



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	<p>A complaint must be defined as:</p> <p><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></p>	Yes	<p>See Section 3 of our Complaints and Compliments Policy.</p> <p>Complaints ref 54 & 57</p>	<p>All staff receive annual training. Complaint ref 57 was dissatisfaction with FHA’s response to their reports of alleged hate crime and harassment. Complaint 54 was dissatisfaction with the out of hours repairs service provided by contractors acting on FHA’s behalf.</p>
1.3	<p>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.</p>	Yes	<p>See Section 3 of our Complaints and Compliments Policy.</p> <p>Complaints ref 53 & 54</p>	<p>All staff receive annual training. In Complaints ref 53 and 54, the tenants did not use the word ‘complaint’ in the initial communication, but it was clearly an expression of dissatisfaction, so they were treated as complaints.</p>

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	See Section 3.1 of our Complaints and Compliments Policy. Complaint ref 57	All staff receive annual training. Service requests such as repairs, reports of Anti-Social Behaviour and issues regarding rent accounts are logged on the Housing Management system, monitored and reviewed regularly. In complaint 57 the tenant was dissatisfied with how their service request (reports of hate crime and harassment) had been dealt with, so it became a complaint.
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	See Section 3.1 of our Complaints and Compliments Policy. Complaint ref 57	All staff receive annual training. In Complaint ref 57 FHA continued to respond and carry out actions in response to further reports of a service request (reports of hate crime and harassment) while the complaint about our response was investigated.
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	See Section 3.2 of our Complaints and Compliments Policy.	All staff receive annual training. It is stated on our Survey forms that negative feedback is not automatically treated as a complaint and they should contact us if they wish to raise a complaint. FHA reviews all feedback on surveys. Depending on the nature of the negative feedback, Officers may contact the tenant and ask whether they would like to raise a 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	See Section 3.4 of our Complaints and Compliments Policy.	All staff receive annual training. There have been no instances of FHA refusing to accept a complaint.
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	See Section 3.4 of our Complaints and Compliments Policy.	All staff receive annual training. There have been no instances of FHA refusing to accept a complaint or refusing to escalate a matter.

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	See Section 3.4 of our Complaints and Compliments Policy.	All staff receive annual training. There have been no instances of FHA refusing to accept a complaint.
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	See Section 3.4 of our Complaints and Compliments Policy.	All staff receive annual training. There have been no instances of FHA refusing to accept a complaint.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	See Section 3.4 of our Complaints and Compliments Policy.	All staff receive annual training. There have been no instances of FHA refusing to accept a complaint.

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	See Section 4 of our Complaints and Compliments Policy. Complaints Ref 51-57	All staff receive annual training. Complaints ref 51,52, 53, 54, 55 and 56 were received by telephone, complaint ref 57 was received by email. Complaints may be received in person, by telephone, by text, email, letter, FHA's website or via social media. For complaints made via public platforms, FHA will respond privately to respect the confidentiality of the complainant and the content of their complaint.
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 Section 4 of our Complaints and Compliments Policy. Complaint Ref 52	All staff receive annual training. For complaint 52, the tenant expressed their dissatisfaction to our Administration Assistant, who escalated the complaint to the appropriate complaints handling 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	See Section 4 of our Complaints and Compliments Policy. The Annual Complaint Performance and Service Improvement Report 2025/2026	All staff receive annual training. FHA received six Stage 1 complaints and two Stage 2 complaints in 2025/26. Our high tenant satisfaction levels in the Tenant Satisfaction Survey may demonstrate why we do not get high volumes of complaints. However, we will not be complacent and will continue to promote our complaints process.
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	See Sections 4, 8 & 9 of our Complaints and Compliments Policy. www.familyha.org/Complaints.htm	The policy is available on the FHA website. A clear, accessible summary of the complaints handling process detailing the two stage process is also available 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	See Section 4 of our Complaints and Compliments Policy.	The Complaints and Compliments Policy, Complaints Handling Code self-assessment, information about the Ombudsman and this code will be on the FHA website and a printed copy available on request. It is promoted in leaflets, newsletters, Annual Report on the FHA website and social media and as part of regular correspondence using plain language. Details of accessing the Housing Ombudsman Service are made clear.

