Self-assessment form

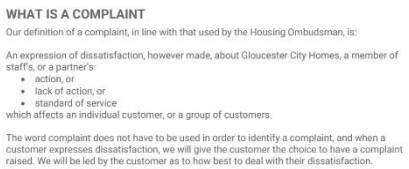
This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

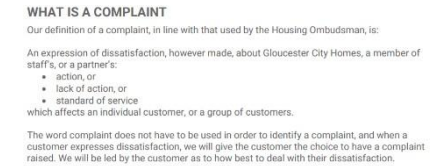
Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

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	Included in our complaints policy:  WHAT IS A COMPLAINT Our definition of a complaint, in line with that used by the Housing Ombudsman, is: An expression of dissatisfaction, however made, about Gloucester City Homes, a member of staff's, or a partner's: • action, or • lack of action, or • standard of service which affects an individual customer, or a group of customers. The word complaint does not have to be used in order to identify a complaint, and when a customer expresses dissatisfaction, we will give the customer the choice to have a complaint raised. We will be led by the customer as to how best to deal with their dissatisfaction.	The definition of complaint used within our policy is reflective of that used by the Housing Ombudsman.

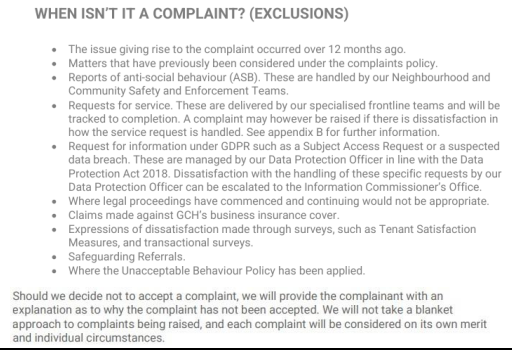
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	 WHAT IS A COMPLAINT Our definition of a complaint, in line with that used by the Housing Ombudsman, is: An expression of dissatisfaction, however made, about Gloucester City Homes, a member of staff's, or a partner's: • action, or • lack of action, or • standard of service which affects an individual customer, or a group of customers. The word complaint does not have to be used in order to identify a complaint, and when a customer expresses dissatisfaction, we will give the customer the choice to have a complaint raised. We will be led by the customer as to how best to deal with their dissatisfaction. Included in our complaints policy:	The policy makes clear that a customer is not required to use the term "complaint" for an issue to be logged as one. This principle is embedded across the organisation and is consistently reinforced through ongoing staff coaching and regular communications. We regularly receive complaints on behalf of customers through a range of channels including issues raised directly by colleagues acting on a customer's behalf, supporting accessible, inclusive, and proactive identification of customer concerns.
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	Included in our complaints policy:  CUSTOMER COMPLAINTS AND DISREPAIR POLICY Sometimes it may be appropriate to deal with a customer query as a service request rather than a formal complaint, such as where action can be taken immediately to resolve an issue, or when a customer does not want to pursue the matter formally. When this occurs, this will be on agreement with the customer, or upon their request, and will not exclude the customers right to pursue a formal complaint should they wish. Service requests will still be formally recorded and tracked to ensure that the organisation can learn from the feedback received. If a customer is not satisfied with the response or resolution offered for a service request, this will then be raised as a complaint – see appendix B.	This approach is set out within the complaints policy. Service requests raised through the Customer Satisfaction Team are monitored and tracked to completion via the Service Request Tracker. Customers are advised when an issue has been logged as a service

				request, outlining the actions to be taken, ensuring transparency and clarity,.
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	Included in our complaints policy:  CUSTOMER COMPLAINTS AND DISREPAIR POLICY Sometimes it may be appropriate to deal with a customer query as a service request rather than a formal complaint, such as where action can be taken immediately to resolve an issue, or when a customer does not want to pursue the matter formally. When this occurs, this will be on agreement with the customer, or upon their request, and will not exclude the customers right to pursue a formal complaint should they wish. Service requests will still be formally recorded and tracked to ensure that the organisation can learn from the feedback received. If a customer is not satisfied with the response or resolution offered for a service request, this will then be raised as a complaint – see appendix B.	This is included in our complaints policy which states what action we will take if a customer is unhappy with the response to their request. We also track service requests received which later become complaints through our Service Request Tracker

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	Included in our complaints policy: **WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)** • The issue giving rise to the complaint occurred over 12 months ago. • Matters that have previously been considered under the complaints policy. • Reports of anti-social behaviour (ASB). These are handled by our Neighbourhood and Community Safety and Enforcement Teams. • Requests for service. These are delivered by our specialised frontline teams and will be tracked to completion. A complaint may however be raised if there is dissatisfaction in how the service request is handled. See appendix B for further information. • Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office. • Where legal proceedings have commenced and continuing would not be appropriate. • Claims made against GCH's business insurance cover. • Expressions of dissatisfaction made through surveys, such as Tenant Satisfaction Measures, and transactional surveys. • Safeguarding Referrals. • Where the Unacceptable Behaviour Policy has been applied.	This is set out within the complaints policy, which confirms that complaints will not be raised solely on the basis of survey feedback. Our survey partners, Acuity, who deliver both transactional surveys and Tenant Satisfaction Measures, clearly inform customers how they can raise a complaint if they wish. Dissatisfaction may also be identified through opportunity calls, with colleagues following up post-survey results to explore any concerns raised and ensure they are understood and addressed.

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	Included in our complaints policy:  **WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)** • The issue giving rise to the complaint occurred over 12 months ago. • Matters that have previously been considered under the complaints policy. • Reports of anti-social behaviour (ASB). These are handled by our Neighbourhood and Community Safety and Enforcement Teams. • Requests for service. These are delivered by our specialised frontline teams and will be tracked to completion. A complaint may however be raised if there is dissatisfaction in how the service request is handled. See appendix B for further information. • Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office. • Where legal proceedings have commenced and continuing would not be appropriate. • Claims made against GCH's business insurance cover. • Expressions of dissatisfaction made through surveys, such as Tenant Satisfaction Measures, and transactional surveys. • Safeguarding Referrals. • Where the Unacceptable Behaviour Policy has been applied. Should we decide not to accept a complaint, we will provide the complainant with an explanation as to why the complaint has not been accepted. We will not take a blanket approach to complaints being raised, and each complaint will be considered on its own merit and individual circumstances.	The complaints policy clearly defines what does and does not constitute a complaint, including specific exclusions, and requires that each case is assessed on its individual merits. This ensures consistent and fair decision-making, proportionate application of the policy, and alignment with the requirements of the Complaint Handling Code. A record of any complaint which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why. In 2025-26 13 complaints were refused and these related to issues referred to GCH in error, complaints which has already been addressed through the complaints process, and GDPR issues.

