

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	Complaint Policy (paragraph 2.2) and also Complaint leaflet to tenants	Exact wording used in all documentation.
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	Paragraph 2.2 of the Complaints policy Complaint leaflet to tenants	
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	Paragraph 2.3 of the Complaints policy Complaint leaflet to tenants	Service requests are recorded and monitored.

	recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Paragraph 4.5 of Complaints Policy Leaflet to tenants	Works to rectify any issues raised via a service request would continue regardless of this being escalated to a formal 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	Tenant Satisfaction Survey undertaken by Acuity in September 2025. All tenants who expressed dissatisfaction (who had said they were happy to be contacted) will be contacted and advised as to how they can pursue a complaint if they wish to.	Tenants are asked about the quality of the repair on a monthly basis. If dissatisfaction was expressed on the service received tenants would be asked if they wished to make a formal complaint.

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	Tenants are asked about the quality of the repair on a monthly basis. If dissatisfaction was expressed on the service received tenants would be asked if they wished to make a formal complaint.	
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.	Yes	Complaints Policy sets out exclusions in paragraph 2.3, 2.4 and 2.5 they mirror the acceptable exclusions listed in the Complaint Handling Code 2024 Tenants information leaflet	

	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	Policy at paragraph 2.5 explains that while complaints over 12 months would not normally be considered there is 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	Paragraph 2.4 states that tenants will be advised in writing if we do not accept their complaint and the tenants right to approach the Ombudsman	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Paragraph 2.5 of the Complaints Policy states we will use our discretion and consider individual circumstances	

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	Paragraph 4.1 of the Policy states the different channels. Paragraph 4.3 states that we will make reasonable adjustments under the Equality Act. The Tenants newsletter advises of this also.	Complaints policy is on the website and all tenants are made aware of the complaints policy on tenant sign up (see paragraph 4.4 of the complaints policy).
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	See paragraph 4.1 and 4.2 of the complaints policy and also the tenants newsletter Staff have been trained in complaint handling and are aware of the policy and how to report any dissatisfaction with services	
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	Tenants are always asked if they wish to make a formal complaint if they have expressed dissatisfaction with a service.	CGHA only have 101 homes. The majority of issues with dissatisfaction with tenants relate to low level ASB which is outside the policy. All ASB cases are recorded

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	Policy makes clear in paragraph 4.6 that a two stage process operates. The policy is published on the website.	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Details provided under a paragraph 4.6 and 5.0 of the policy	Complaints Policy, information and self assessment on website, articles in tenants newsletter
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	Paragraph 4.3 states that tenants can make a complaint through a representative or advocate. Tenant newsletter also makes this clear	
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	See paragraph 8 of the policy also tenants newsletter	All tenants receive information on tenancy sign up about how to make a complaint

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	Paragraph 4.6 in the Policy states that the Housing Officer is the Complaints Officer and the CEO is the reviewing officer and reporting to the governing body and the Housing Ombudsman	
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	Small team of 4 officers in total as only have 101 homes. So access is easy and all staff are aware of the Complaints Policy and role of 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	All staff have been trained Reports are made quarterly on any complaints to Board to ensure Board oversight	

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	One policy and reflects the Complaint Handling Code 2024	
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	All complaints (provided not ASB or service requests) will go through the 2 stage complaint handling process	
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	Two 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	All complaints relating to CGHA properties are dealt with our Complaints Policy. There is no third parties involved.	

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	No third parties handle complaints due to CGHA's size	
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	In complaints policy paragraph 4.6 Tenants are written to be clear about the "complaint definition" and the tenants expectations on resolution	
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	In complaints policy paragraph 4.7 and 4.9	
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	Yes	See paragraph 4.6 of the complaints policy The tenant information leaflet also makes this very clear	

	d. 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	See paragraph 4.7 of the Complaints Policy	
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	See paragraph 4.3 of the policy and also clear in the tenants information leaflet	
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	Paragraph 4.7 states that if a tenant is not happy with our response to their stage 1 complaint they can escalate to a stage 2 complaint	
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	Yes	Master spreadsheet of all complaints recorded – this includes stage 1 and 2 complaints, ASB complaints and service requests. Tenant files	

	any relevant supporting documentation such as reports or surveys.		will also support details of any complaints.	
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	See paragraph 4.11 of the complaints policy	
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	See paragraph 4.13 of the complaints policy	
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	See paragraph 4.14 of the complaints 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	Few complaints received due to the size of the landlord. All complaints are responded to quickly and we would try to resolve before the timescales laid down in our policy	
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	Paragraph 4.7 of the complaints policy Tenants information leaflet on complaints	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Paragraph 4.7 of the complaints policy Tenants information leaflet on complaints	
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	Yes	Paragraph 4.7 of the complaints policy Tenants information leaflet on complaints	