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	See Section 4 of our Complaints and Compliments Policy. Complaint ref 42.	All staff receive annual training. In complaint ref 42 the complaint was dealt with by a family member representing the tenant.
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 Section 4 of our Complaints and Compliments Policy. www.familyha.org/HowtoComplain.htm	Details about accessing the Ombudsman service and how residents can engage with the Ombudsman about their complaint is on the FHA website. In every complaint acknowledgement and response letter, FHA provides residents with information on their right to access the Ombudsman Service and how the individual can engage with the Ombudsman about their 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	See Section 5 of our Complaints and Compliments Policy. Management Team Meetings Agenda 2025/2026 Board Meetings Papers 2025/2026.	All staff receive annual training. Members of the Management Team deal with all complaints received. All complaints received are reported to Board. We were not contacted by the Ombudsman during 2025/2026.
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	See Section 5 of our Complaints and Compliments Policy. Board Meetings Papers 2025/2026. The Annual Complaint Performance and Service Improvement Report 2025/2026	All staff receive annual training. The Management Team have the authority and autonomy to act to resolve the complaints. Four out the six Stage 1 complaints received in 2025/2026 have been resolved to the satisfaction of the complainant. One out of the two Stage 2 complaints received in 2025/2026 have been resolved to the satisfaction of the complainant. One Stage 2 complaint remains ongoing.

<p>4.3</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 5 of our Complaints and Compliments Policy.</p> <p>Management Team Meetings Agenda 2025/2026</p> <p>Board Meetings Papers 2025/2026.</p> <p>Customer Panel Papers 2025/2026</p>	<p>All staff receive annual training. Ongoing complaints are discussed and monitored during regular Management Meetings. All complaints received in 2025/2026 have been reported to Board and Customer Panel.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	See Sections 7.1 & 7.2 of our Complaints and Compliments Policy. Complaint ref 57	All staff receive annual training. In Complaint ref 57 there were still outstanding service request issues (ongoing reports of harassment and hate crime) which continued to be dealt with while the complaint was investigated.
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	See Sections 7.3, 8 & 9 of our Complaints and Compliments Policy.	There are only two stages in the Complaints and Compliments Policy. All staff receive annual training. As a small housing association, our properties and tenants are all local to the office. FHA recognises early and local resolution of issues between landlords and residents is key to effective complaint handling.
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	See Sections 8 & 9 of our Complaints and Compliments Policy.	There are only two stages in the Complaints and Compliments Policy. All staff receive annual training.

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	See Section 7.4 of our Complaints and Compliments Policy. Complaints ref 51,53 and 54	A third party would not handle a complaint on FHA's behalf. The complaint handler might liaise with a third party as part of the investigation as happened in cases ref 51, 53 and 54. All staff receive annual training.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	See Section 7.4 of our Complaints and Compliments Policy. Complaints ref 51,53 and 54	A third party would not handle a complaint on FHA's behalf. The complaint handler might liaise with a third party as part of the investigation as happened in cases ref 51, 53 and 54. All staff receive annual training.
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	See Section 7.5 of our Complaints and Compliments Policy. Complaints ref 51-57	All staff receive annual training. In all complaints dealt with in 2025/2026 the initial letter sent to the tenants set out our understanding the complaint and asked the complainant to contact us should we have misunderstood anything or missed anything.
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	See Section 7.6 of our Complaints and Compliments Policy.	All staff receive annual training. There has not been a case where we have stated that we are not responsible for aspects of their complaint.

<p>5.8</p>	<p>At each stage of the complaints process, complaint handlers must:</p> <ul 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. 	<p>Yes</p>	<p>See Section 7.7 of our Complaints and Compliments Policy.</p> <p>Complaints ref 51-57</p>	<p>All staff receive annual training. All complaints FHA have received have been handled following these requirements.</p>
<p>5.9</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 7.8 of our Complaints and Compliments Policy.</p> <p>Complaint ref 56</p>	<p>All staff receive annual training. In case 56 the timescale was extended in agreement with the complainant in order to arrange an appointment to visit at a time convenient for the complainant. For all other complaints, FHA has responded within the timescales of the Code.</p>
<p>5.10</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 7.9 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. For all complaints FHA Officers check the Housing Management system and with the complainant whether any reasonable adjustments are required throughout the process.</p>

