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: *'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.'*	Yes	Evidence: Complaints Policy - Section 3.1 'A complaint is an expression of dissatisfaction, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'	This definition has been adopted and included within our Complaints Policy. In practice, all staff are trained to recognise expressions of dissatisfaction and acknowledge these as complaints
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	Complaints Policy - Section 3.1 'An expression of dissatisfaction does not need to include the word complaint for it to be taken through this process' Complaints Policy - Section 3.2 'We will treat every expression of dissatisfaction as a complaint, as per the Housing Ombudsman Code. At this point we will invite residents to confirm whether they would like their dissatisfaction recorded as a	This is communicated clearly to residents within our Complaints Policy. Whenever residents express dissatisfaction, they are given the choice to make a complaint. Where complaints are submitted by third parties, we will contact the resident to obtain their consent.

			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 recorded, monitored and reviewed regularly.	Yes	Complaints Policy - Section 3.2 'We recognise the difference between a service request, survey feedback and a formal complaint.' Complaints Policy – Section 3.3 'We will not accept stage 1 complaints and escalations to stage 2 about … matters which are being raised for the first time, for example a repair which has not yet been reported'	Our Complaints Policy explicitly states that we will not accept matters being raised for the first time (including repairs) under our complaints policy. Where a resident raises a service request through the complaints process, they will be informed that it is a service request and supported accordingly. For example, if it is regarding a repair, we will raise an order to address this.
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	<u>Evidence:</u> Complaints Policy - Section 3.1 'A complaint is an expression of dissatisfaction, about the standard of service'	We can evidence that we accept complaints about the standard of our service even when if the handling of the request remains ongoing, through a review of our complaints over 2025.

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	Complaints Policy - Section 3.2 'We recognise the difference between a service request, survey feedback and a formal complaint.'	Annually we instruct an external company to survey a number of resident for feedback about our services. We contact all residents who take part in the survey (and have given permission to be contacted) to discuss any issues they have raised. Residents are also given information on how to officially raise a complaint during this discussion.

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	Complaints Policy – Section 3.3 We will not accept stage 1 complaints and escalations to stage 2 about: • issues which have had no impact on the complainant • matters which have already been considered through the complaints process • matters which happened more than 12 months before the	Our Complaints Policy clearly outlines the instances in which we will not address a complaint under our Complaints Policy. Where a complaint is excluded under our policy, we will provide an explanation to the resident why this is the case, and attempt to resolve their complaint as a general enquiry (or under another policy, such as ASB).

			complaint was raised • matters which are being raised for the first time, for example a repair which has not yet been reported • Matters that are under active litigation Complaints Policy – Section 3.5 If we have not accepted a complaint as it falls into one of the categories listed above, the resident will be informed in writing and given the opportunity to take that decision to the Housing Ombudsman Service. Complaints Policy – Section 3.6 We will accept complaints from any of our residents regardless of tenure, though not from tenants of leaseholders, and also waiting list applicants who have met the eligibility criteria and have been accepted onto our list.	Each complaint (or expression of dissatisfaction) is reviewed by the Resident Engagement and Resolution Officer and considered on its own merits to determine whether a complaint can be resolved through our complaints procedure.
5	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances	Yes	Complaints Policy – Section 3.3 We will not accept stage 1 complaints and escalations to stage 2	This is clearly stated in our complaints policy.

