

Appendix A: Self-assessment form

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

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

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	<i>3.1 A complaint is an expression of dissatisfaction, however, made, about the standard of service, actions or lack of action by Rentplus, its own staff, or those acting on its behalf, affecting an individual tenant or group of residents.</i>	“Definition of a Complaint” in our Complaints Policy outlines the required statement.
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	<i>3.3 The customer does not need to use the word complaint for it to be treated as such. Rentplus will always take appropriate steps to resolve issues for our tenants as early as possible.</i>	Rentplus Homes does not require the wording complaint to treat one as such. The policy currently doesn’t outline those submitted by third parties but are treated in the same manner in practice.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	3.0 Definition of a Complaint <i>3.1 A complaint is an expression of dissatisfaction, however, made, about the standard of service, actions or lack of action by Rentplus, its own staff, or those acting on its behalf,</i>	There is a clear definition of what is considered to be a complaint in our Policy. Officers are trained to recognise the difference between a request and a complaint.

	recorded, monitored and reviewed regularly.		<i>affecting an individual tenant or group of residents.</i> <i>3.2 The term tenant is used throughout the policy but equally applies to applicants and other customers of Rentplus.</i> <i>3.3 The customer does not need to use the word complaint for it to be treated as such. Rentplus will always take appropriate steps to resolve issues for our tenants as early as possible.</i>	
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	<i>4.1 Residents have the right to express their concerns about how their issue is being managed at any time and Rentplus will continue working towards a resolution whilst also addressing the complaint in line with this policy.</i>	If a service request is made repeatedly or if a resident expresses dissatisfaction with the response to their service request, it will be treated as a complaint. If no dissatisfaction is expressed, the request will remain as a service request, but it will still be monitored within the complaints and inquiries process. If dissatisfaction is noted at any point during the service request process, the inquiry will be escalated to the complaints process.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person	Yes		At present, we get feedback from the Tenant Satisfaction Measures Survey. The survey provides options for

	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.			additional comments and contact details for Rentplus Homes should a resident wish to pursue a complaint.
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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	<i>7.2 If Rentplus Homes decides not to consider a complaint the tenant will be provided with a detailed explanation setting out the reasons why the issue is not suitable for the complaints process.</i> <i>7.3 The tenant will be made aware of their right to challenge this decision by taking their complaint to the Housing Ombudsman. Rentplus Homes will then consider the complaint if instructed to by the Ombudsman.</i>	Rentplus Homes will accept any complaints and respond accordingly. If a complaint is not accepted for reasons outlined in our policy, we'll provide the tenant with reasonings and make them aware of their right to challenge our decision with the Ombudsman.
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.	Yes	<i>7.1 Rentplus Homes will not consider a complaint:</i> <i>• if the issue occurred more than 6 months previously, unless the complaint concerns health and safety or safeguarding issues, or refers to an ongoing problem.</i> <i>• if the legal proceedings have already started in relation to the issue, or,</i>	Our complaints policy and process aligns with the self assessment requirement. In 2024 the period of no consideration was 6 months, it is now 12.

	- 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.		<i>If the matter has already previously been considered under the complaints policy at stage 2.</i>	
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.	No	<i>Rentplus Homes will not consider a complaint:</i> <i>if the issue occurred more than 12 months previously, unless the complaint concerns health and safety or safeguarding issues, or refers to an ongoing problem.</i>	We have added “Discretion can be applied to accept complaints made out of this time frame where there are good reasons to do so” to our Complaint’s Policy.
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	<i>7.2 If Rentplus Homes decides not to consider a complaint the tenant will be provided with a detailed explanation setting out the reasons why the issue is not suitable for the complaints process.</i> <i>7.3 The tenant will be made aware of their right to challenge this decision by taking their complaint to the Housing Ombudsman. Rentplus Homes will then consider the</i>	If a complaint has not been accepted, our Complaints Officer will notify the tenant of the reasonings along with the Housing Ombudsman contact details. If notified by the Ombudsman to take on the issue as a complaint, Rentplus Homes will open a Stage 1 complaint case.

			<i>complaint if instructed to by the Ombudsman.</i>	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<i>5.2 To ensure fairness the investigating officer shall:</i> <i>• deal with complaints on their merits</i> <i>• act independently and have an open mind</i> <i>• take measures to address any actual or perceived conflict of interest</i> <i>• consider all information and evidence carefully</i> <i>• keep the complaint confidential as far as possible, with information only</i> <i>• disclosed if necessary to properly investigate the matter.</i>	Rentplus Homes considers all complaints fairly and on an individual basis. See evidence section for our policy details on how this applies.

