

Housing Ombudsman Complaint Handling Code – New World self-assessment 2025

Introduction from Ombudsman

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.

Code	Y/N	Evidence	Notes
1 – Definition of a complaint` <u>1.2 - Definition of a <i>complaint</i></u> Code requirement 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	In policy	
<u>1.3 - The resident does not have to use the word complaint for it to be treated as such</u>	YES		Residents can contact us via a variety of methods to raise dissatisfaction, the word

<p>Code requirement</p> <p>A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.</p>		<p>In policy</p>	<p>'complaint' does not need to be utilised for it to be dealt with as a complaint.</p> <p>All staff are clear that the word complaint does not have to be used for an incident to be treated as such. Third parties raising complaints on behalf of Residents (such as MP enquiries) are accepted and dealt within the Association's Complaints Policy.</p>
<p>1.4 - Landlords must recognise the difference between a service request and a complaint</p> <p>Code requirement</p> <p>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.</p>	<p>YES</p>	<p>Association's Complaints Policy Training around service request versus a complaint Sharing flow diagrams from the Complaint Handling Code Leaflet and website Service requests and tasks are reviewed for quality control</p>	<p>Training has been carried out to ensure that All staff are clear on the difference between a service request and a complaint.</p>
<p>1.5 - A complaint must be raised when the resident expresses dissatisfaction with the response to their service request</p> <p>Code requirement</p> <p>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.</p>	<p>YES</p>	<p>Policy and procedure</p>	<p>Irrespective of the complaint process we will respond to a request to put something right. An example of this would be a customer requesting a management move. If a complaint was then made in respect of any tenancy management issues,</p>

			such as ASB handling/outcome, this would not stop the original service request from continuing
<p><u>1.6 - Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain</u></p> <p>Code requirement</p> <p>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.</p>	YES	Policy and procedure	
<p>2 – Exclusions</p> <p><u>2.1 - Landlords must accept a complaint unless there is a valid reason not to do so</u></p> <p>Code requirement</p> <p>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.</p>	YES	<p>Association's Complaints procedure</p> <p>Association's Complaints policy</p>	<p>This is covered in our complaints policy. If a complaint is refused, a letter will be sent to the customer outlining why this has been refused.</p> <p>For the most recent year there were no refused complaints.</p>
<p><u>2.2 - A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated</u></p> <p>Code requirement</p>	YES	Policy	Complaint's Policy, Procedure and associated training sets out clearly where the Group will apply exclusions. We will nonetheless always seek to work with the

<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <p>The issue giving rise to the complaint occurred over twelve months ago.</p> <p>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.</p> <p>Matters that have previously been considered under the complaints policy.</p>			customer to find a satisfactory outcome.
<p>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</p> <p>Code requirement</p> <p>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.</p>	YES	Policy	The Association's processes do allow discretion and pay regard to circumstances such as vulnerable Residents and the Equality Act 2010.
<p>2.4 - If a landlord decides not to accept a complaint, an explanation must be provided to the resident</p> <p>Code requirement</p> <p>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.</p>	YES	Policy including reporting exceptions	

<p><u>2.5 - Landlords must not take a blanket approach to excluding complaints</u></p> <p>Code requirement</p> <p>Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.</p>	YES	Policy	We do not undertake a blanket approach to exclusions in complaints. We are mindful of the safety of our Residents and considers health and safety, safeguarding and vulnerabilities. The Association's letter templates are clear that Residents can escalate matters to the Ombudsman.
<p>3 – Accessibility and Awareness</p> <p><u>3.1 - Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint</u></p> <p>Code requirement</p> <p>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.</p>	YES	Policy	Residents reviews / checks/ consultation
<p><u>3.2 - Residents must be able to raise their complaints in any way and with any member of staff</u></p> <p>Code requirement</p> <p>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.</p>	YES	<p>Mandatory reading of the HOS Complaint Handling Code rolled out across customer front facing All staff, this will be repeated again yearly.</p> <p>Training material</p>	Residents can raise their complaint in a variety of ways with All staff. All staff understand the complaints process due to continued communication concerning the complaints policy and Complaint Handling Code. Ongoing training and raising awareness ensures that this is embedded.
Commentary/explanation		Complaint volumes monitored Governance reporting Board level	Reporting on complaints is visible at all levels