2.2	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. • Matters that have previously been considered under the complaints policy.		about: • issues which have had no impact on the complainant • matters which have already been considered through the complaints process • matters which happened more than 12 months before the complaint was raised • matters which are being raised for the first time, for example a repair which has not yet been reported • Matters that are under active litigation Complaints Policy – Section 3.5 If we have not accepted a complaint as it falls into one of the categories listed above, the resident will be informed in writing and given the opportunity to take that decision to the Housing Ombudsman Service.	
	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.	Yes	Complaints Policy – Section 3.3 We will not accept stage 1 complaints and escalations to stage 2 about:	In instances where complaints fall outside our timescales, we will use our discretion to decide whether a complaint will be

2.3	Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		• issues which have had no impact on the complainant • matters which have already been considered through the complaints • process • matters which happened more than 12 months before the complaint was • raised • matters which are being raised for the first time, for example a repair which • has not yet been reported • Matters that are under active litigation	accepted or not. The Resident Engagement and Resolution Officer reviews each complaint that is received and will use their discretion, consulting management where necessary.
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	Complaints Policy – Section 3.5 If we have not accepted a complaint as it falls into one of the categories listed above, the resident will be informed in writing and given the opportunity to take that decision to the Housing Ombudsman Service.	Where complaints are not accepted, the Housing Ombudsman's details are provided, as well as an explanation and a copy of our Complaints Policy.

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Each complaint (or expression of dissatisfaction) is reviewed by the Resident Engagement and Resolution Officer and considered on its own merits to determine whether a complaint can be resolved through our complaints procedure. Through a review of our 2025 complaints we can evidence that we will accept complaints that may fall under our exclusion criteria based on the individual circumstance of the complaint.	Resident Engagement and Resolution Officer reviews each complaint that is received and will use their discretion, consulting management where necessary.

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**	Complaints Policy – Section 4 Residents can contact us through email, by telephone or in person. We have a dedicated feedback email address feedback@womenspioneer.co.uk WPH complaints policy and procedure will be easily accessible through our website. Complaints forms can be accessed and submitted directly through our website www.womenspioneer.co.uk. Complaint forms can also be obtained from our head office at 3 Angel Walk, Hammersmith. W6 9HX Complaints Policy – Section 6 At all stages complaints will be considered fairly and impartially. Any reasonable adjustments required will be implemented at each stage of the process as per our Equality, Diversity	Our Complaints Policy sets out that residents can contact us through email, by telephone or in person. We have a dedicated email address for residents to raise complaints. Forms are available on our website. Staff will help residents to fill out forms over the phone if required. We will also make reasonable adjustments to our complaints process for residents where required.

			and Inclusion 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**	Complaints Policy- Section 6 All staff involved in complaint handling will be trained in complaint handling and resolution and Equality, Diversity and Inclusion	
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**	Complaints Policy – Section 8 We monitor all complaints made and the outcomes will be used to drive Improvements to our services to residents. Improvements may be identified even where a complaint is not upheld.	
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	**Yes**	Complaints Policy – Section 5 Section 5 of our complaints policy outlines the complaints procedure, and explains the two stage process. This also includes the timescales for each stage.	Our Complaint Policy is available on our website. Where residents complain the policy is signposted to them via a link to our website and also explained in our complaints correspondence. Our

	must also be published on the landlord's website.			policy contains information on our two stage complaints process and timeframes for responding.
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**	Complaints Policy - Section 4 WPH complaints policy and procedure will be easily accessible through our website. Our website will also publicise the Housing Ombudsman website, enabling residents to seek advice from the Housing Ombudsman at any stage. The complaints policy and process will also be publicised as required through other means e.g. Pioneer Press. A copy of the policy and procedure will be provided when requested.	
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**	Complaints Policy – Section 4 If a representative or third party, such as an independent advocate, makes a complaint on your behalf, we will require written permission from you before corresponding with them. However, decision makers will always wish to hear from and seek to resolve any issues directly with the complainant.	Consent will always be obtained from the resident before a third party can complain on their behalf. This third party is able to support the resident at any stage of the complaint, including as a representative at meetings.
	Landlords must provide residents with	**Yes**	Complaints Policy – Section 4	Residents are informed of their

3.7	information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.		4.2 WPH complaints policy and procedure will be easily accessible through our website. Complaints forms can be accessed and submitted directly through our website ww.womenspioneer.co.uk. Complaint forms can also be obtained from our head office at 227 Wood Lane London W12 0EX. 4.3 Our website will also publicise the Housing Ombudsman website, enabling residents to seek advice from the Housing Ombudsman at any stage. 4.4 The complaints policy and process will also be publicised as required through other means e.g. Pioneer Press. A copy of the policy and procedure will be provided when requested	right to access the Housing Ombudsman at the following stages: • Acknowledgement of the complaint (stage 1 and stage 2) • Stage 1 response • Stage 2 response • If an extension is requested We have templates for each stage of the complaints process which informs residents of their right to engage with the Housing Ombudsman at any time, as well as the details for the Housing Ombudsman.