	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.			
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	Paragraph 4.7 of the complaints policy Tenants information leaflet on complaints	
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	Paragraph 4.7 of the complaints policy	
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	Paragraph 4.7 of the complaints policy	
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	Yes	Paragraph 4.8 of the complaints policy	

	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: 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	Paragraph 4.7 of the complaints policy Tenants information leaflet on complaints	

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	Paragraph 4.9 of the Complaints Policy	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	Paragraph 4.10 of the Complaints Policy	

	within five working days of the escalation request being received.			
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	Paragraph 4.9 of the complaints policy advises that if tenants are not happy with our stage 1 response they can progress to stage 2 but need to set out why they are still unhappy	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Paragraph 4.9 of the complaints policy makes it clear that the CEO will undertake the Stage 2 review not the Complaints officer	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Paragraph 4.10 of the Complaints Policy	
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	Paragraph 4.10 of the complaints policy	
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	Paragraph 4.10 of the complaints policy	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the	Yes	All responses made as quickly as possible. Master spreadsheet	

	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.		would track any outstanding actions	
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	Paragraph 4.10 of the complaints policy	
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	Paragraph 4.10 of the complaints policy	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Paragraph 4.10 of the complaints policy	

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	See paragraph 4.12 of the complaints policy and also the tenants information leaflet	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	See paragraph 4.12 of the complaints policy	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	See paragraph 4.13 of the complaints policy	

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.			
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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; 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.		Self assessment is attached and will be sent to the Ombudsman within 6 months of our financial year end. Year runs from October 2024 to September 2025. Submission deadline is March 2026. Any actions arising from the Ombudsman of non compliance, learning would be reported. Complaints are monitored and reported to the Board and also recorded in annual report. All documents will be made available of our website. There is no non compliance to report. The main service improvements relate to communication with tenants about complaints. Tenants still do not understand what that ASB will not be dealt with by the Ombudsman. CGHA will be clearer in its communications to ensure that once the ASB care is closed they can then go through the formal	CGHA is a small housing association and only has 101 homes. Therefore the number of formal complaints via the Complaints policy is relatively small if any at all. Complaints surrounding low level ASB is not dealt with via the Complaints policy in line with Housing Ombudsman policy There is learning in that a culture of reporting needs to be encouraged with tenants who generally don't like to complain. CGHA will log all dissatisfaction with services and follow up and escalate as appropriate. Communication between staff and tenants is key to a positive complaint handling process.

			complaints process and once that is exhausted they can contact the Ombudsman.	
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	Report to Audit and Risk Committee on 29 th January 2026 and report to Board 12 February 2026. All data reviewed – not just formal complaints. Includes tenants satisfaction survey responses as well	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This would happen but CGHA only a small housing association with 101 homes and there are no mergers or restructures planned.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We would review the self assessment if asked	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	We would advised the Ombudsman	

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	We reviewed all information on dissatisfaction with our complaints process received from our tenants satisfaction survey and contacted each tenant individually.	
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	Complaints are reported quarterly to Board. Tenants are also contacted regarding satisfaction with repairs and any issues are followed up early before complaints are raised	
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	An active residents committee is established. 10 tenants who meet bi monthly. They make staff on a range of range of issues (not just complaints) on how CGHA can make service improvements.	
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	CEO reviews all complaints and will review policies and procedures. Senior Board member with responsibility for complaints is accountable to the Board.	

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	Member responsible for complaints appointed and reports to Board	
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	MRC works closely with CEO and staff and can access all complaints	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	Reported quarterly to Board Annual review undertaken to feed into the self assessment form and service improvement report.	

	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	All staff involved in complaints and have completed training using Housing Ombudsman online tools	