<p>5.11</p>	<p>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.</p>	<p>Yes</p>	<p>See Sections 6 & 7.10 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. FHA has escalated two complaints to Stage 2 in 2025/2026. There have been no cases where FHA has refused to escalate a complaint through the complaints process.</p>
<p>5.12</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 7.11 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. A full record of all complaints are logged on the complaints section of the Housing Management system.</p>
<p>5.13</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 7.12 of our Complaints and Compliments Policy. See our Compensation Policy. Complaints ref 53, 54 and 56.</p>	<p>Members of the Management Team have the authority to remedy a complaint without the need for escalation. In complaint ref 53 an apology was issued, in complaints ref 54 and 56 an apology and shopping vouchers were issued.</p>

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	<p>See Section 7.13 of our Complaints and Compliments Policy.</p> <p>See our Unacceptable Behaviour Policy</p>	All staff receive annual training. FHA has an Unacceptable Behaviour Policy. FHA has not put any restrictions in place for any tenants in 2025/2026.
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	<p>See Section 7.14 of our Complaints and Compliments Policy.</p> <p>See our Unacceptable Behaviour Policy.</p>	All staff receive annual training. FHA has an Unacceptable Behaviour Policy. FHA has not put any restrictions in place for any tenants in 2025/2026.

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	See Section 8.2 of our Complaints and Compliments Policy. Complaints ref 53,54 and 56.	All staff receive annual training. FHA responded to complaints 53, 54 and 56 promptly and within the timescales stated within the policy. In complaint ref 53 an apology was issued, in complaints ref 54 and 56 an apology and shopping vouchers were issued.
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	See Section 8.3 of our Complaints and Compliments Policy. Complaints ref 51-57	All staff receive annual training. All six Stage 1 complaints in 2025/2026 were acknowledged, defined and logged within five working days of the complaint being received.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	See Section 8.5 of our Complaints and Compliments Policy. Complaints ref 51-57	All staff receive annual training. All six Stage 1 complaints in 2025/2026 were issued a full response within 10 working days of being acknowledged.

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	See Section 8.6 of our Complaints and Compliments Policy.	All staff receive annual training. There were no extensions required to the Stage 1 complaints made in 2025/2026.
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	See Section 8.6 of our Complaints and Compliments Policy.	All staff receive annual training. There were no extensions required to the Stage 1 complaints made in 2025/2026.
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	See Section 8.7 of our Complaints and Compliments Policy. Complaint Ref 53	All staff receive annual training. For complaint 53, a full response to the tenant was made within timescales. However, the response included details of outstanding actions. The outstanding actions were tracked and actioned promptly with appropriate updates provided to the tenant.
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	See Section 8.8 of our Complaints and Compliments Policy. Complaints Ref 51-57	All staff receive annual training. All Stage 1 responses addressed all the points raised in the complaint definition and provided clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.

<p>6.8</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 8.9 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. There have been no cases where complainants have raised additional complaints during the investigation.</p>
<p>6.9</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 8.10 of our Complaints and Compliments Policy. Complaints Ref 51-57</p>	<p>All staff receive annual training. For all complaints made to FHA in 2025/2026, the completion of Stage 1 was confirmed in writing as detailed.</p>