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**	Complaints Policy – Section 5 The Resident Engagement & Resolution Officer who reports to the Customer Service Manager will lead on complaint handling for WPH. They will work with teams to ensure that complaints are logged appropriately and ensure that complaints are properly managed and considered at each stage of the process.	The Resident Engagement and Resolution Officer (RERO) leads on handling complaints, and supports complaint respondents with logging and managing complaints. They also lead on resident engagement, including sending out complaint satisfaction surveys to residents.
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**	Complaints Policy – Section 5 The Resident Engagement & Resolution Officer who reports to the Customer Service Manager will lead on complaint handling for WPH. They will work with teams to ensure that complaints are logged appropriately and ensure that complaints are properly managed and considered at each stage of the process.	The RERO is fully embedded in the organisation, working closely with staff of all levels including the CEO, directors, middle management and officers. This is both in their complaints role, and as a part of their resident engagement responsibilities. The RERO has the authority and autonomy to allocate complaints to the most appropriate person in the organisation and to keep staff accountable for meeting complaint deadlines.

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**	Complaints Policy – Section 8 8.1 We monitor all complaints made and the outcomes will be used to drive improvements to our services to residents. Improvements may be identified even where a complaint is not upheld. 8.2 We will monitor KPI's on complaint handling related to the time taken to respond, escalation and satisfaction with the process and outcome. 8.3 The Chief Executive will report to WPH Board quarterly on the volume, category and outcome of complaints. This report will set out complaint handling performance, including progress on any actions required by a WPH or HOS decision. There will be a lead Board Member on complaints. 8.4 An annual review of complaints will be presented to the Board once a year. This will set out issues and trends arising from complaint handling including discussion of the Ombudsman's yearly landlord performance report. Any	We have developed a learning culture around complaints, and prioritise identifying lessons learnt, and ways of embedding solutions to prevent the same service failure from occurring again.

			organisational learning from complaints will be included in WPH's Annual Report Self-evaluation forms are completed by staff responding to complaints outlining what lessons have been learnt. We hold bi-monthly 'Lessons Learnt from Complaints' meetings with management to discuss what lessons have been learnt, and solutions to prevent the same failure from occurring again.	

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**	We have a single complaints policy for all complaints from residents.	Our complaints policy can be found on our website: https://womenspioneer.co.uk/feedback/

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**	Complaints Policy – Section 5 5.3 We will try to resolve any issues informally as quickly as possible. However, if any resident is not happy with our attempts to resolve the issue then they may pursue a formal complaint. We have a two stage formal complaints procedure.	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	**Yes**	Complaints Policy – Section 5 5.3 We have a two stage formal complaints procedure.	We have a 2 stage complaints process, which is fully outlined in section 5 of our complaints policy.
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.	**N/A**		All complaints made to WPH are handled by WPH staff, including complaints made about contractors. Complaints are not handled by third parties.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	**N/A**		All complaints made to WPH are handled by WPH staff, including complaints made about contractors. Complaints are not handled by third parties.

