



Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

Contents

Contents.....	1
1.0 Purpose	1
2.0 Scope.....	1
4.0 Responsibilities	2
5.0 Legislative and statutory requirements.....	2
6.0 Policy detail.....	3
7.0 Underpinning procedures.....	4
8.0 Controls and reporting.....	5
9.0 Consultation.....	6
10.0 Approval and revision	6

1.0 Purpose

1.1 The purpose of this policy is to ensure complaints and compliments are managed fairly, transparently, and consistently, in line with the principles and requirements of the Housing Ombudsman Complaint Handling Code. This policy supports the delivery of Beyond Housing’s strategy by:

- Empowering customers to succeed and thrive through responsive, person-centred service
- Embedding a culture of continuous improvement and learning from feedback
- Strengthening trust and accountability in how we deliver reliable, quality services
- Supporting our strategic goals to provide safe, secure, and affordable homes; create places where people are proud to live and deliver services that meet customer needs.

2.0 Scope

2.1 This policy applies to all Beyond Housing customers (current and former), colleagues, and relevant stakeholders. It also sets expectations for how Beyond Housing will respond to complaints from non-customers, ensuring respectful treatment and clear communication.

3.0 Definitions

3.1 **Complaint:** An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Beyond Housing, its colleagues, or those acting on its behalf, affecting an individual resident or group of residents.

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

- 3.2 **Compliment:** An expression of praise, encouragement, or thanks for a positive experience.
- 3.3 **Customer:** Any current or former resident, leaseholder, or service user. Full details of who this policy applies to, and any exclusions, can be found in the underpinning complaint exclusion procedure.
- 3.4 **Housing Ombudsman Service:** The independent body that investigates complaints about housing organisations.
- 3.5 **Service request:** A request from a customer requiring action to be taken to put something right. A service request is not a complaint
- 3.6 **Relevant stakeholders:** Any individual, group, or organisation with an interest in Beyond Housing’s complaints and compliments process. This includes regulators, local authorities, Members of Parliament (MPs), councillors, contractors, partner agencies, and advocacy groups who may support customers or contribute to complaint resolution.

4.0 Responsibilities

- 4.1 The policy owner is the Director of customer service & ICT.
- 4.2 The Complaints Team is responsible for the delivery and oversight of this policy.
- 4.3 All colleagues are responsible for supporting the effective handling of complaints and compliments.
- 4.4 Corporate functions (e.g., Insight, Performance, Risk) and external partners (e.g., local authorities) may support the delivery and management of this policy.

5.0 Legislative and statutory requirements

- 5.1 This policy is underpinned by:
- The Regulator of Social Housing’s Transparency, Influence and Accountability Standard
 - Social Housing (Regulation) Act 2023
 - Localism Act 2011
 - Housing Act 1996
 - Data Protection Act 2018 (DPA)
 - UK General Data Protection Regulation (UK GDPR)
 - Privacy and Electronic Communications Regulations (PECR)
 - The Data Use and Access Act 2025 (DUAA)
 - Equality Act 2010

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

- Housing Ombudsman Complaint Handling Code
- Consumer Standards (Code of Practice).

6.0 Policy detail

- 6.1 Customers, groups of customers and third-party advocates can easily make complaints using various channels, with reasonable adjustments provided as needed.
- 6.2 Each request will be reviewed to determine whether it is a complaint or a service request.
- 6.3 Complaints will be acknowledged, handled and resolved in line with the Housing Ombudsman Complaint Handling Code, in a fair, impartial and respectful manner.
- 6.4 Customers will be kept informed throughout the process, and escalation routes will be clear and accessible.
- 6.5 The complaint process has two stages:

Stage	Acknowledge	Response	What we will do	Escalation
One	Within 5 working days of receiving the complaint	Within 10 working days of acknowledging the complaint*	Confirm our understanding of the complaint Investigate the issues raised Provide a clear written response addressing all points Explain any remedies, learning, or service improvements and escalation.	Yes, stage two
Two	Within 5 working days of escalation of the complaint	Within 20 working days of acknowledging the complaint*		Yes, Housing Ombudsman service

*If more time is needed, we will explain why and provide a revised response date.