<p>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</p> <p>Code requirement</p> <p>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.</p>	YES	Involve Customer reporting	Board monitoring
<p>3.4 - Landlords must make their complaint policy available in a clear and accessible format for all residents</p> <p>Code requirement</p> <p>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.</p>	YES	Policy and website	
<p>3.5 - The policy must explain how the landlord will publicise details of the complaints policy</p> <p>Code requirement</p> <p>The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.</p>	YES	Policy	The Association's website has been updated to direct Residents to both the policy and Ombudsman's details. Letters which are sent to Residents in respect of complaints also have information as to how to contact the Ombudsman.
<p>3.6 - Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf</p> <p>Code requirement</p> <p>Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to</p>	YES	policy	

be represented or accompanied at any meeting with the landlord.			
<p>3.7 - Landlords must provide residents with information on their right to access the Ombudsman service</p> <p>Code requirement</p> <p>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.</p>	YES		Association's Complaints Policy Contained within letter templates On the website and associated literature
<p>4 – Complaint handling staff</p> <p>4.1 - Landlords must have a person or team assigned to take responsibility for complaint handling</p> <p>Code requirement</p> <p>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.</p>	YES	Housing Manager	Regular reports to board
<p>4.2 - The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints</p> <p>Code requirement</p> <p>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.</p>	YES	Housing Manager role	

<p>4.3 - Landlords are expected to prioritise complaint handling and a culture of learning from complaints</p> <p>Code requirement</p> <p>Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively</p>	YES	<p>training plans Housing Ombudsman refresher training content</p> <p>Complaints Policy</p>	<p>A culture of learning from complaints. All customer-facing All staff are suitably trained in the importance of complaint handling. Customer Service and Complaint handling training is mandatory for All staff who are likely to deal with complaints. Refresher training on the new code was undertaken.</p>
<p>5 – The complaint handling process</p> <p>5.1 - Landlords must have a single policy in place for dealing with complaints covered by this Code</p> <p>Code requirement</p> <p>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.</p>	YES	In place	
<p>5.2 - The early and local resolution of issues between landlords and residents is key to effective complaint handling</p> <p>Code requirement</p> <p>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.</p>	YES	Policy complies	
<p>5.3 - A process with more than two stages is not acceptable under any circumstances</p> <p>Code requirement</p>	YES		

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.		policy	2 stages only
<p>5.4 - Where a landlord's complaint response is handled by a third party at any stage, it must form part of the two stage complaints process set out in this Code</p> <p>Code requirement</p> <p>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.</p>	YES	n/a	n/a
<p>5.5 - Landlords are responsible for ensuring that any third parties handle complaints in line with the Code</p> <p>Code requirement</p> <p>Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.</p>	YES	policy	n/a
<p>5.6 - When a complaint is logged or escalated, landlords must set out their understanding of the complaint and the outcomes the resident is seeking</p> <p>Code requirement</p> <p>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.</p>	YES	<p>Policy</p> <p>Letter templates</p>	

<p>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</p> <p>Code requirement</p> <p>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.</p>	YES	Acknowledgement Letters and evidence within record keeping	We will send an acknowledgement to the complaint setting out clearly and transparently what they are and are not responsible for. Additional training has been provided for All staff in 2024 and monitored during the current year
<p>5.8 - Complaint handler behaviour at each stage of the process</p> <p>Code requirement</p> <p>At each stage of the complaints process, complaint handlers must:</p> <p>deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position; take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully.</p>	YES	Policy and recording of complaints	The person dealing with the complaint, in line with the policy will ensure that they adhere to each point under 5.8.
<p>5.9 - If a complaint falls outside timescales, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint</p> <p>Code requirement</p> <p>Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.</p>	YES	Policy and record keeping/ monitoring	Where a complaint is likely to fall outside of the code, the extension is discussed with Residents and suitable updates on progress provided.
<p>5.10 - Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010.</p>	YES	Policy and notes on system	

<p>Code requirement</p> <p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.</p>			
<p>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</p> <p>Code requirement</p> <p>Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.</p>	YES	Policy	We will not refuse to escalate a complaint through its process unless there is an exceptional and valid reason to do so. This situation would comply with section 2 of the code.
<p>5.12 - A full record must be kept of the complaint, and the outcomes at each stage</p> <p>Code requirement</p> <p>A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.</p>	YES	Monitoring system in place	
<p>5.13 - Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process</p> <p>Code requirement</p>	YES	Policy and procedure in place	The Association's culture encourages (where appropriate) for complaints to be remedied at any stage or escalation.

Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			
<p>5.14 - Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives</p> <p>Code requirement</p> <p>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.</p>	YES	Complaints policy, ASB policy	
<p>5.15 - Any restrictions placed on contact due to unacceptable behaviour must be proportionate</p> <p>Code requirement</p> <p>Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.</p>	YES		Decisions are sanctioned by a senior person within the organisation, part of the decision is a due regard to the Equality Act 2010 and restrictions are applied as an exception.
<p>6 – Complaints stages</p> <p>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</p> <p>Code requirement</p> <p>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</p>	YES	Policy	Complaints are dealt with as quickly as possible. If cases are particularly complex and additional time is needed to carry out an investigation or find a resolution, customer are kept informed.

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.			
<p>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</p> <p>Code requirement</p> <p>Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u>.</p>	YES	Policy and monitoring, reporting	
<p>6.3 - Landlords must issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged</p> <p>Code requirement</p> <p>Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.</p>	YES	Policy, monitoring and reporting	Performance on the recording and responding to complaints forms part of the reports
<p>6.4 - Landlords must decide whether an extension to this timescale is needed for complex complaints</p> <p>Code requirement</p> <p>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.</p>	YES	Policy	<p>Extensions only approved if agreed by SMT/ CEx.</p> <p>Explanation given if done.</p>

<p>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</p> <p>Code requirement</p> <p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	YES	<p>Policy</p> <p>Letter templates</p>	
<p>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</p> <p>Code requirement</p> <p>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.</p>	YES	policy	
<p>6.7 - Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions</p> <p>Code requirement</p> <p>Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.</p>	YES	policy	Monitoring and reporting
<p>6.8 - Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if it has not been issued</p> <p>Code requirement</p> <p>Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1</p>	YES	Policy, training	Monitoring and reporting

<p>response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.</p> <p><u>6.9 - Landlords must confirm the following in writing to the resident at the completion of stage 1</u></p> <p>Code requirement</p> <p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <p>the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p>		<p>Templates and policy</p>	
<p><u>6.10 - Stage 2: 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</u></p> <p>Code requirement</p> <p>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.</p>	YES	<p>Policy and monitoring</p>	
<p><u>6.11 - Stage 2: Requests for stage 2 must be acknowledged, defined and logged within five working days of the escalation request being received</u></p> <p>Code requirement</p>	YES	<p>Policy, system, templates</p>	

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.			
<p><u>6.12 - Stage 2: Residents must not be required to explain their reasons for requesting a stage 2 consideration</u></p> <p>Code requirement</p> <p>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.</p>	YES	Policy and procedures	we do not require Residents to explain their reasons for requesting a stage 2 escalation however we will contact the customer to understand the reasons why they are not satisfied to fully understand the complaint.
<p><u>6.13 - Stage 2: The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1</u></p> <p>Code requirement</p> <p>The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.</p>	YES	policy	
<p><u>6.14 - Stage 2: Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged</u></p> <p>Code requirement</p> <p>Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.</p>	YES	Policy, templates monitoring	Reporting and monitoring
<p><u>6.15 - Stage 2: Landlords must decide whether an extension to this timescale is needed when considering the complexity of the stage 2 complaint</u></p>	YES	policy	Changes must be agreed by SMT/ CEx

<p>Code requirement</p> <p>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.</p>			
<p>6.16 - Stage 2: When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman</p> <p>Code requirement</p> <p>When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.</p>	YES	Policy, templates and monitoring	
<p>6.17 - Stage 2: 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</p> <p>Code requirement</p> <p>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.</p>	YES	Policy templates and monitoring	
<p>6.18 - Stage 2: Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions</p> <p>Code requirement</p>	YES	As above	New World will address all points raised within the complaint definition, providing clear reasons for decisions and will refer to the