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**	Stage 1 and Stage 2 acknowledgement email templates Stage 1 and Stage 2 response templates	We have templates for Stage 1 and Stage 2 acknowledgement emails, and Stage 1 and Stage 2 complaints which includes a summary of the complaint. The resident is given the opportunity to provide clarification where they feel the summary does not represent their complaint. If WPH are unclear of the issue, the RERO will ask for more details of the complaint to ensure the issue is resolved fully through the complaints procedure.
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**	Stage 1 and Stage 2 acknowledgement template Complaints Policy – Section 3 3.3 We will not accept stage 1 complaints and escalations to stage 2 about: • issues which have had no impact on the complainant • matters which have already been considered through the complaints • process • matters which happened more than 12 months before the complaint was raised • matters which are being raised for	At the acknowledgement stage, if there any aspects of the complaint which WPH are not responsible for, this is explained to the resident in writing. However, residents will be signposted to alterative services where relevant, or advised appropriately.

			the first time, for example a repair which has not yet been reported • Matters that are under active litigation 3.5 If we have not accepted a complaint as it falls into one of the categories listed above, the resident will be informed in writing and given the opportunity to take that decision to the Housing Ombudsman Service.	
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**	Complaints Policy – Section 7 7.1 The decision maker will consider carefully how best to put things right. All complainants will be asked for their views on how the complaint could be resolved. 7.2 The decision maker will ensure that the outcome reflects the extent of any service failure and the level of detriment caused to the resident as a result. Examples of actions which may be recommended are: • acknowledging where things have gone wrong • providing an explanation • apologising • taking action if there has been a	At each stage, the complaint handler must call the resident with the complaint to speak to them directly. This gives the resident a fair chance to set out their position, as well as help the complaint handler to fully understand the issue the resident is experiencing. All complaints handlers have undergone training and understand WPH's complaint's policy. They are also supported by the RERO for t

			delay • reconsidering or changing a decision • amending a record providing compensation as per our Compensation and Loss of Amenity Policy • changing policies, procedures or practices	
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**	Complaints Policy – Section 5 5.5 If further investigations are required this timeline may be extended, usually by no more than a further ten working days. We will let the complainant know if this is the case and will seek to agree a new timescale. Should an extension beyond a further ten working days be needed we will seek to agree a new timescale with the complainant. If an agreed timescale cannot be reached the resident will be given the opportunity to take that decision to the Housing Ombudsman Service.	We will only ask residents for extensions in exceptional circumstances, for example where further investigation is required.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed	**Yes**	Complaints Policy – Section 6 6.1 At all stages complaints will be considered fairly and impartially. Any reasonable adjustments required will be implemented at each stage of the process as per our Equality, Diversity and	We will follow our Equality Diversity and Inclusion Policy through all stages of our complaints process. Reasonable adjustments will be made for residents who raise a complaint.

	reasonable adjustments must be kept under active review.		Inclusion Policy. 6.2 All staff involved in complaint handling will be trained in complaint handling and resolution and Equality, Diversity and Inclusion. ED&I Policy https://womenspioneer.co.uk/wp-content/uploads/2024/03/Equality-Diversity-and-Inclusion-Policy-Applicants-Residents-Sept-2022.pdf	
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**	Complaints Policy – Section 5 5.6 If any issues are not resolved, residents will be invited to escalate to Stage 2 within one month of receiving the Stage 1 response.	According to our policy, we will escalate a matter to Stage 2 upon request, regardless of whether the issues have been resolved at Stage 1 or not.
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**	We have a digital document filing system where records are kept, including correspondence relating to the complaint.	We are in the process of developing a new CRM which will automate this process.

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**	Complaints Policy – Section 7 7.1 The decision maker will consider carefully how best to put things right. All complainants will be asked for their views on how the complaint could be resolved. 7.2 The decision maker will ensure that the outcome reflects the extent of any service failure and the level of detriment caused to the resident as a result. Examples of actions which may be recommended are: • Acknowledging where things have gone wrong • Providing an explanation • Apologising • Taking action if there has been a delay • Reconsidering or changing a decision • Amending a record providing compensation as per our Compensation and Loss of Amenity Policy • Changing policies, procedures or practices	Remedies can be provided at any stage of the complaints process without need for escalation. Our Compensation Policy can be found on our website: https://womenspioneer.co.uk/for-residents/policies/