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	See Section 9.3 of our Complaints and Compliments Policy. Complaints Ref 56 & 57	All staff receive annual training. Two complaints ref 56 and 57 in 2025/2026 were escalated to Stage 2 as the tenants were not satisfied with the Stage 1 response.
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	See Section 9.4 of our Complaints and Compliments Policy. Complaints Ref 56 & 57	All staff receive annual training. The two Stage 2 complaints in 2025/2026 were acknowledged, defined and logged within five working days of the complaint 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	See Section 9.5 of our Complaints and Compliments Policy. Complaints Ref 56 & 57	All staff receive annual training. In both Stage 2 responses in 2025/2026 the complaint handler made reasonable efforts to understand why the complainant remained 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	See Sections 9.1 & 9.2 of our Complaints and Compliments Policy. Complaints Ref 56 & 57	All staff receive annual training. The complaint handler for the two Stage 2 responses in 2025/2026 was a different member of the Management Team to the complaint handler 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	See Section 9.6 of our Complaints and Compliments Policy. Complaint Ref 57	All staff receive annual training. In case 57 the final Stage 2 response was issued within 20 working days of the complaint being acknowledged.
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	See Section 9.7 of our Complaints and Compliments Policy. Complaint Ref 56	All staff receive annual training. In case 56 the timescale was extended in agreement with the complainant in order to arrange an appointment to visit at a time convenient for the complainant. The extension was less than 20 working days.
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	See Section 9.7 of our Complaints and Compliments Policy. Complaint Ref 56.	All staff receive annual training. Contact details for the Housing Ombudsman are provided throughout the complaints process. In case 56 when the timescale was extended, the tenant was given contact details of the Housing Ombudsman
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	See Section 9.8 of our Complaints and Compliments Policy. Complaints Ref 56 & 57.	All staff receive annual training. For the two Stage 2 complaints in 2025/2026, a response was issued to the complainant when the outcome was known. There were no outstanding actions in these cases.

<p>6.18</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>See Section 9.9 of our Complaints and Compliments Policy. Complaints Ref 56 & 57.</p>	<p>All staff receive annual training. Both Stage 2 responses addressed all the points raised in the complaint definition and provided clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.</p>
<p>6.19</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 9.10 of our Complaints and Compliments Policy. Complaints Ref 56 & 57.</p>	<p>All staff receive annual training. For both Stage 2 complaints made to FHA in 2025/2026, the completion of Stage 2 was confirmed in writing as detailed.</p>
<p>6.20</p>	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	<p>Yes</p>	<p>See Section 9.11 of our Complaints and Compliments Policy. Complaints Ref 56 & 57.</p>	<p>All staff receive annual training. One Stage 2 in 2025/2026 response was issued by the Chief Executive and the other by the Assistant Chief Executive who both have full access to all staff members, information and the autonomy to issue such a response.</p>

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	<p>See Section 10.1 of our Complaints and Compliments Policy. Complaints Ref 53,54 and 56. See our Compensation Policy.</p>	<p>All staff receive annual training. FHA has a Compensation Policy. In complaint ref 53 an apology was issued, in complaints ref 54 and 56 an apology and shopping vouchers were issued. In all 3 cases, FHA acknowledged where things had gone wrong, provided explanation and took appropriate action.</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>See Section 10.2 of our Complaints and Compliments Policy. Complaints Ref 53,54 and 56. See our Compensation Policy.</p>	<p>All staff receive annual training. FHA has a Compensation Policy. In complaint ref 53 an apology was issued, in complaints ref 54 and 56 an apology and shopping vouchers were issued. These remedies were seen as a proportionate response. The tenants were satisfied with this outcome.</p>

<p>7.3</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 10.5 of our Complaints and Compliments Policy. Complaints Ref 53,54 and 56. See our Compensation Policy.</p>	<p>All staff receive annual training. FHA has a Compensation Policy. In complaint ref 53 an apology was issued, in complaints ref 54 and 56 an apology and shopping vouchers were issued. The shopping vouchers were issued immediately with the Complaint response. The tenants were satisfied with this outcome.</p>
<p>7.4</p>	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	<p>Yes</p>	<p>See Section 10.3 of our Complaints and Compliments Policy. See our Compensation Policy.</p>	<p>All staff receive annual training. FHA has a Compensation Policy which follows the guidance issued by the Ombudsman for appropriate remedies.</p>

Section 8: Self-assessment, reporting and compliance

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>See Section 13.2 of our Complaints and Compliments Policy.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p> <p>Board Meeting Agenda June 2026</p> <p>Customer Panel Meeting Agenda June 2026</p>	<p>All staff receive annual training. The Board and Customer Panels response to the annual complaints performance and service improvement report is available on the website alongside the report.</p>