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	<i>12.1 Rentplus Homes Ltd shall comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. 12.2 Tenants are made aware of their rights to have their complaints handled by a representative and can be provided with a copy of this policy in different languages or formats if required.</i>	Tenants can contact us via phone or email as a traditional complaint route. If there are special requirements, we'll endeavour to meet the tenant's needs on an individual basis to ensure a fair complaints procedure.
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	<i>See our Tenant Pack</i>	Residents are provided contact details for both Rentplus Homes Housing Officers, a generic Rentplus Homes email that is monitored by Housing Officers, and contact information for the managing agent (Connells). All staff have access to The Complaints Policy and receive complaints handling training.

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 quarterly board reports	We use our complaints figures as a method of feedback and consider all reasonings for the level/number of complaints we receive quarterly.
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	<i>The complaints policy is communicated to all tenants and applicants of Rentplus Homes Ltd to ensure an easy communication route for customers to express concerns or dissatisfaction with the products or services provided to them</i>	The Rentplus Homes Complaints Policy is sent out via PDF (or post, if required) to any tenants raising issues or queries. The policy is also made available online at www.rentplushomes.co.uk
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	No	<i>"Housing Ombudsman info@housing-ombudsman.org.uk Telephone: 0300 111 3000"</i> <i>This policy will be reviewed every three years or where:</i> <i>• There are significant changes to legislation or other guidance</i> <i>• There are found to be deficiencies or failures in this policy, as a result of complaints or findings from any independent organisations</i> <i>• Our self assessment against The Housing Ombudsman's</i>	The details of the Ombudsman are clearly set on our Complaints Policy. We have added a section to the review section referencing this self assessment against the Complaint Handling Code.

			<i>Complaint handling code differs from requirements</i>	
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	<i>12.2 Tenants are made aware of their rights to have their complaints handled by a representative and can be provided with a copy of this policy in different languages or formats if required.</i>	This option is provided to tenants within the first response to their complaint.
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	<i>If the tenant remains dissatisfied at the end of the Rentplus Homes complaints process then they may present their complaint to the Housing Ombudsman. Housing Ombudsman info@housing-ombudsman.org.uk Telephone: 0300 111 3000</i>	Details of the Ombudsman are clearly set in our Complaints Policy, they're also included in any stage 2 responses.

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		Our Complaints Officer is also our Housing Operations Manager. He is responsible for liaising with the Ombudsman and managing complaints handled by other staff members when required. Our Complaints Officer is referred to as the Investigating Officer in our Complaints Policy.
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		As the Head of Housing Operations, our Complaints Officer has direct communication with all other staff members at Rentplus Homes.
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	Yes		All staff receive training on complaints handling and the importance of it as a service.

	core service and must be resourced to handle complaints effectively			
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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	<i>See our Complaints Policy</i>	Rentplus Homes operates with one complaint policy which is referred to with each complaint. Any complaints that are received are treated fairly and within the policy guidelines with no prejudice or discrimination.
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	<i>Refer to 4.2 and 4.3 on the Rentplus Homes Complaints Policy.</i>	Rentplus Homes only refer to Stage 1 and Stage 2 throughout the complaints 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	<i>If the tenant remains dissatisfied at the end of the Rentplus Homes complaints process then they may present their complaint to the Housing Ombudsman.</i> <i>Housing Ombudsman info@housing-ombudsman.org.uk Telephone: 0300 111 3000</i>	Once complaints have been escalated to stage 2, if the complainant is still not satisfied, Rentplus Homes will refer them to The Housing Ombudsman.

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		Any communication or investigation with third parties are included within stage 1 of the complaint as well as stage 2 if required, and not as separate issues.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	No	<i>Updated in our service level agreement.</i> <i>A complaint is also defined as an expression of dissatisfaction for those who are acting on our behalf within our Complaint Policy.</i>	Part of the renegotiation of our management contract with Connells, under the extension of the service level agreement, all complaints are to be managed by Rentplus Homes to ensure that all third party complaints are handled in line with the code.
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		Rentplus Homes ensures compliance with the requirement to establish "the complaint definition" when a complaint is lodged by acknowledging and thoroughly investigating tenant complaints. At Stage 1, tenants can communicate their concerns via various channels and if necessary,