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.			law, good practice etc where appropriate.
<p>6.19 - Stage 2: Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language</p> <p>Code requirement</p> <p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <p>the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>	YES	Policy and templates	
<p>6.20 - Stage 2: Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response</p> <p>Code requirement</p> <p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	YES	policy	Monitoring and reporting
<p>7 – Putting things right</p> <p>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</p>	YES	Policy monitoring and reporting	

<p>Code requirement</p> <p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.</p> <p>These can include:</p> <p>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;</p> <p>Changing policies, procedures or practices</p>			
<p>7.2 - Any remedy offered must reflect the impact on the resident as a result of any fault identified</p> <p>Code requirement</p> <p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	YES	Compensation policy	<p>New World would accept any failing identified and offer appropriate remedies to the customer.</p> <p>We have also learnt from previous determinations for others where compensation levels have been set and any similar complaints, similar redress has then been offered to ensure a consistency and fairness in approach.</p>
<p>7.3 - The remedy offer must clearly set out what will happen and by when</p> <p>Code requirement</p> <p>The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.</p>	YES	Templates and policy	monitored

<p>7.4 - Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies</p> <p>Code requirement</p> <p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	YES	Ombudsman remedies and reports widely circulated	Monitor
<p>8 – Self-assessment and compliance</p> <p>8.1 - Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge</p> <p>Code requirement</p> <p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <p>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 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; any findings of non-compliance with this Code by the Ombudsman; the service improvements made as a result of the learning from complaints; any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>	YES	Reported to board and monitored	
<p>8.2 - The annual complaints performance and service improvement report must be reported to the landlord's governing body</p>	YES	Annual review of ombudsman compliance standing item each Sept. Performance report each Dec	

<p><i>Code requirement</i></p> <p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.</p>			
<p>8.3 - Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p> <p><i>Code requirement</i></p> <p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	YES	noted	
<p>8.4 - Landlords may be asked to review and update the self-assessment following an Ombudsman investigation</p> <p><i>Code requirement</i></p> <p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	YES	noted	
<p>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 and residents</p> <p><i>Code requirement</i></p> <p>If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.</p>	YES	noted	

<p>9 – Scrutiny and oversight: continuous learning and improvement</p> <p><u>9.1 - Landlords must consider whether service improvements can be made as a result of any learning from the complaint</u></p> <p>Code requirement</p> <p>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.</p>	YES	<p>Association's Annual Complaint and Service Improvement Report</p> <p>Working with Residents to review complaints</p> <p>Trend analysis reporting</p>	
<p><u>9.2 - Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery</u></p> <p>Code requirement</p> <p>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.</p>	YES	noted	
<p><u>9.3 - Landlords must report back on wider learning and improvements from complaints to stakeholders</u></p> <p>Code requirement</p> <p>Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.</p>	YES	Noted, to be done in various forms including board reporting, annual report, etc	
<p><u>9.4 - Landlords must appoint a suitably senior lead person as accountable for their complaint handling</u></p>	YES	Done	

<p><i>Code requirement</i></p> <p>Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.</p>			
<p>9.5 - In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints</p> <p><i>Code requirement</i></p> <p>In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ("the MRC")</p>	YES	To be appointed each September	
<p>9.6 - The MRC will be responsible for ensuring the governing body receives regular information on complaints</p> <p><i>Code requirement</i></p> <p>The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.</p>	YES	Regular contact with staff / MRC	
<p>9.7 - As a minimum, the MRC and the governing body (or equivalent) must receive the following</p> <p><i>Code requirement</i></p> <p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <p>regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</p>	YES	Standing item in HM quarterly reports	

regular reviews of issues and trends arising from complaint handling; regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and annual complaints performance and service improvement report.			
<p>9.8 - Landlords must have a standard objective in relation to complaint handling for all relevant employees</p> <p>Code requirement</p> <p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <p>have a collaborative and co-operative approach towards resolving complaints, working with All staff across teams and departments; take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	YES	Noted, the association has always tried to achieve this	