<p>8.2</p>	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>	<p>Yes</p>	<p>See Section 13.3 of our Complaints and Compliments Policy.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p> <p>Board Meeting Agenda June 2026</p> <p>Customer Panel Meeting Agenda June 2026.</p>	<p>All staff receive annual training. The Board and Customer Panels response to the annual complaints performance and service improvement report is available on the website alongside the report.</p>
<p>8.3</p>	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	<p>Yes</p>	<p>See Section 13.4 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. FHA has not had any significant restructures, mergers and/or change in procedures since the last self-assessment.</p>
<p>8.4</p>	<p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	<p>Yes</p>	<p>See Section 13.5 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. FHA has not had an Ombudsman investigation.</p>
<p>8.5</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 13.6 of our Complaints and Compliments Policy.</p>	<p>All staff receive annual training. There have not been any exceptional circumstances that have caused FHA to not be able to comply with the Code.</p>

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	<p>See Section 14.2 of our Complaints and Compliments Policy.</p> <p>Board Meeting Papers 2025/2026.</p> <p>Customer Panel Papers 2025/2026.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p>	<p>All staff receive annual training. The outcomes of the complaints investigated in 2025/2026 do not believe there was any significant wider issues. In some of the cases in 2025/2026 the standards of individual Contractors fell below expectations. Those contractors were reminded of our expectations and standards. In another case there was simply a misunderstanding between FHA staff and the tenant. This has led to FHA complaint handlers to ensure the complainant fully understands a complaint response.</p>
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<p>See Section 14.3 of our Complaints and Compliments Policy.</p> <p>Board Meeting Papers 2025/2026.</p> <p>Customer Panel Papers 2025/2026.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p>	<p>All staff receive annual training. Full details of every complaint including the outcomes and lessons learned are shared with the Board and Customer Panel. Any issues identified such as services dropping standards or issues with policies or procedures are acted upon.</p>

<p>9.3</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 14.4 of our Complaints and Compliments Policy. Board Meeting Papers 2025/2026. Customer Panel Papers 2025/2026. The Annual Complaint Performance and Service Improvement Report 2025/2026.</p>	<p>All staff receive annual training. All complaints are reported to the FHA Customer Panel and Board for scrutiny and review.</p>
<p>9.4</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 14.5 of our Complaints and Compliments Policy. Management Team Meeting Agendas 2025/2026.</p>	<p>All staff receive annual training. All ongoing complaints and outcomes are monitored in regular Management Team meetings which are chaired by the Chief Executive.</p>
<p>9.5</p>	<p>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').</p>	<p>Yes</p>	<p>See Section 14.6 of our Complaints and Compliments Policy.</p>	<p>A member of the FHA Board is the Member Responsible for Complaints who supports a positive complaint handling culture. The MRC provides extra scrutiny of the Complaints and Compliments Policy, the annual self-assessment, the annual complaints performance and service improvement report.</p>

<p>9.6</p>	<p>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.</p>	<p>Yes</p>	<p>See Section 14.7 of our Complaints and Compliments Policy.</p>	<p>All complaints are reported to the FHA Customer Panel and Board for scrutiny and review. The MRC has access to suitable information and staff to ensure the Board receives regular information on complaints that provides insight on the landlord’s complaint handling performance.</p>
<p>9.7</p>	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	<p>Yes</p>	<p>See Section 14.8 of our Complaints and Compliments Policy.</p> <p>Board Meeting Papers 2025/2026.</p> <p>Customer Panel Papers 2025/2026.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p>	<p>All staff receive annual training. All complaints, the annual self-assessment and annual complaints performance and service improvement report are reported to the FHA Customer Panel and Board for scrutiny and review. The MRC has access to suitable information and staff to ensure the Board receives regular information on complaints that provides insight on the landlord’s complaint handling performance.</p>

<p>9.8</p>	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul 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>Yes</p>	<p>See Section 14.9 of our Complaints and Compliments Policy.</p> <p>Board Meeting Papers 2025/2026.</p> <p>Customer Panel Papers 2025/2026.</p> <p>The Annual Complaint Performance and Service Improvement Report 2025/2026.</p> <p>Management Team Meeting Agendas 2025/2026.</p>	<p>All staff receive annual training. Complaints monitoring are a constant agenda item at regular Management Meetings, in Board Meetings, Customer Panel Meetings.</p>
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