				Rentplus seeks clarification from tenants to ensure a clear understanding of the complaint. Similarly, at Stage 2, Rentplus Homes seeks clarification if needed. This process aligns with the Code's mandate to establish a clear understanding of complaints and seek clarification from residents when necessary.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes		In accordance with Rentplus Homes' policy, when a complaint is acknowledged at either Stage 1 or Stage 2, clarity regarding the aspects of the complaint for which Rentplus is responsible, as well as those for which it is not, is ensured. Rentplus commits to identifying and clarifying any areas of ambiguity to ensure a thorough understanding of the complaint.
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	<i>5.1 When investigating a complaint, the investigating officer will take a tenant focused approach and ensure that the tenant has the opportunity to explain their point of view. The tenant's expectations will be</i>	Rentplus Homes ensures adherence to the requirements outlined in 5.8 at each stage of the process. Firstly, complaint handlers are instructed to

	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.		<i>managed from the outset of the investigation particularly if the tenants' expectations are unreasonable or unrealistic. If required, the tenant will be given the opportunity for a representative to act on their behalf.</i> <i>5.2 To ensure fairness the investigating officer shall:</i> <i>• deal with complaints on their merits</i> <i>• act independently and have an open mind</i> <i>• take measures to address any actual or perceived conflict of interest</i> <i>• consider all information and evidence carefully</i> <i>• keep the complaint confidential as far as possible, with information only</i> <i>• disclosed if necessary to properly investigate the matter.</i>	deal with complaints acting independently and with an open mind. This ensures impartiality and fairness in the resolution process. Secondly, residents are given a fair opportunity to present their position, allowing for a comprehensive understanding of their concerns. Thirdly, measures are in place to address any actual or perceived conflicts of interest, maintaining the integrity of the resolution process. Lastly, complaint handlers are mandated to carefully consider all relevant information and evidence provided by the resident, ensuring a thorough and informed decision-making process. These practices uphold the principles of fairness, impartiality, and thoroughness throughout Rentplus Homes' complaints resolution procedures.
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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	<i>Tenants will receive a detailed response within 20 working days of our acknowledgement of their appeal. If further time is needed to investigate their concerns, then they will receive a written explanation for any delay within those 20 working days. This delay should not be more than a further 10 working days without a reasonable explanation.</i>	If a response to a complaint is anticipated to exceed the specified timeframe outlined in the policy, Rentplus Homes will engage in open communication with the resident. Specifically, Rentplus agrees upon suitable intervals with the resident to provide updates regarding the progress of their complaint. This approach aims to keep the resident informed and engaged throughout the resolution process, promoting transparency and maintaining a positive relationship between us and the resident.
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		Rentplus Homes' policy demonstrates compliance with the requirement to make reasonable adjustments for residents under the Equality Act 2010. The policy acknowledges the need to accommodate individual needs, stating that tenants are made aware of their rights to have

				their complaints handled by a representative and can receive policy copies in different languages or formats if required. Furthermore, Rentplus commits to adapting normal policies, procedures, or processes as necessary to accommodate individual needs, in line with the Equality Act 2010. While the policy does not explicitly mention keeping records of reasonable adjustments agreed or disclosed disabilities, Rentplus will do so if such an event should occur.
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	<i>7.1 Rentplus Homes will not consider a complaint:</i> • <i>if the issue occurred more than 12 months previously, unless the complaint concerns health and safety or safeguarding issues, or refers to an ongoing problem.</i> • <i>if the legal proceedings have already started in relation to the issue, or,</i> • <i>If the matter has already previously been considered under the complaints policy at stage 2.</i>	Unless a complaint qualifies under one of the points set out in 7.1 of our Complaints Policy, or the tenant has gone directly to the Housing Ombudsman, Rentplus Homes commits to escalate all complaints should there be a request to do so.

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	<i>All complaints will be monitored and recorded to ensure that the response times processes detailed in the Complaints Policy are adhered to and that all tenants complaints are listened to and responded to appropriately.</i>	Rentplus Homes keeps a confidential record of all the complaints received as well as the correspondence and resolution. These records have limited access to only Complaints Officers in the company.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes		We have established comprehensive processes to address complaints effectively, ensuring that appropriate remedies can be provided without escalation. Our commitment to resolving complaints promptly and fairly is reflected in our policies and procedures, allowing for the swift identification and implementation of solutions at any stage of the process. By empowering our staff to address complaints proactively and providing them with the necessary tools and resources, we endeavour for tenants to receive timely and

				satisfactory resolutions to their concerns, regardless of the stage of the complaints process.
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.	No	<i>See complaints policy 8.0 Managing Unacceptable Behaviour</i>	We have added a section to the Complaint Policy on Managing Unacceptable Behaviour.
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.	No	<i>Any restrictions placed on contact will be proportionate and demonstrate regard for the provisions of the Equality Act 2010.</i>	We have ensured that within the policy there is reference to being proportionate and within the Equality Act.