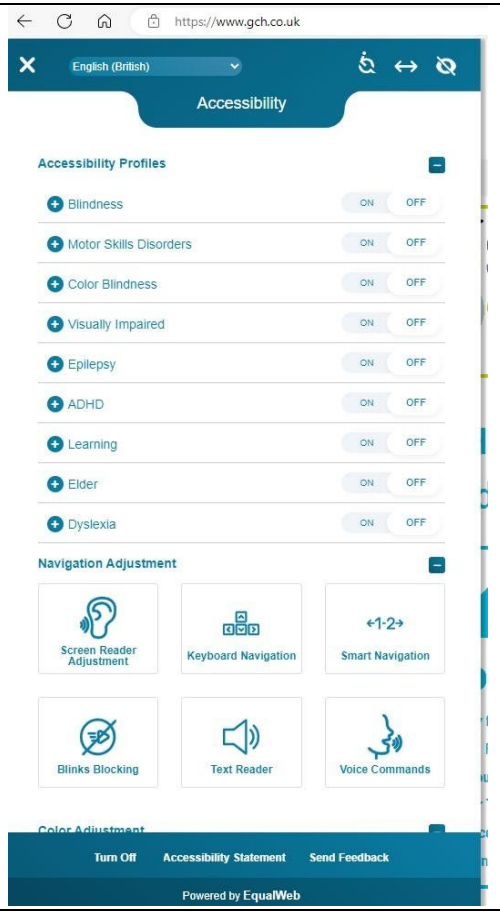
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	Included in our complaints policy: **WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)** • The issue giving rise to the complaint occurred over 12 months ago. • Matters that have previously been considered under the complaints policy. • Reports of anti-social behaviour (ASB). These are handled by our Neighbourhood and Community Safety and Enforcement Teams. • Requests for service. These are delivered by our specialised frontline teams and will be tracked to completion. A complaint may however be raised if there is dissatisfaction in how the service request is handled. See appendix B for further information. • Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office. • Where legal proceedings have commenced and continuing would not be appropriate. • Claims made against GCH's business insurance cover. • Expressions of dissatisfaction made through surveys, such as Tenant Satisfaction Measures, and transactional surveys. • Safeguarding Referrals. • Where the Unacceptable Behaviour Policy has been applied. Complaints covered by the above exclusions will not be dealt with in accordance with this Complaints Policy, but through other more relevant procedures, which will better serve the resolution of the issue raised. Customers will be supported to ensure issues raised are appropriately directed. Should we decide not to accept a complaint, we will provide the complainant with an explanation as to why the complaint has not been accepted. We will not take a blanket approach to complaints being raised, and each complaint will be considered on its own merit and individual circumstances. In the event that a complaint is requested to be escalated to stage 2 of the complaint process, this request will be accepted unless there is a valid reason not to. If we refuse to escalate a complaint to stage 2 of the complaint process, we will clearly set out the reasons for this refusal to the complainant.	Exclusions are listed in our complaints policy, along with what will happen if we choose not to escalate a complaint. A record of any complaint which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why.

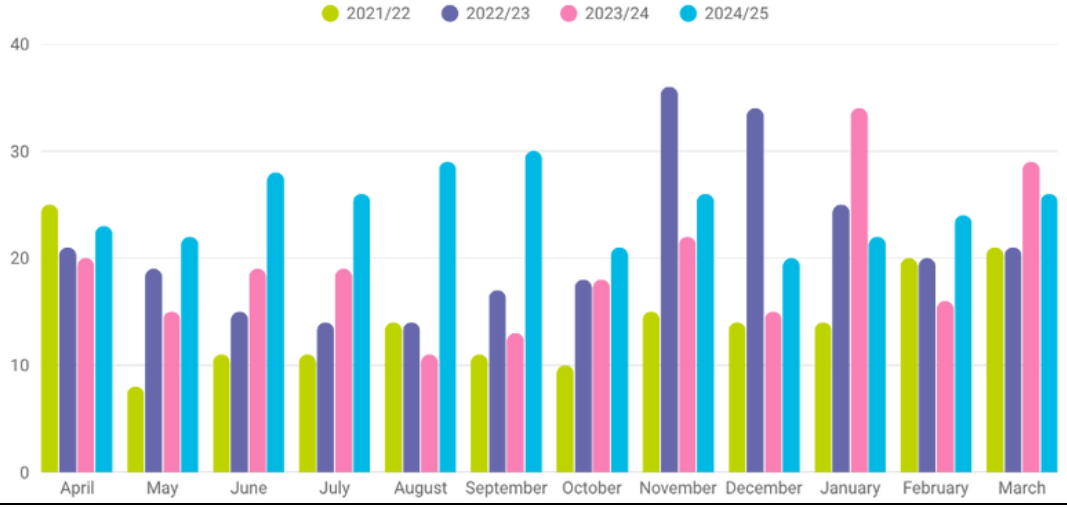
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Included in our complaints policy: **WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)** • The issue giving rise to the complaint occurred over 12 months ago. • Matters that have previously been considered under the complaints policy. • Reports of anti-social behaviour (ASB). These are handled by our Neighbourhood and Community Safety and Enforcement Teams. • Requests for service. These are delivered by our specialised frontline teams and will be tracked to completion. A complaint may however be raised if there is dissatisfaction in how the service request is handled. See appendix B for further information. • Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office. • Where legal proceedings have commenced and continuing would not be appropriate. • Claims made against GCH's business insurance cover. • Expressions of dissatisfaction made through surveys, such as Tenant Satisfaction Measures, and transactional surveys. • Safeguarding Referrals. • Where the Unacceptable Behaviour Policy has been applied.	This is stated within our complaints policy; however each case is reviewed upon its own merit and there may be discretion applied here when required. A record of any complaint which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why.
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	Included in our complaints policy : Should we decide not to accept a complaint, we will provide the complainant with an explanation as to why the complaint has not been accepted, along with details on how to contact the Housing Ombudsman for review should they wish. We will not take a blanket approach to complaints being raised, and each complaint will be considered on its own merit and individual circumstances.	This is stated in our complaints policy and any complaints which we decide not to accept are recorded. We retain a log of the complaint details and correspondence with the customer surrounding this. Any correspondence advising that we will not accept a complaint will have Ombudsman details included. A record of any complaint which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why.