- 6.6 Extensions will only be applied where there is a valid reason, and customers will be informed promptly.
- 6.7 Complaints from former customers will be accepted if the issue relates to their time as a customer and is raised within 12 months of the issue occurring. Exceptions to this timeframe may be made at our discretion.
- 6.8 Complaints from non-customers will be managed through a separate process (non-customer complaint procedure).
- 6.9 Third-party involvement in a complaint will require appropriate consent from the customer.

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

- 6.10 Learning from complaints will be systematically captured, analysed, and used to drive service improvements.
- 6.11 Compliments will be recorded and referred to the relevant person or team to recognise positive feedback and support a culture of best practice.
- 6.12 Compensation may be offered where service failures occur, reflecting the customer experience up to that point. Acceptance of compensation does not prevent escalation or future compensation considerations.
- 6.13 Challenging communication behaviour by customers will be managed in line with the acceptable communications procedure.
- 6.14 Issues that are not considered complaints and have an existing resolution process are excluded from this policy. Specific exclusions are detailed in the complaint exclusion procedure.
- 6.15 This policy, along with the Housing Ombudsman Complaint Code and contact details, will be published on the Beyond Housing website and in customer facing communications where appropriate.
- 6.16 Customers may seek advice and support from the Housing Ombudsman at any stage of the complaints process. If dissatisfaction persists after completing stage 2, they may escalate their complaint to the service for further review.

7.0 Underpinning procedures

7.1 Detailed operational processes are set out in the following procedures:

- Complaints procedure
- Compensation procedure
- Complaint exclusion procedure
- Non-customer complaint procedure
- Former customer complaint procedure
- Group complaints procedure
- Learning from complaints procedure
- Acceptable communications procedure
- Data protection complaints procedure
- Compliments procedure
- MP/Councillor enquiry procedure.

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

8.0 Controls and reporting

8.1 This section includes the **controls** identified to assess the effectiveness of the policy and where testing of the controls is **reported**.

Control	Line of defence (1st, 2nd or 3rd)	Responsible (Job role)	Reported to:
Monthly quality assurance checks to monitor standard of responses and complaint investigations	1st	Complaints team leader	Customer experience & complaints manager
Weekly performance monitoring & reporting - Number of cases and timescales to respond	1st	Complaints team leader	Customer experience & complaints manager
Quarterly performance monitoring & reporting - Number of cases, timescales to respond, quality assurance, HOS cases	2nd	Customer experience & complaints manager	Senior leadership team Customer forum
Customer satisfaction surveys - Transactional survey to all complainants to establish opportunities for service improvements	2nd	Customer insight analyst	Senior leadership team Customer forum
Annual complaints performance and service improvement report, including self-assessment against the code	2nd	Customer experience & complaints manager	Customer forum Board
Cyclical internal audit	3rd	Customer experience &	Customer forum Board

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

		complaints manager	
--	--	--------------------	--

9.0 Consultation

9.1 This policy update has been informed by operational learning from delivering the complaints service, ensuring that practical experience and service insights shape our approach. We have also undertaken specific customer consultation on proposed changes to ensure the policy reflects customer needs and expectations. As part of this update, operational elements have been removed from the policy and will be addressed in underpinning procedures.

10.0 Approval and revision

10.1 This policy will be subject to a review every 3 years, or in response to a change in legislation or best practice, whichever is sooner.

Accountable:	Chief executive
Responsible:	Director of customer service & ICT
Approval body:	Customer forum

Version	Date	Information
1	November 2020	Complaint policy approach revised to align with Housing Ombudsman Service Code
2	October 2022	To comply with the Housing Ombudsman Complaints Handling Code
3	January 2024	Back stop review undertaken
3.1	May 2024	Fast track review to add further clarity around compliance with the new handling code
3.2	July 2025	Partial review – KPI at section 6.4 and 6.13 changed to a five day acknowledgement to align to the housing ombudsman handling code

Complaints and compliments policy	
Document Owner: Director of Customer Service & ICT	Document No: CE-PL-001
Date Approved: January 2026	Review Date: January 2029

4	January 2026	Removal of procedural content
---	--------------	-------------------------------