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		Our Complaints Handler considers factors such as the complexity of the complaint and the vulnerability or risk status of the resident. For straightforward complaints that do not require extensive investigation and where the resident is not deemed vulnerable or at risk, we aim to provide an explanation, apology, or resolution promptly. By quickly acknowledging Stage 1 complaints and assigning them to a manager for investigation, we ensure that residents receive a timely response and that minor issues are resolved efficiently.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five</u>	Yes	• <i>Rentplus Homes will send a written acknowledgement within 5 working days. They will be told, in the written</i>	See the Complaint Policy wording in the evidence section

	<u>working days of the complaint being received.</u>		<i>acknowledgment, who is to be responsible for investigating the issues raised</i>	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<i>Tenants will receive a detailed response within 10 working days of our acknowledgment of their complaint.</i>	See the Complaint Policy working in the evidence section.
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	<i>If further time is needed to investigate their concerns, then they will receive a written explanation for any delay within those 10 working days. This delay should not be more than a further 10 working days without a reasonable explanation</i>	The Head of Housing Operations (Complaints Officer), will make the decision of an extension being made if necessary and clearly explain to the resident the reasonings why.
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		The Housing Ombudsman details are provided upon notification of the response time.
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		The tenant will be informed at each phase of the investigative process what's happening, if there are delays and an update on resolution time (if applicable).
6.7	Landlords must address all points raised in the complaint definition and	Yes		Each complaint response is given with these guidelines

	provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.			in mind as standard practice.
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.	No	<i>Where residents raise additional complaints during the investigation, these will be incorporated into the stage 1 response if related. If the stage 1 response has been issued, or the new issue is not related to the current investigation, the complaint will be logged as a new case.</i>	This is standard practice and the policy has been updated to reflect this.
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	<i>The response to the tenant must include the following information:</i> • the complaint stage • the outcome of the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter if dissatisfied	This is standard practice with regard to what is included within a response. If a member of staff who is dealing with the complaint is unsure their response takes a holistic approach, it'll be checked with the Complaints Officer or another member of staff before being delivered to the tenant.

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	<i>Stage Two</i> <i>• If after receiving our response the tenant is not happy with the decision, they have the right to challenge this decision.</i> <i>• They must contact us again by email, letter or phone using the contact details above and explain why they are unhappy about the decision and what they would like Rentplus Homes to do to rectify the issue.</i>	As stated in our Complaints Policy (evidence section), if a tenant is not happy with our Stage 1 response, their complaint will be escalated to Stage 2.
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	<i>Rentplus Homes will send a written acknowledgement within 5 working days. The tenant will be told, in the written acknowledgement, who is to be responsible for considering the appeal.</i>	As stated in our Complaints Policy (evidence section), a written acknowledgement will be provided within 5 working days.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes		The tenant is not required to justify their decision to escalate their complaint, any reasons that are, however, outlined in the escalation will be

				acknowledged and responded to appropriately.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes		With vulnerable residents or residents known to have anti-social behaviour, the Complaints Officer is usually the sole responder to those particular complaints. This is due to our Officers experience levels and in attempt to protect staff from antisocial behaviour where we can.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	<i>Tenants will receive a detailed response within 20 working days of our acknowledgement of their appeal. If further time is needed to investigate their concerns, then they will receive a written explanation for any delay within those 20 working days. This delay should not be more than a further 10 working days without a reasonable explanation.</i>	As stated in our Complaints Policy (see evidence section), we endeavour to respond within 20 working days of acknowledging the tenant's appeal.
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,	Yes	<i>See evidence above</i>	Any extension required is discussed and agreed with the complainant.

	and the reason(s) must be clearly explained to the resident.			
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		Details of the Ombudsman are in our Complaints Policy, which is given to the tenants in their initial complaint response. The details of the ombudsman will also be set out in said response.
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		The tenant will be informed at each phase of the investigative process what's happening, if there are delays and an update on resolution time (if applicable).
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	• <i>the reasons for any decisions made</i>	Each complaint response is given with these guidelines in mind as standard practice.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: - the complaint stage; - the complaint definition; - the decision on the complaint; - the reasons for any decisions made;	Yes	<i>When responding to a tenant the investigating officer should use plain language and address each of the points raised by the tenant and give clear reasons for any decisions that have been made.</i> <i>The response to the tenant must include the following information:</i>	This is standard practice with regards to what is included within a response. If a member of staff who is dealing with the complaint is unsure their response is holistic, it'll be checked with the Complaints Officer or

	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.		• <i>the complaint stage</i> • <i>the outcome of the complaint</i> • <i>the reasons for any decisions made</i> • <i>the details of any remedy offered to put things right</i> • <i>details of any outstanding actions</i> • <i>details of how to escalate the matter if dissatisfied</i>	against the Policy prior to being delivered to the tenant.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes		As outlined in our Complaints Policy, we operate on a 2 Stage Complaint procedure. Once these are completed, the tenant are referred to The Housing Ombudsman. Our Complaints Officer will always sign off on Stage 2 Complaints.