2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	**WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)** • The issue giving rise to the complaint occurred over 12 months ago. • Matters that have previously been considered under the complaints policy. • Reports of anti-social behaviour (ASB). These are handled by our Neighbourhood and Community Safety and Enforcement Teams. • Requests for service. These are delivered by our specialised frontline teams and will be tracked to completion. A complaint may however be raised if there is dissatisfaction in how the service request is handled. See appendix B for further information. • Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office. • Where legal proceedings have commenced and continuing would not be appropriate. • Claims made against GCH's business insurance cover. • Expressions of dissatisfaction made through surveys, such as Tenant Satisfaction Measures, and transactional surveys. • Safeguarding Referrals. • Where the Unacceptable Behaviour Policy has been applied. Complaints covered by the above exclusions will not be dealt with in accordance with this Complaints Policy, but through other more relevant procedures, which will better serve the resolution of the issue raised. Customers will be supported to ensure issues raised are appropriately directed. Should we decide not to accept a complaint, we will provide the complainant with an explanation as to why the complaint has not been accepted. We will not take a blanket approach to complaints being raised, and each complaint will be considered on its own merit and individual circumstances. In the event that a complaint is requested to be escalated to stage 2 of the complaint process, this request will be accepted unless there is a valid reason not to. If we refuse to escalate a complaint to stage 2 of the complaint process, we will clearly set out the reasons for this refusal to the complainant.	This is included in our complaints policy and any complaints which are not accepted are recorded and available for review to ensure that this is maintained. A record of any complaint which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why.

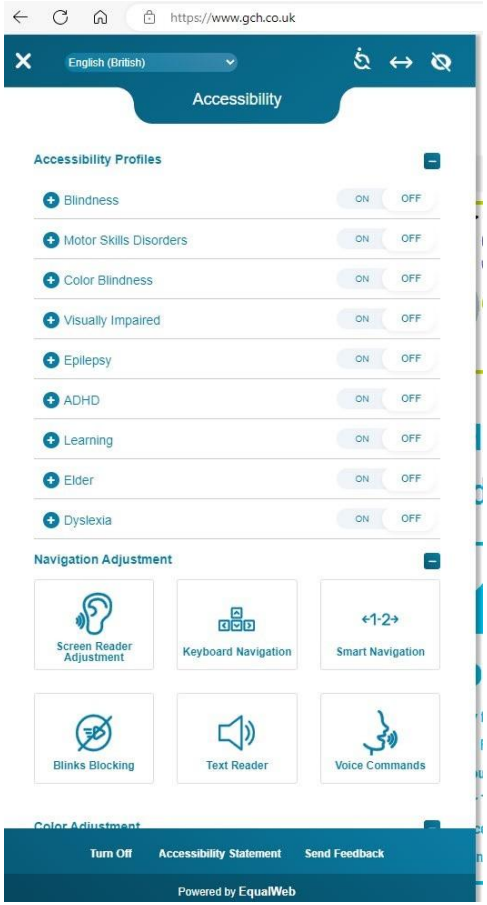
Section 3: Accessibility and Awareness

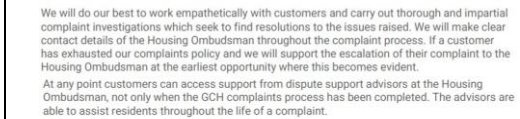
Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Included within our complaints policy: customer events, resident groups etc). Any complaints received via social media will be responded to, once identity has been confirmed, outside of the social media platform to ensure confidentiality and privacy is maintained. Complaints can be made either by the customer or by someone acting on their behalf (representative) such as a relative, friend, Councillor, Member of Parliament, or a member of staff from another agency, (statutory or voluntary). In situations where complaints are made on behalf of another person, we will ask for consent to allow us to discuss the matter with a third party. We will manage the complaint process ensuring that we meet the specific needs of our customers. Where appropriate we will make reasonable adjustments to support any vulnerabilities or disabilities you may have, as well as involve elected representatives if this what the customers desires. Any reasonable adjustments, special requirements, or disabilities will be recorded, and remain under review throughout the complaint process. Our reasonable adjustment policy can also provide further information regarding this. Accessibility features on our website:	We accept complaints made through any communication channels, and our policy is published on our website, which also has accessibility options to assist those customers who may require further assistance. In addition to this, our Customer Scrutiny Group have also reviewed access to our complaints process, and we will continue to source feedback from them to continually improve access to our service. Our Household Profile is checked during the complaint process for any known vulnerabilities and reasonable adjustments. This is also asked by the complaint handler during the complaints process.

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<td>3.2</td>
<td>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.</td>
<td>Yes</td>
<td>Included in our complaints policy:
We aim to handle complaints fairly, as a priority concern and with a strong focus on the customer. To support this we hold briefings, carry out training and coach our employees on customer service and complaint management to promote a positive complaint handling culture which seeks to learn from mistakes and continuously improve our services.
Complaints received in 2025-26 were received in the following ways:
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<tr><td>Email</td><td>52%</td></tr>
<tr><td>Telephone</td><td>35%</td></tr>
<tr><td>Online Form</td><td>9%</td></tr>
<tr><td>Face to Face</td><td>2%</td></tr>
<tr><td>Letter</td><td>1%</td></tr>
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<td>Complaints can be raised through any communication method customers wish, and the methods of complaints being raised are logged for transparency. All colleagues complete a mandatory complaints e-learning. Further training and coaching have been delivered and will continue to be</td>
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			<table><tr><td>Social Media</td><td>1%</td></tr><tr><td>My GCH Portal</td><td>Less than 1%</td></tr></table>	delivered across the business, including through team meetings and all staff briefings.
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 received 2021-2025: 	Quarter 4 2025/26 performance shared the Customer Experience Committee, shows that 94 stage 1 complaints and 15 stage 2 complaints were received. All complaints were responded to within Housing Ombudsman timescales, achieving 100% compliance at both stages. Complaint volumes are reported monthly and quarterly with colleagues and at the Customer Voice and Influence Board, alongside upheld rates, key themes, and learning outcomes, demonstrating high complaint visibility and indicating that higher

				volumes reflect improved accessibility rather than barriers to raising concerns.

