section 6	The Chair of Insight Committee will act as the Member Responsible for Complaints and will use the data shared with the Insight

	person must have access to suitable information and staff to perform this role and report on their findings.			Committee to provide assurance to the Board that complaints are being handled effectively.
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>	Yes	Futures Housing Group Complaints and Compliments Policy Section 12	<p>The Group will record and analyse complaints and identify themes and trends to share with the business, stakeholders and customers. We will use the themes, trends and learnings from individual complaints to drive service improvement. This information, along with the number of complaints and adherence to the Complaint Handling Code will be shared with our Insight Committee, published on our website and in our Annual Report. The Chair of Insight Committee will act as the Member Responsible for Complaints and will use the data shared with the Insight Committee to provide assurance to the Board that complaints are being handled effectively.</p>
9.8	Landlords must have a standard objective in relation to complaint	Yes	Futures Housing Group	The aims of the policy are:

	<p>handling for all relevant employees or third parties that reflects the need to:</p> <ol style="list-style-type: none"> 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. 		<p>Complaints and Compliments Policy Aims of the policy</p>	<ul style="list-style-type: none"> •To deliver an effortless and high-quality customer experience. •To be fair, transparent, and consistent in the way we manage complaints. •To have a collaborative and cooperative approach to resolving complaints, working with colleagues across the organisation •To take collective responsibility for any shortfalls identified •To put things right (where agreed) as quickly as possible. •To learn from complaints and make appropriate changes to prevent the recurrence of preventable issues. •To keep customers informed of progress throughout the process. •To maintain customer confidentiality. •Ensure complaints are assigned to a dedicated Complaints Officer. •Enable customers to access impartial support
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				<p>and advice through guidance and signposting.</p> <ul style="list-style-type: none">•To make compliments and complaints easy to raise.•To adhere to the Ombudsman Complaint Handling Code•Instil customer trust and confidence
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