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;	Yes	<i>The response to the tenant must include the following information:</i> • <i>the complaint stage</i> • <i>the outcome of the complaint</i> • <i>the reasons for any decisions made</i> • <i>the details of any remedy offered to put things right</i> • <i>details of any outstanding actions</i>	Our responses try to acknowledge and address situations where something has gone wrong by implementing a set of actions aimed at putting things right for the resident. This includes promptly

	• 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.		• <i>details of how to escalate the matter if dissatisfied</i>	acknowledging the issue, offering apologies, and acknowledging where errors have occurred. We provide clear explanations, assistance, and reasons for the situation, ensuring transparency and understanding. If there has been a delay, we take appropriate action to address it. Rentplus Homes is committed to reconsidering or changing decisions if necessary and will amend records or add corrections to ensure accuracy. We are open to changing policies, procedures, or practices to prevent similar issues in the future. These actions demonstrate Rentplus Homes' commitment to accountability, transparency, and resident satisfaction in addressing situations where something has gone wrong.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes		Rentplus Homes ensures that any remedy offered in response to a fault identified reflects the impact on the

				resident. We conduct a thorough assessment of the situation to understand the extent of the impact on the resident, taking into account factors such as inconvenience, distress, financial loss, or any other adverse effects. The remedy provided is tailored to address the specific impact experienced by the resident, ensuring fairness and proportionality.
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	• <i>the details of any remedy offered to put things right</i> • <i>details of any outstanding actions</i>	If a remedy has been offered, Rentplus Homes will ensure it's followed through within the timescale stated upon offering to the tenant.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes		Guidance (whether upon consultation or research) will be considered and implemented where relevant.

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	<i>13.1 This policy will be reviewed every three years or where:</i> • <i>There are significant changes to legislation or other guidance</i> • <i>There are found to be deficiencies or failures in this policy, as a result of complaints or findings from any independent organisations</i> <i>9.1 Complaints to Rentplus homes will be monitored and performance will be reported to the Rentplus Homes board quarterly under KPI O-1 and O-2</i>	Rentplus Homes produces a quarterly complaint report of which is scrutinised annually by the Rentplus Homes board and our Complaints Officer. We are yet to publish these on our website, but it is in the pipeline. Our policy is updated once every 3 years unless there are other reasons not to (see evidence)

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		The annual complaints performance is gathered into a report and presented to The Rentplus Homes Board. This information is available to tenants on request, and is published on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		If there is a change in procedures or company structure, Rentplus is committed to completing the Ombudsman self assessment.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		Should a review or update be required, our Complaints Officer will update the self assessment in response.
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		Our Complaints Officer is responsible for providing information to all parties if such an event occurs.

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	<i>All complaints will be monitored and recorded to ensure that the response times processes detailed in the Complaints Policy are adhered to and that all tenants complaints are listened to and responded to appropriately. Rentplus Homes Ltd will review policies, procedures or practices that may be appropriate to prevent future complaints or dissatisfaction with our services.</i>	When complaints are reviewed, we look for themes and trends that indicate weaknesses Rentplus Homes may possess and ways we may be able to resolve them.
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	<i>9.1 Complaints to rentplus homes will be monitored and performance will be reported to the Rentplus Homes board quarterly under KPI O-1 and O-2</i>	A quarterly report is reviewed by the Complaints Officer and The Rentplus Homes board members to identify potential issues.
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		Rentplus Homes report to it's staff, the Tenant Panel (held once a quarter) and the Rentplus Home Board members.

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		This person is our Head of Housing Operations / Complaint Officer
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes		We have a board-appointed MRC, Richard MacMillan
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		All communications between the MRC and Complaints officer are exchanged once quarterly and on an ad-hoc basis if required.
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;	Yes	9.1 Complaints to rentplus homes will be monitored and performance will be reported to the Rentplus Homes board quarterly under KPI O-1 and O-2	These are provided to our MRC quarterly in the form of a report.

	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.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	<i>Rentplus will ensure that all Rentplus customers, applicants and tenants will have their concerns listened to fairly and promptly and that any issues are dealt with professionally and any decisions are explained clearly to our customers on time.</i>	See the objective statement extracted from the Complaints Policy.