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	Accessibility features on our website: 	Our policy is published on our website, which also has accessibility options to assist those customers who may require further assistance. In addition to this, our Customer Scrutiny Group reviewed access to our complaints process and recommendations made by them were implemented in 2025/26. We will continue to source feedback from them to continually improve access to our service.

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		This is stated in our Complaints policy.
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	 Included in our complaint policy:	Our policy confirms that complaints can be made on behalf of our customers by a representative, and that other representatives can represent them should they wish.
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	 Included in our complaint policy: Included in our complaint acknowledgement letters (see Appendix B) and complaint resolution letters (see Appendix C)	Our policy includes that we will provide customers with information on their right to access the Ombudsman service. Details on how to access the Ombudsman Service is also included in our letters sent to customers throughout the complaints process.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	 Included in our complaints policy:	The Customer Satisfaction Team are responsible for complaint handling. This includes complaint investigations, responding to complaints, and liaising with the Ombudsman where required.
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		Members of the Customer Satisfaction Team can access colleagues across the business to facilitate complaint investigations and resolutions. Any issues experienced in this are raised at relevant meetings, such as Operational Managers, internal board meetings, and regular catch-ups with relevant teams, so that this can be addressed.

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 Handling for Housing Associations Included in our e-learning system, SkillGate.	A dedicated customer satisfaction team was introduced in July 2023 to manage and prioritise complaints. All front-line colleagues have completed complaint handling training, which is also mandatory training for new colleagues. All frontline colleagues continue to receive catch-ups and refresher training to ensure that this remains compliant. This has fostered a culture of embracing complaints with a positive attitude throughout the organisation.

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	Included in our complaints and disrepair policy: Gloucester City Homes is committed to providing the best possible service that we can. However, we recognise that sometimes customers may feel they have cause to complain about the service they have received. We encourage all feedback from customers, and we welcome complaints as an opportunity to learn from mistakes and put things right. This Complaints Policy explains our complaint handling approach which is aligned to meet the Housing Ombudsman's Complaint Handling Code. The associated Complaints Procedure provides a detailed guidance for staff to follow. We aim to handle complaints fairly, as a priority concern and with a strong focus on the customer. To support this we hold briefings, carry out training and coach our employees on customer service and complaint management to promote a positive complaint handling culture which seeks to learn from mistakes and continuously improve our services.	The only policy covering complaints and complaint handling is the complaints and disrepair policy. Customers are treated fairly and empathetically. Customers are not treated differently if they raise a complaint.

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	Included in our complaints process: We have a two stage complaints process which is detailed below, although we aim to resolve all complaints where possible at the first point of contact.	There are no additional stages in our complaints process. Our complaints process is a two-stage process.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Included in our complaints process: We have a two stage complaints process which is detailed below, although we aim to resolve all complaints where possible at the first point of contact.	There are no additional stages in our complaints process. Our complaints process is a two-stage process.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two-stage complaints process set out in this Code. Residents must not be expected to go through two complaint processes.	Not Applicable		We do not have complaints handled by third parties.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Not Applicable		We do not have complaints 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	We will do our best to work empathetically with customers and carry out thorough and impartial complaint investigations which seek to find resolutions to the issues raised. We will make clear contact details of the Housing Ombudsman throughout the complaint process. If a customer has exhausted our complaints policy and we will support the escalation of their complaint to the Housing Ombudsman at the earliest opportunity where this becomes evident. Included in our complaint policy: Once you tell us you wish to make a formal complaint we will: • Acknowledge your complaint within 5 working days with a reference number and details of the person who will deal with the complaint. • Register your complaint and pass it to a complaint handler with the right skills and experience who will: ○ Contact you to discuss the complaint in full, check the scope of the complaint, the details of the situation and give you fair opportunity to set out your position and establish what resolution you are seeking. If any part of the complaint is unclear, we will ask for further clarification of this. ○ Check if any reasonable adjustments are required to support you during the complaint process. ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation. ○ Keep you informed of progress. We also include our understanding of the complaint in our complaint investigation templates (see appendix A)	Our complaints policy details how we will set out our understanding of a complaint, and this is also included in our complaint investigations.
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	Included in our complaint policy: Once you tell us you wish to make a formal complaint we will: • Acknowledge your complaint within 5 working days with a reference number and details of the person who will deal with the complaint. • Register your complaint and pass it to a complaint handler with the right skills and experience who will: ○ Contact you to discuss the complaint in full, check the scope of the complaint, the details of the situation and give you fair opportunity to set out your position and establish what resolution you are seeking. If any part of the complaint is unclear, we will ask for further clarification of this. ○ Check if any reasonable adjustments are required to support you during the complaint process. ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation. ○ Keep you informed of progress.	This is included within our complaints policy.
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;	Yes	Included in our complaints policy: We will do our best to work empathetically with customers and carry out thorough and impartial complaint investigations which seek to find resolutions to the issues raised. We will make clear contact details of the Housing Ombudsman throughout the complaint process. If a customer has exhausted our complaints policy and we will support the escalation of their complaint to the Housing Ombudsman at the earliest opportunity where this becomes evident.	This is included in our complaints policy. This is reviewed through our complaint quality monitoring process, and any

