

Board meeting:	24 th February 2026
Report title:	Annual Self-Assessment of Housing Ombudsman Complaint Handling Code and Revised Complaints Policy.
Prepared by:	Ben Mitchell – Asset Manager.
Purpose of Paper:	To provide Board with assurance of its compliance with the Housing Ombudsman’s Complaint Handling Code.
Summary of the key issues:	The review confirms ReSI Housings compliance with the Housing Ombudsman’s Complaint Handling Code and alignment with the feedback from the Tenant Satisfaction Measures (TSM).
Decisions/Actions Required by Board:	<p>We ask the Board to:</p> <ul style="list-style-type: none"> - Review and approve the enclosed self-assessment against the Housing Ombudsman Complaint Handling Code.

Introduction

Recent TSM survey findings highlight key performance challenges relevant to the Complaint Handling Code, including low overall service satisfaction (34%), concerns around communication (45% satisfaction with being kept informed), listening and acting on views (21%), and notably low satisfaction with complaints handling (4%). These insights provide crucial context for assessing compliance with the Code and identifying improvement priorities.

The Housing Ombudsman’s Complaint Handling Code (the “Code”) sets out good practice for landlords to respond to complaints effectively and fairly. All landlords are required to carry out an annual self-assessment against the Code and report the outcome to their governing body. This process ensures continued compliance and promotes a culture of learning and service improvement.

This report presents ReSI Housing’s 2025 self-assessment against the Code.

The annual self-assessment of compliance with the Housing Ombudsman’s Complaint Handling Code will be compiled alongside the Annual Complaints Performance and Service Improvement Report (see separate appendix). These documents will be brought together to form a single publication for upload to the ReSI Housing website, ensuring transparency for residents and meeting the Ombudsman’s reporting requirements

Discussion

TSM results show that customer service and contact (38%) and responsive repairs (33%) are leading drivers of dissatisfaction. These themes align with areas where effective complaint handling is essential. The very low satisfaction with complaint handling (4%) reinforces the importance of strengthening processes, communication, and follow-through.

ReSI Housing has completed its annual self-assessment using the Housing Ombudsman’s template. The assessment confirms full compliance with all mandatory “must” requirements and the majority of best practice “should” recommendations.

Key highlights include:

- Definition of a Complaint: The policy adopts the Ombudsman’s definition and ensures complaints are accepted regardless of terminology used by residents.
- Accessibility: Complaints can be submitted via email, phone, online form, or in person. The policy is published online and includes provisions for reasonable adjustments and accessible formats.
- Complaint Handling Personnel: A dedicated Complaints Officer (Housing Performance and Compliance Director) is appointed, supported by trained staff and a Member Responsible for Complaints on the governing body.
- Complaint Handling Principles: Complaints are acknowledged within five working days and investigated impartially. Residents are kept informed throughout the process.
- Stages of Complaint Handling: A two-stage process is followed. Stage 1 responses are issued within 10 working days, and Stage 2 within 20 working days, with possible extensions.
- Remedies: Proportionate remedies are offered, including apologies, service improvements, and compensation where applicable.
- Continuous Learning: Complaints data is monitored and reviewed regularly. Feedback is collected through surveys and used to improve services.
- Compliance and Reporting: The self-assessment will be published on ReSI Housing’s website and included in the annual report.

Recommendation

The Board has reviewed the Annual Self-Assessment against the Housing Ombudsman Complaint Handling Code and acknowledges the alignment between the Code requirements although it acknowledged that there are operations concerns highlighted through the findings from the latest Tenant Satisfaction Measures.

While the self-assessment confirms compliance with mandatory elements of the Code, the Board recognises that TSM results—particularly around communication, complaint handling satisfaction, repairs responsiveness, and customer service—indicate a clear need for strengthened operational focus.

The Board is committed to improving performance in these key service areas and will oversee the development of a targeted action plan addressing both the themes raised through complaints and the broader insights provided by the TSMs. This response will be published alongside the Self-Assessment in line with the Housing Ombudsman’s requirements.

It is recommended that the Board:

- Review and approve the enclosed self-assessment against the Housing Ombudsman Complaint Handling Code.

Ben Mitchell

Asset Manager

Appendix A

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	Definition of a complaint matches the Ombudsman's standard.	Yes	Policy para 33
1.3	Resident does not need to use the word 'complaint'.	Yes	Policy para 33
2.1	Multiple accessible channels for submitting complaints.	Yes	Policy paras 92, 135, 144
3.1	Designated Complaints Officer and trained staff.	Yes	Policy paras 42–49
4.1	Acknowledgement within 5 working days.	Yes	Policy para 93
5.1	Stage 1 response within 10 working days.	Yes	Policy para 94
5.3	Stage 2 response within 20 working days, extendable.	Yes	Policy para 113–114
6.1	Clear remedies and compensation process.	Yes	Policy paras 127–132
7.1	Use of complaints data for service improvement.	Yes	Policy paras 152–155
7.2	Resident feedback on complaint handling.	Yes	Policy para 164
8.1	Annual self-assessment published and reported.	Yes	Policy paras 166–172