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**	Complaints Policy – Section 3 3.4 Matters which are being pursued in an unreasonable manner will be dealt with in accordance with our unacceptable behaviour policy.	Any restrictions put in place will be regularly reviewed, and will not prevent residents contacting WPH with emergency issues, such as emergency repairs.
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**	Unacceptable Behaviour Policy 1.11 When making this decision we will take into account the resident's own circumstances and have regard to the Equality Act 2010.	We will refer to our Unacceptable Behaviour Policy when managing restrictions placed on contact, as well as our Equality, Diversity and Inclusivity Policy. Our Unacceptable Behaviour Policy can be found on our website: https://womenspioneer.co.uk/for-residents/policies/

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**	Complaint Policy – Section 5 5.1 Our aim throughout this procedure is to try to work with residents to resolve complaints as quickly and effectively as possible.	We respond to Stage 1 complaints within 10 working days. We will ensure that services will continued be delivered without delay, and prior to conclusion of the complaints process.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	**Yes**	Complaints Policy – Section 5 5.4 Stage 1: At stage one, we will acknowledge your complaint within five working days	Complaints are logged and acknowledged within 5 working days. The acknowledgement will contain a summary of the main components of the complaint, the name and role of the complaint handler, and the date the will receive the complaint response by.

6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	**Yes**	Complaints Policy – Section 5 5.4 Stage 1: At stage one, we will acknowledge your complaint within five working days, complaints will be responded to by the most suitable person, which may or may not be a Manager, within ten working days of the date your complaint was acknowledged.	Complaints are responded to within 10 working days of the complaint being acknowledged. Residents are informed of the date by which they will receive their response.
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**	Complaints Policy – Section 5 5.5 If further investigations are required this timeline may be extended, usually by no more than a further ten working days. We will let the complainant know if this is the case and will seek to agree a new timescale. Should an extension beyond a further ten working days be needed we will seek to agree a new timescale with the complainant. If an agreed timescale cannot be reached the resident will be given the opportunity to take that decision to the Housing Ombudsman Service.	Extensions are only requested by the complaint handler in exceptional circumstances; for example, where further investigation of the complaint is needed. When the timescale needs to be extended, the resident is informed of this and given a new date by which they will receive a response.
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**	Complaints Policy – Section 5 5.5 If further investigations are required this timeline may be extended, usually by no more than a further ten working days.	Residents are provided with the Housing Ombudsman Service's details at all stages of the complaint, including when an extension is required.

			We will let the complainant know if this is the case and will seek to agree a new timescale. Should an extension beyond a further ten working days be needed we will seek to agree a new timescale with the complainant. If an agreed timescale cannot be reached the resident will be given the opportunity to take that decision 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 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**	Complaints Policy – Section 5 5.9 We will monitor to ensure the actions we have promised as part of the resolution have been completed following the complaint being closed.	We will respond to the complaint within our timeframe, and ensure that any outstanding actions are completed.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	**Yes**	Complaints Policy – Section 6 6.3 Decisions will supported by reasons. All decisions will include reference to the right to refer the complaint to the Housing Ombudsman Service. Our website includes a link to the HOS website so residents can consult HOS at any time.	The main components of a complaint are outlined at each stage of the complaint, which ensures that complaint handlers understand the complaint and address each point. Each aspect of the complaint is responded to by the complaint handler and an explanation is given for each outcome.

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**	Complaints Policy – Section 5 5.4 As part of this response the Officer responsible for the service will seek to make a phone call to the complainant to resolve the matter, unless the issue is their conduct in which case the manager will seek to make contact.	The complaint handler will be in communication with the resident whilst investigating their complaint. This allows the resident to raise additional complaints directly to the complaint handler, who will incorporate these additional complaints into their Stage 1 response if related.
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**	Stage 1 acknowledgement email template Stage 1 response templates Internal complaint response auditing	The complaint templates contain clear and plain language outlining the following: 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. Complaints are also audited by the RERO to ensure that they are in clear and plain language.