	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.		Once you tell us you wish to make a formal complaint we will: • Acknowledge your complaint within 5 working days with a reference number and details of the person who will deal with the complaint. • Register your complaint and pass it to a complaint handler with the right skills and experience who will: ○ Contact you to discuss the complaint in full, check the scope of the complaint, the details of the situation and give you fair opportunity to set out your position and establish what resolution you are seeking. If any part of the complaint is unclear, we will ask for further clarification of this. ○ Check if any reasonable adjustments are required to support you during the complaint process. ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation. ○ Keep you informed of progress. ○ Conduct an unbiased, empathetic, impartial and thorough investigation of the complaint and give you an opportunity to comment on any adverse findings before any decision is made. ○ Inform you of their decision and confirm this in writing in our complaint response within 10 working days of the complaint being received. Complaint responses will include: ▪ The complaint stage ▪ The complaint definition ▪ The decision made on the complaint along with the decisions made. ▪ Details of any remedies or redress offered to put things right.	issues identified addressed with the relevant colleague. If a conflict of interest is identified (either actual or perceived), the officer is reassigned to ensure fairness.
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	Included in our complaints policy: We aim to resolve all complaints within 10 working days, which is aligned to the Housing Ombudsman's Complaint Handling Code's timescales. If this is not possible (by rare exception only), we will communicate a realistic extension timescale and explain the reasons why this has not been possible. Any extension applied will not exceed a further 10 working days. ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation.	Our complaints policy does not allow for complaints to fall outside of the timescales set out within the code. In the unlikely event that this were to happen, we will continue to provide the customer with updates as agreed as part of the complaint investigation and stipulated in our Complaints Policy.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Included in complaints policy: We will manage the complaint process ensuring that we meet the specific needs of our customers. Where appropriate we will make reasonable adjustments to support any vulnerabilities or disabilities you may have, as well as involve elected representatives if this what the customers desires. Any reasonable adjustments, special requirements, or disabilities will be recorded, and remain under review throughout the complaint process. Our reasonable adjustment policy can also provide further information regarding this. ○ Check if any reasonable adjustments are required to support you during the complaint process. This is also included in out complaints acknowledgement letter (see appendix B), our	Our complaints policy states that we will ask about any reasonable adjustments required as part of our complaints process, and this is also included in our complaint acknowledgement letter. Any reasonable adjustments required are documented on our complaint investigation and form part of the

			complaint investigations (see Appendix A) and quality monitoring (see Appendix D) Our reasonable adjustment policy: Reasonable Adjustment Policy (gch.co.uk)	complaint's quality monitoring. Our Household Profile is also referred to for details already held regarding any reasonable adjustments which may be required.

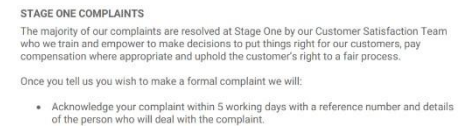
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	In the event that a complaint is requested to be escalated to stage 2 of the complaint process, this request will be accepted unless there is a valid reason not to. If we refuse to escalate a complaint to stage 2 of the complaint process, we will clearly set out the reasons for this refusal to the complainant.	Our complaints policy details when we may not escalate a complaint and how we will communicate this with the customer. A record of any escalation which isn't accepted is kept along with the associated correspondence with the customer advising them of this decision and the reasons why.
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	Included in our complaint investigations (see Appendix A) and Quality Monitoring (see Appendix D).	All complaints are recorded in a central complaints spreadsheet, with all supporting documentation securely stored on Teams and in the investigation form. This approach was externally validated through Housing Ombudsman investigation case 202415732 (determination issued 10 April 2026), in which the Ombudsman confirmed that record-keeping was generally good and did not hinder its assessment of the landlord's actions. This finding offers independent assurance that complaint records are comprehensive, accessible, and appropriately maintained.

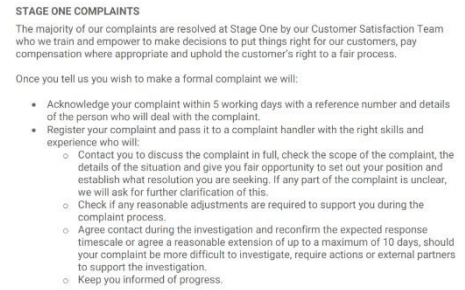
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of the complaint process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	 Included in the complaints policy: Compensation Policy: Compensation Policy (gch.co.uk)	Our policy states that the Customer Satisfaction Team are empowered to resolve complaints without the need for escalation. Any appropriate compensation can be made in line with our complaints policy.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Included in the Unacceptable Behaviour Policy: Unacceptable Behaviour Policy (gch.co.uk)	This is included in our Unacceptable Behaviour Policy.

5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Unacceptable Behaviour Policy: Unacceptable Behaviour Policy (gch.co.uk) Reasonable Adjustments Policy: Reasonable Adjustment Policy (gch.co.uk)	This is set out within the Unacceptable Behaviour Policy and the Reasonable Adjustments Policy. The application of the Unacceptable Behaviour Policy does not restrict a customer's ability to raise a complaint should they wish to do so. During 2025/26, the Customer satisfaction Team progressed multiple complaints from customers who had active Unacceptable Behaviour arrangements in place, demonstrating that complaint access is maintained regardless of behavioural controls.

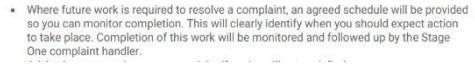
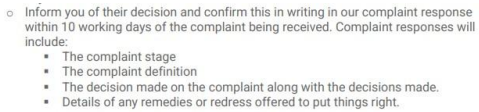
Section 6: Complaints Stages

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	Included in out complaint investigation template (see appendix A)	Each complaint is triaged and the customer is contacted as soon as possible to discuss their complaint, to understand their needs and to introduce the complaint handler. We immediately start the process to resolve the issue and apologise and provide a resolution for the customer.
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	Included in complaints policy:  STAGE ONE COMPLAINTS The majority of our complaints are resolved at Stage One by our Customer Satisfaction Team who we train and empower to make decisions to put things right for our customers, pay compensation where appropriate and uphold the customer's right to a fair process. Once you tell us you wish to make a formal complaint we will: • Acknowledge your complaint within 5 working days with a reference number and details of the person who will deal with the complaint. Included as part of our complaint quality monitoring (See appendix D).	All stage 1 complaints are acknowledged, in writing, within 5 working days of the complaint being received as stated in our policy. Compliance of this is monitored through our complaint's quality monitoring.

6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	Included in complaints policy:  **STAGE ONE COMPLAINTS** The majority of our complaints are resolved at Stage One by our Customer Satisfaction Team who we train and empower to make decisions to put things right for our customers, pay compensation where appropriate and uphold the customer's right to a fair process. Once you tell us you wish to make a formal complaint we will: • Acknowledge your complaint within 5 working days with a reference number and details of the person who will deal with the complaint. • Register your complaint and pass it to a complaint handler with the right skills and experience who will: ○ Contact you to discuss the complaint in full, check the scope of the complaint, the details of the situation and give you fair opportunity to set out your position and establish what resolution you are seeking. If any part of the complaint is unclear, we will ask for further clarification of this. ○ Check if any reasonable adjustments are required to support you during the complaint process. ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation. ○ Keep you informed of progress.	This is regularly reviewed by the Customer Satisfaction Manager to ensure compliance. All complaints in financial years 2024-25 and 2025-26 were responded to within the timescales stipulated by the Housing Ombudsman.
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	We aim to resolve all complaints within 10 working days, which is aligned to the Housing Ombudsman's Complaint Handling Code's timescales. If this is not possible (by rare exception only), we will communicate a realistic extension timescale and explain the reasons why this has not been possible. Any extension applied will not exceed a further 10 working days. Included in the complaints policy: ○ Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation. Ombudsman details are provided in our extension letter (see Appendix E).	Our policy states what steps we will take if a complaint resolution is extended. Ombudsman details are provided in our extension letter, and compliance with this is monitored by the Customer Satisfaction Manager. All complaints in financial years 2024-25 and 2025-26 were responded to within the timescales stipulated by the Housing Ombudsman. Future work will look at the underlying reasons for extensions being applied to ensure that these continue to be for good reason.