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**	Complaints Policy – Section 5 5.6 If any issues are not resolved, residents will be invited to escalate to Stage 2 within one month of receiving the Stage 1 response	Residents are informed of their right to escalate their Stage 1 complaint within the Stage 1 response. According to our policy, we will escalate a matter to Stage 2 upon request, regardless of whether the issues have been resolved at Stage 1 or not.
6.11	Requests for stage 2 must be acknowledged, defined and logged at	**Yes**	Complaints Policy – Section 5	Complaints are logged and acknowledged within 5 working

	stage 2 of the complaints procedure within five working days of the escalation request being received.		5.7 Stage 2: We will acknowledge your stage 2 complaint within five working days.	days. The acknowledgement will contain a summary of the main components of the complaint, the name and role of the complaint handler, and the date the will receive the complaint response by.
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**	Stage 2 acknowledgement template	Residents are invited to escalate their complaints to Stage 2 at any expression of dissatisfaction at the Stage 1 response. A summary of the complaint as understood by WPH is written and given to the resident, who is then encouraged to amend it if they feel it is not representative of their Stage 2 complaint.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	**Yes**	Complaints Policy – Section 5 5.7 Complaints at stage two will usually be considered by a more senior manager than at stage one. If a member of SMT handled your complaint at Stage 1, it will be considered by a different member of SMT at Stage 2.	Stage 2 complaints are allocated to a different person that the person who investigated it at Stage 1.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	**Yes**	Complaints Policy – Section 5 5.7 The manager handling the complaint at stage two will usually arrange a phone	Complaints are responded to within 20 working days of the complaint being acknowledged. Residents are informed of the date

			call with the complainant and then seek to send a formal written response within twenty working days of the date your stage 2 complaint was acknowledged.	by which they will receive their response.
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**	Complaints Policy – Section 5 5.7 If further investigations are required this may be extended, usually by no more than ten working days. Should an extension beyond a further ten working days be needed we will seek to agree a new timescale with the complainant.	Extensions are only requested by the complaint handler in exceptional circumstances; for example, where further investigation of the complaint is needed. When the timescale needs to be extended, the resident is informed of this and given a new date by which they will receive a response.
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**	Complaints Policy – Section 5 5.7 If an agreed timescale cannot be reached the resident will be given the opportunity to take that decision to the Housing Ombudsman Service.	Residents are provided with the Housing Ombudsman Service's details at all stages of the complaint, including when an extension is required.
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**	Complaints Policy – Section 5 5.9 We will monitor to ensure the actions we have promised as part of the resolution have been completed following the complaint being closed.	We will respond to the complaint within our timeframe, and ensure that any outstanding actions are completed.

6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	**Yes**	Complaints Policy – Section 6 6.3 Decisions will supported by reasons. All decisions will include reference to the right to refer the complaint to the Housing Ombudsman Service. Our website includes a link to the HOS website so residents can consult HOS at any time.	The main components of a complaint are outlined at each stage of the complaint, which ensures that complaint handlers understand the complaint and address each point. Each aspect of the complaint is responded to by the complaint handler and an explanation is given for each outcome.
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**	Stage 2 acknowledgement email template Stage 2 response template Internal complaint auditing	The complaint templates contain clear and plain language outlining the following: h. the complaint stage; i. the complaint definition; j. the decision on the complaint; k. the reasons for any decisions made; l. the details of any remedy offered to put things right; m. details of any outstanding actions; and; n. details of how to escalate the matter to stage 2 if the individual is not satisfied with the

				response. Complaints are also audited by the RERO to ensure that they are in clear and plain language.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	**Yes**	Complaints Policy – Section 5 5.3 We have a two stage formal complaints procedure.	Our complaints process has 2 stages, after which residents are referred to the Housing Ombudsman. The complaint handler will investigate the complaint, liaising directly with colleagues in order to provide a full response.