6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Ombudsman details are provided in our extension letter (see appendix E).	Our policy states what steps we will take if a complaint resolution is extended. Ombudsman details are provided in our extension letter, and compliance with this is monitored by the Customer Satisfaction Manager

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	 Included in complaints policy:	This is included in our complaints policy. Where actions remain outstanding at the point a complaint is closed, these are recorded on our internal Outstanding Works Tracker. The tracker is used to monitor progress through to completion, with responsibility sitting with the relevant team to manage and deliver these actions.
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	 Included in complaints policy: This is also included in complaint investigations (see appendix A).	This is included in our complaints policy. The investigation template contains all relevant information on how complaints are investigated and addressed.

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	• If additional issues are raised during the complaints process, these will be included in the stage one response. If these issues are raised following the complaint response being issued, or where addressing these would unreasonably delay the complaint response, a new complaint will be raised. • Where future work is required to resolve a complaint, an agreed schedule will be provided so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the Stage One complaint handler. Included in complaints policy:	This is included in our complaints policy.

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	Included in complaints policy: ○ Inform you of their decision and confirm this in writing in our complaint response within 10 working days of the complaint being received. Complaint responses will include: ▪ The complaint stage ▪ The complaint definition ▪ The decision made on the complaint along with the decisions made. ▪ Details of any remedies or redress offered to put things right. • Where future work is required to resolve a complaint, an agreed schedule will be provided so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the Stage One complaint handler. • Advise how to escalate your complaint if you're still not satisfied • Provide information and support on how to contact the Housing Ombudsman if you require impartial advice. See also template acknowledgement letter in Appendix B	This is included in our complaints policy.

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	Included in the complaints policy: HOW OUR COMPLAINTS PROCESS WORKS We have a two stage complaints process which is detailed below, although we aim to resolve all complaints where possible at the first point of contact. STAGE TWO COMPLAINTS Once you have received our response to your stage one complaint, if you remain dissatisfied, please let us know that you wish to escalate your complaint to stage two of our complaint process.	Our complaints policy includes that if a complaint is not resolved to a customer's satisfaction at stage one, it will be escalated to stage 2 of the complaint process.

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	Included in the complaints policy: **STAGE TWO COMPLAINTS** Once you have received our response to your stage one complaint, if you remain dissatisfied, please let us know that you wish to escalate your complaint to stage two of our complaint process. Once we have received your request for escalation, we will: • Acknowledge your complaint escalation within 5 working days.	Our complaints policy details that we will acknowledge escalations within 5 working days. This is reviewed by the Customer Experience Manager

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	Included in our policy: Once we have received your request for escalation, we will: • Acknowledge your complaint escalation within 5 working days. • Escalate the complaint to an appropriate Manager who will lead a thorough and independent review of the stage one findings. • The stage two complaint review manager will: ○ Contact you to discuss the complaint in full and check the reasons for the complaint escalation and give you a fair opportunity to set out your position and establish the resolution you are seeking.	Our complaints policy details that we will contact our customers to understand why they remain dissatisfied.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Included in the complaints policy: **STAGE TWO COMPLAINTS** Once you have received our response to your stage one complaint, if you remain dissatisfied, please let us know that you wish to escalate your complaint to stage two of our complaint process. Once we have received your request for escalation, we will: • Acknowledge your complaint escalation within 5 working days. • Escalate the complaint to an appropriate Manager who will lead a thorough and independent review of the stage one findings.	This is included in our complaints policy as well as our internal procedure.
6.14	Landlords must issue a final response to the stage 2 **<u>within 20 working days</u>** of the complaint being acknowledged.	Yes	Included in the complaints policy: ○ Agree contact to keep you informed during the review and reconfirm the review timescale or agree a reasonable extension of up to a maximum of 20 days should this support the review's thoroughness. ○ Inform you of their findings and confirm this in writing in our complaint response within 20 working days of the stage two complaint being acknowledged.	This is included in our complaints policy, and compliance relating to this is monitored by the Customer Experience Manager

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	Included in complaints policy: ○ Agree contact to keep you informed during the review and reconfirm the review timescale or agree a reasonable extension of up to a maximum of 20 days should this support the review's thoroughness. ○ Inform you of their findings and confirm this in writing in our complaint response within 20 working days of the stage two complaint being acknowledged.	This is included in our complaints policy. All complaints in financial years 2024-25 and 2025-26 were responded to within the timescales stipulated by the Housing Ombudsman. Future work will look at the underlying reasons for extensions being applied to ensure that these continue to be for good reason.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Ombudsman details are provided in our extension letter (see Appendix E).	Our policy states what steps we will take if a complaint resolution is extended. Ombudsman details are provided in our extension letter

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	○ Where future work is required provide an agreed schedule so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the stage two Review Manager. Included in the complaints policy:	This is set out within our complaints policy. Where actions remain outstanding at the point a complaint is closed, these are recorded on our internal Outstanding Works Tracker. The tracker is used to monitor progress through to completion, with responsibility sitting with the relevant team

				to manage and deliver these actions.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Included in complaints policy: Inform you of their findings and confirm this in writing in our complaint response within 20 working days of the stage two complaint being acknowledged. Complaint responses will include: ▪ The complaint stage ▪ The complaint definition ▪ The decision made on the complaint along with the decisions made. ▪ Details of any remedies or redress offered to put things right. This is also included in complaint investigations (see appendix A). This is monitored through complaints quality monitoring (see appendix D).	This is included in our complaints policy. The investigation template contains all relevant information on how complaints are addressed, and this is monitored through complaints quality monitoring.
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	Yes	Included in the complaints policy: Inform you of their findings and confirm this in writing in our complaint response within 20 working days of the stage two complaint being acknowledged. Complaint responses will include: ▪ The complaint stage ▪ The complaint definition ▪ The decision made on the complaint along with the decisions made. ▪ Details of any remedies or redress offered to put things right. • Where future work is required to resolve a complaint, an agreed schedule will be provided so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the Stage One complaint handler. • Advise how to escalate your complaint if you're still not satisfied • Provide information and support on how to contact the Housing Ombudsman if you require impartial advice. Add to the appendix of the letter	This is included in our complaints policy and is included in our response letter template.

	Service if the individual remains dissatisfied			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Included as part of the complaint investigation (see Appendix A)	If relevant, this is included in our notes made in the complaint investigation

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary/explanation

7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices	Yes	Included in our complaints policy:  We will do our best to work empathetically with customers and carry out thorough and impartial complaint investigations which seek to find resolutions to the issues raised. We will make clear contact details of the Housing Ombudsman throughout the complaint process. If a customer has exhausted our complaints policy and we will support the escalation of their complaint to the Housing Ombudsman at the earliest opportunity where this becomes evident. Compensation Policy: Compensation Policy (gch.co.uk) Quality Monitoring (see appendix D).	Redress is applied in line with the organisation's compensation policy. The effectiveness of this approach is evidenced by a Housing Ombudsman determination issued in April 2026, which found no maladministration in complaint handling despite identifying a service failure in the underlying repairs issue. The Ombudsman confirmed that apologies, compensation offers, and remedies were consistent with its dispute resolution principles and remedies guidance, supporting assurance that redress is proportionate, timely, and focused on learning and resolution. Compensation amounts are reviewed through our internal board monthly to maintain oversight. In 2025-26 compensation was paid through over 140 complaints.

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Compensation Policy: Compensation Policy (gch.co.uk)	Our compensation policy details how compensation will be calculated. This has been reviewed considering the Ombudsman's revised compensation guidance in January 2026.
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	Compensation Policy: Compensation Policy (gch.co.uk)	Any financial redress is made within 14 working days of a compensation form being returned by a customer as per our compensation policy. Any other outstanding actions are added to our internal Outstanding Works Tracker and tracked through to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation Policy: Compensation Policy (gch.co.uk)	Our compensation policy reflects the guidance issued by the Housing Ombudsman. Previous decisions are also reviewed through the Ombudsman's website, as well as any guidance made through Insight reports. The Compensation Policy was reviewed following the Ombudsman's revised compensation guidance being published in January 2026.

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		Our Annual Complaints report will be produced and include the areas required by the Code. Once this has been approved by the Board, this will be submitted to the Housing Ombudsman and published on our website alongside the Board's response to the report.

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		Our Annual Complaints Report will be produced and include the areas required by the Code. Once this has been approved by the Board, it will be submitted to the Housing Ombudsman and published on our website alongside the Board's response to the report. Following the submission of the Annual Report in September 2025 the Housing Ombudsman advised that the location of the report on the website was not in the correct location and this was subsequently moved and the Ombudsman updated.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		Self-Assessments against the code have previously been completed annually or when there has been a significant change to the management of complaints.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Should the Housing Ombudsman request that we carry out a review, this will be complied with.

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		Should we be unable to comply with the code due to any exceptional circumstances, we will advise the Ombudsman and any affected customers. Timescales will be communicated once known.

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	Complaint Investigation (see Appendix A) Complaint Quality Monitoring (see Appendix D)	Improvements are identified through complaint investigations and recorded on an internal Improvement Opportunity Tracker. In Quarter 4 2025/26, 61 improvement opportunities were identified and categorised across process improvement, staff training, contract management, and failures to follow process. This analysis directly informed service priority areas for 2026/27, including strengthened contractor oversight, improved repairs communication, damp and mould compliance, and the reduction of repeat repairs, evidencing a structured and systematic approach to learning and improvement.

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	Complaint Investigation (see appendix A) Complaint Quality Monitoring (see appendix D)	Our complaint investigations allow us the opportunity to learn from complaints raised and identify service improvements where appropriate. Improvements are identified through our investigations and added to our internal Improvement Opportunity Tracker and tracked through to completion. This is information is analysed, reviewed and shared at a variety of stakeholder meetings, such as individual team briefings, Operational Managers, and both internal and external boards.
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		Reporting back on complaints, themes, and service improvements is carried out in a variety of ways. Catch-ups are held with individual teams. More formal reporting is provided to our internal Customer Voice and Influence Board monthly, along with reporting to our Customer Experience Committee. In addition to this work, regular reviews relating to complaints are also undertaken with our Customer Scrutiny group.

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		The Director of Housing Operations is appointed as the senior lead with overall accountability for complaint handling. Any concerns or issues identified through the complaints process are raised to them for review, ensuring senior-level oversight of complaint outcomes, compliance, and service risks. Improvement opportunities arising from complaints are considered at this level, supporting effective challenge, informed decision-making, and the embedding of improvements into service delivery.
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		The member responsible for complaints is the Chair of our Customer Experience Committee.
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		Following each Customer Experience Committee meeting, the MRC provides an update to the wider Board. The Customer Experience Committee receives quarterly oversight of complaint volumes, key themes, and performance, ensuring regular scrutiny and effective escalation of complaint-handling insights through the governance structure. The MRC also

				attended the Housing Ombudsman Session for MRCs in October 2025.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes		The MRC is provided with the relevant information set out in the Code, including oversight of Housing Ombudsman cases. As at Quarter 4 2025/26, no new determinations were received during the quarter, with four cases determined during the year. Outcomes, compliance with orders, and resulting learning are tracked and reported to the Customer Experience Committee, supporting assurance that Ombudsman findings are systematically monitored, embedded, and acted upon.

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 cooperative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes		The majority of complaints are handled by the Customer Satisfaction team who have clear objectives set out in their job descriptions. In addition to this, there are objectives detailed in all colleagues regular W.O.R.K. reviews relating to responsibility for complaints.