Section 7: Putting things right

Code provision	Code requirement	Comply : Yes / No	Evidence	Commentary / explanation
	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;	**Yes**	Complaints Policy – Section 7 7.2 The decision maker will ensure that the outcome reflects the extent of any service failure and the level of detriment caused to the resident as a result. Examples of actions which may be	We will determine what actions need to be taken to put things right, taking to account the resident's requests. In our complaints form, we also ask residents what they would like to happen in order to resolve their complaint.

7.1	• 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.		recommended are: • acknowledging where things have gone wrong • providing an explanation • apologising • taking action if there has been a delay • reconsidering or changing a decision • amending a record • providing compensation as per our Compensation and Loss of Amenity Policy • 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**	Complaints Policy – Section 7 7.1 The decision maker will consider carefully how best to put things right. All complainants will be asked for their views on how the complaint could be resolved. 7.2 The decision maker will ensure that the outcome reflects the extent of any service failure and the level of detriment caused to the resident as a result.	We will refer to Housing Ombudsman guidance where appropriate. Our Compensation Policy can be found on our website: https://womenspioneer.co.uk/for-residents/policies/

			Examples of actions which may be recommended are: • Acknowledging where things have gone wrong • Providing an explanation • Apologising • Taking action if there has been a delay • Reconsidering or changing a decision • Amending a record • Providing compensation as per our Compensation and Loss of Amenity Policy • Changing policies, procedures or practices	
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**	Complaints Policy – Section 5 5.9 We will monitor to ensure the actions we have promised as part of the resolution have been completed following the complaint being closed	We track outstanding actions weekly to ensure they are completed within an acceptable timeframe.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	**Yes**	Complaints Policy – Section 6 6.3 Decisions will supported by reasons. All decisions will include reference to the	Complaint handlers will refer to HOS guidance around redress and appropriate remedies where applicable.

			right to refer the complaint to the Housing Ombudsman Service. Our website includes a link to the HOS website so residents can consult HOS at any time.	

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.	**Yes**	Complaints Policy – Section 8 8.4 An annual review of complaints will be presented to the Board once a year. This will set out issues and trends arising from complaint handling including discussion of the Ombudsman's yearly landlord performance report. Any organisational learning from complaints will be included in WPH's Annual Report. Quarterly Performance Reports with a focus on complaints will be presented to WPH Homes and Services Committee each quarter.	The latest annual report can be found on our website.

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**	Complaints Policy – Section 8 8.3 The Chief Executive will report to WPH Board quarterly on the volume, category and outcome of complaints. This report will set out complaint handling performance, including progress on any actions required by a WPH or HOS decision. There will be a lead Board Member on complaints.	The 2025 annual complaints report can be found on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	**Yes**	Our self-assessment against the Housing Ombudsman Code is available on our website: https://womenspioneer.co.uk/feedback/	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	**Yes**	WPH will review and update the self assessment if required by the Housing Ombudsman.	Senior Management and the Board are sent determinations of any Ombudsman investigations, and receive confirmation when actions are completed. This includes any order or recommendation to review and update our self-assessment against the Housing Ombudsman Code. Where a determination is received, the CEO will notify the Member Responsible for complaints to discus the case.

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 are currently compliant with the Code. In any case where due to exceptional circumstances we are unable to comply, we will inform the Ombudsman and provide information to residents who may be affected. We will also publish this on our website with timescales on how long it will take us to return to compliance

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**	Complaints Policy – Section 8 8.1 We monitor all complaints made and the outcomes will be used to drive improvements to our services to residents. Improvements may be identified even where a complaint is not upheld.	We are currently compliant and hold Bi-monthly complaints meeting without fail. These meetings allow us to discuss lessons learned collectively. When complaints are responded to, the assignee completes a review form where lessons learned are also highlighted. Further actions are also identified and logged.