Appendices Appendix A – Investigation Template

Complaint Reference:
Complaint Handler:
Person Ref:

Name:
Address:

Tel:
Email:

Vulnerabilities/Reasonable Adjustments Required:

Complaint Task Ticklist:

❑Teams File Set Up and Add Complaint Email
❑Added to Spreadsheet
❑Introduction Call Made
❑Check for vulnerabilities/reasonable adjustments
❑Acknowledgement Letter Sent
❑CRM Case Added
❑Person Reference Number Added

❑All Investigation Notes Added
❑Customer Updated With Resolution
❑Relevant Policy/Best Practice Checked
❑Appropriate Compensation Considered
❑Outstanding Works Added To Tracker
❑Improvement Opp Added To Tracker
❑Resolution Letter Sent
❑Compensation Form Sent (if applicable)
❑Spreadsheet Updated with Resolution

Complaint Summary:

Resolution Summary

Compensation Agreed: £ **Quantifiable Losses to Be Reimbursed £**

Outstanding Actions/Works	Improvement Opportunity from Complaint

Business Information provided by Gloucester City Homes

Appendix B –

Complaint Acknowledgement Letter



[Names]
[Address]

Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

Web: www.gch.co.uk
Tel.: 01452 424344

Date: 20/05/2024

Complaint Reference Number:

Dear [Complainant Name]

Thank you for bringing your concerns to our attention. We appreciate your feedback regarding [xxx] and are sorry that you are not satisfied with the service received. We understand that you are seeking [xxx] as a resolution to this matter.

I have been assigned to review your complaint and conduct an independent investigation to address your concerns thoroughly.

Should you need any additional support during this process, please let me know so that I can make any required reasonable adjustments.

If you wish to discuss your complaint further, please refer to the complaint reference number provided above when contacting us. Additionally, the Housing Ombudsman is available for advice and support at www.housing-ombudsman.org.uk or by calling 0300 111 3000.

We are committed to improving our services and will use your feedback to help ensure we get things right in the future.

Yours sincerely

[Officer name]
[Job title]

Pride. Quality. Integrity. Innovation.

We welcome your feedback on our services, if you would like to share your views, please visit www.gch.co.uk/feedback

Gloucester City Homes Limited

Registered Address: Railway House, Bruton Way, Gloucester GL1 1DG, is a charitable Community Benefit Society Registered Number 7041 and a non-profit registered provider of social housing Registered Number 4584 regulated by the Regulator of Social Housing.

Appendix C –

Complaint Resolution Letter

[Names]
[Address]

Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

Web: www.gch.co.uk
Tel.: 01452 424344

Date:

Complaint Reference Number:

Dear [Complainant Name]

Thank you for taking the time to raise your concerns regarding [SUMMARY OF THE COMPLAINT]. Your feedback and experience is useful to us, as we are committed to continuously look to improve and enhance our services for customers, as well as addressing occasions where we may have got it wrong.

In order to investigate this complaint I have [EXPLAIN HOW WE HAVE INVESTIGATED – WHAT WE HAVE FOUND AND ANY OUTSTANDING WORKS].

Through this investigation I have upheld/not upheld/partially upheld your complaint. [EXPLAIN THIS DECISION].

Through investigating your complaint I have been able to identify areas in which we can improve the delivery of our services. [EXPLAIN ANY LESSONS LEARNT]

I hope you are happy with the outcome of your complaint. I can assure you we use information and learnings from complaints to help us provide high quality services.

If you are dissatisfied with my response, or feel that the issues you have raised have not been addressed, you can ask for the complaint to go to the second and final stage of our complaints procedure. If you are dissatisfied, please get in touch to let us know that you wish to escalate the matter and also let me know why you feel it has not been resolved to your satisfaction.

We will acknowledge within 2 working days that you want a complaint review and will ask a senior manager to carry out an independent review of your case. You will be contacted so your complaint can be discussed in full and we can understand the reasons for the escalation. We will also want to discuss the actions that can be taken to resolve the concerns you have raised.

We will then write to you again with our response within 20 working days, or we may suggest an appropriate extension if, for example, your complaint requires complex investigations or actions.

The Housing Ombudsman is also available to provide advice and support and can be contacted via www.housing-ombudsman.org.uk / 0300 111 3000.

Yours sincerely

[Officer name]
[Job title]

Appendix D –

Complaint Quality Monitoring Template

Complaint Handling - Quality Monitoring	
Complaint Handler	
Quality Monitoring Completed By	
Complaint Number	
Complaint Name and Address	

Administration and Timescale Tasks	Outcome	Comments/Notes
Complaint Investigation Log Available		
Complaint From Customer Present		
Acknowledgment Letter Available		
Acknowledgement Letter Sent Within 5 days		
Extension Letter Sent If Required		
Response Letter Available		
Response Letter Sent By Target		

Complaint Investigation	Outcome	Comments/Notes
Is the reason for the complaint clear and understood by the handler?		
Is the investigation clear		
Has the investigation been conducted in an impartial manner?		
Has the handler considered all information and evidence carefully?		
Has the handler acted sensitively and fairly		
Has the handler engaged with relevant colleagues to resolve the complaint?		
Does the Investigation include all relevant information, notes, documents and files?		
Has the handler addressed all points raised as part of the complaint?		
Are relevant policies, law and good practice referenced if required?		

Complaint Resolution/Conclusion	Outcome	Comments/Notes
Has the handler resolved the complaint effectively?		
If appropriate has compensation been offered where appropriate and inline with our compensation policy?		
If appropriate have quantifiable losses been reimbursed and are these fair?		
Have lessons been identified, added to the tracker and passed on to the relevant people?		
Are any outstanding works or action identified and added to the tracker?		
Is the response clear, detailing the outcome of the complaint, apologising for any failings, and offering any appropriate redress?		

Summary/Additional Notes

Appendix E –

Extension Letter



[Names]
[Address]

Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

Web: www.gch.co.uk
Tel.: 01452 424344

Date:

Complaint Reference Number:

Dear [Complainant Name]

I am the officer who is currently investigating your complaint regarding XXXXXX. This complaint was due to be formally responded to by XXX. I am writing to you today to advise that further time is required to fully investigate this complaint due to XXX. I will therefore provide you with a response no later than XXX.

We are committed to fully investigating all complaints brought to us, and resolving in the beset way possible for all parties involved.

The Housing Ombudsman is also available to provide advice and support and can be contacted via www.housing-ombudsman.org.uk / 0300 111 3000.

Thank you for allowing us this time to resolve your complaint

Yours sincerely

[Officer name]
[Job title]

Pride. Quality. Integrity. Innovation.

We welcome your feedback on our services, if you would like to share your views, please visit www.gch.co.uk/feedback

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