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**	Bi monthly complaints meetings Lessons learnt forms completed by all complaint handlers Annual complaints report Complaints Policy – Section 5 5.8 A lessons learned exercise will take place following the complaint, this may involve a meeting with the staff involved, particularly if the complaint involved multiple colleagues. The CEO reports all determinations to the Member responsible for complaints to discuss the case.	We are currently compliant and hold Bi-monthly complaints meeting without fail. These meetings allow us to discuss lessons learned collectively. When complaints are responded to, the assignee completes a review form where lessons learned are also highlighted. Further actions are also identified and logged. Senior Management and the Board are sent determinations of any Ombudsman investigations, and receive confirmation when actions are completed. This includes any order or recommendation to review and update our self-assessment against the Housing Ombudsman Code.
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**	5.8 A lessons learned exercise will take place following the complaint, this may involve a meeting with the staff involved, particularly if the complaint involved multiple colleagues. Complaints Policy – Section 8	We are currently compliant and hold Bi-monthly complaints meeting without fail. These meetings allow us to discuss lessons learned collectively. When complaints are responded to, the assignee completes a

			8.4 An annual review of complaints will be presented to the Board once a year. This will set out issues and trends arising from complaint handling including discussion of the Ombudsman's yearly landlord performance report. Any organisational learning from complaints will be included in WPH's Annual Report. Annual report with complaints performance available on website	review form where lessons learned are also highlighted. Further actions are also identified and logged. Our board receives a yearly report on complaints with an analysis. This also includes the discussion of the Ombudsman report and learnings. WPH include learning from complaints within the Annual Report which is published on the website.
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**	Director of operations is accountable for complaint handling	

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**	Complaints Policy – Section 8 8.3 There will be a lead Board Member on complaints.	Our Board member and Chair of Homes and Services Committee is appointed the lead responsibility got complaints.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	**Yes**	Complaints Policy – Section 8 8.3 The Chief Executive will report to WPH Board quarterly on the volume, category and outcome of complaints. This report will set out complaint handling performance, including progress on any actions required by a WPH or HOS decision	Quarterly meetings in place between CEO and MRC on 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	**Yes**	Complaints Policy – Section 8 8.3 The Chief Executive will report to WPH Board quarterly on the volume, category and outcome of complaints. This report will set out complaint handling performance, including progress on any actions required by a WPH or HOS decision. There will be a lead Board Member on complaints. 8.4 An annual review of complaints will be presented to the Board once a year. This will set out issues and trends arising from	

	findings; and d. annual complaints performance and service improvement report.		complaint handling including discussion of the Ombudsman's yearly landlord performance report. Any organisational learning from complaints will be included in WPH's Annual 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. d. annual complaints performance and service improvement report.	**Yes**	Complaints Policy – Section 8 8.3 The Chief Executive will report to WPH Board quarterly on the volume, category and outcome of complaints. This report will set out complaint handling performance, including progress on any actions required by a WPH or HOS decision. There will be a lead Board Member on complaints. 8.4 An annual review of complaints will be presented to the Board once a year. This will set out issues and trends arising from complaint handling including discussion of the Ombudsman's yearly landlord performance report. Any organisational learning from complaints will be included in WPH's Annual 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: e. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; f. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and g. act within the professional standards for engaging with complaints as set by any relevant professional body.	**Yes**	Complaints training Complaints Policy – Section 5 5.8 A lessons learned exercise will take place following the complaint, this may involve a meeting with the staff involved, particularly if the complaint involved multiple colleagues. Complaints Policy – Section 6 6.2 All staff involved in complaint handling will be trained in complaint handling and resolution and Equality, Diversity and Inclusion.	We are currently compliant and hold Bi-monthly complaints meeting without fail. These meetings allow us to discuss lessons learned collectively. When complaints are responded to, the assignee completes a review form where lessons learned are also highlighted. Further actions are also identified and logged.