

Annual self-assessment against the Housing Ombudsman Complaint Handling Code

Completed by: Customer experience and complaints manager

We're pleased to present our annual 2025/26 self-assessment against the complaint handling code, as required by the Housing Ombudsman Service. This report demonstrates our ongoing commitment to providing residents with a fair and efficient complaints process.

This self-assessment is part of our broader annual complaints performance and service improvement report. Supporting evidence is available on request and includes system records, customer communications, and process documentation.

Methodology

The evidence recorded in this self-assessment is based on Beyond Housing's current complaints and compliments policy, underpinning procedures, customer communications, and operational controls. It is intended to show how complaint handling requirements are delivered in practice, including system controls, reporting arrangements, and customer-facing processes, rather than restating the Code requirement.

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*'Resident' is the collective word used by the Ombudsman to describe a person who is a tenant, shared ownership or leaseholder. For the purpose of this report, Beyond Housing uses the word 'customer'.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing defines a complaint in line with the Housing Ombudsman Complaint Handling Code as: <i>“An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its staff, or those acting on its behalf, affecting an individual customer or group of customers.”</i> This definition is set out within: • Complaints and compliments policy (section 3.1) • Complaints procedure (section 3.1.1) Operationally, this definition is embedded within complaint handling processes: • All complaints are formally logged and managed on CRM, with the complaint definition recorded at acknowledgement stage • The complaint definition (issues and outcomes sought) is captured and used to frame the investigation and response • CRM provides a full audit trail of complaint recognition, handling, and outcomes. This ensures the definition is consistently applied across all complaints, supported by system controls and auditable records.
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	The complaints procedure explicitly states that: • The complaints procedure confirms that a customer does not need to use the word ‘complaint’, and any expression of dissatisfaction must be recognised and offered as a complaint. This is demonstrated through operational processes: • Contacts received through all channels (including email, CRM alerts such as “dissatisfaction to validate”, and other routes) are: – Reviewed within defined timescales – Assessed to determine whether they meet the complaint definition. • CRM workflows ensure that:

			– Dissatisfaction is formally recorded and managed on CRM as a complaint, or – Categorised as a service request where appropriate, with rationale recorded. • Complaints raised by third parties (e.g. MPs, councillors, advocates) are: – Accepted and handled in line with the complaints and compliments policy, subject to customer consent. This ensures consistent recognition of dissatisfaction and appropriate conversion into complaints across all entry points.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Beyond Housing clearly distinguishes between service requests and complaints: • A service request is defined as a request requiring action to put something right and is not a complaint • This distinction is set out in: – Complaints and compliments policy (section 3.5) – Complaints procedure (section 3.1.2). Operationally: • All contacts are triaged to determine whether they are: – A service request, or – A complaint. • Service requests are: – Recorded, monitored and tracked through operational systems. • Complaints are: – Formally logged and managed on CRM through the two-stage complaints process. • Where a service request escalates into dissatisfaction: – It is converted into a complaint in line with the complaints procedure. This ensures consistent classification at the point of intake and throughout the complaint lifecycle.
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	Yes	The complaints procedure requires that: • Where a customer expresses dissatisfaction with the handling of a service request, a complaint must be raised

	request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.		• This applies even if the service request remains ongoing. In line with this, service requests continue to be progressed alongside the complaint to ensure resolution of the underlying issue. This is supported by: • CRM case management: – Service requests and complaints are recorded separately but can run concurrently. • Complaint logging controls: – A complaint is raised where dissatisfaction is identified during triage or investigation. • Operational practice: – Complaint officers coordinate investigations while service areas retain responsibility for delivering service actions. This ensures both the complaint and the underlying issue are addressed without delay.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Beyond Housing does not automatically treat feedback captured through surveys as a complaint. Survey responses form part of the organisation's broader customer feedback and insight processes and are assessed to determine whether further action is required. This is demonstrated through the following controls: 1. Complaint recognition and escalation: • The complaints procedure confirms that: – Customers do not need to explicitly use the word "complaint" – Any expression of dissatisfaction must be recognised and, where appropriate, progressed as a complaint. • Where dissatisfaction is identified, customers are: – Offered the opportunity to raise a complaint – Supported to access the complaints process. 2. Operational triage and system controls:

			- Customer feedback, including dissatisfaction identified through feedback channels, is: - Reviewed within defined timescales - Assessed to determine whether it constitutes a service request or a complaint. - Where feedback meets the complaint definition: - A complaint is formally logged and managed on CRM - The issue progresses through the two-stage complaints process. This ensures that dissatisfaction is not overlooked and can be appropriately escalated. 3. Customer-facing signposting (survey exit messaging) - Customers completing surveys are provided with messaging directing them to Beyond Housing's website - This provides a clear route for customers to: - Provide feedback or make a complaint - Access the complaints process - The website provides clear access to the complaints process, ensuring customers can easily pursue a complaint where required. This ensures that, while survey responses are not treated as complaints by default, customers are clearly signposted to raise a complaint if they remain dissatisfied. Survey feedback is appropriately distinguished from complaints and managed through customer insight processes. Clear and consistent controls ensure that: - Dissatisfaction is recognised and assessed through structured triage - Feedback can be escalated into a complaint where appropriate - Customers are clearly signposted to accessible complaint routes. This combined approach ensures compliance with the Code by maintaining a clear
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			distinction between feedback and complaints, while providing accessible and transparent routes for customers to pursue a complaint where required.
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing's Complaint Exclusion Procedure establishes that complaints will be accepted unless a valid reason applies not to do so. The procedure explicitly states that: • Complaints will be accepted unless one or more defined exclusion criteria apply • Each complaint must be considered on its individual merits • Exclusions are used to ensure customers are directed to the correct process, rather than to prevent complaints from being raised. In practice: • All complaints are assessed against the defined exclusion criteria at the point of triage • Where a complaint falls partially outside scope, in-scope elements are accepted and progressed, with out-of-scope elements signposted appropriately • The Complaints team is responsible for: – Making the decision – Recording the rationale in CRM – Issuing a written outcome to the customer. Complaints are accepted as the default position, with exclusions applied only where clearly justified. The requirement to assess each complaint on its own merits ensures a fair and consistent approach aligned to the Code.

2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	Beyond Housing's complaint exclusion procedure clearly sets out the circumstances in which a complaint may not be accepted or escalated. The procedure defines exclusions across key categories, including: • Legal proceedings and insurance claims • Matters outside the landlord's responsibility • Issues subject to alternative formal processes (e.g. allocations or ASB processes) • Complaints previously exhausted without new evidence • Complaints raised outside defined timescales. Importantly, the procedure makes clear that: • Exclusions are applied only where appropriate • Where exclusions apply in part, the complaint is split, and in-scope elements are accepted and progressed • Exclusions are intended to: – Ensure the issue is addressed through the most appropriate route – Avoid delays caused by using the complaints process where it cannot resolve the issue. Exclusions are clearly defined, transparent, and supported by a structured procedure. The ability to partially accept complaints ensure customers retain access to the complaints process where appropriate.
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Beyond Housing accepts complaints raised within 12 months of: • The issue occurring; or • The customer becoming aware of the issue. The complaint exclusion procedure further confirms that: • Complaints raised outside this timeframe may be excluded • However, discretion will be applied where there is a good reason, such as: – Vulnerability – Hidden defects or delayed awareness – Other circumstances affecting the customer's ability to report the issue.

			In practice: - Decisions relating to time-based exclusions are: - Considered on a case-by-case basis - Supported by clear rationale - Recorded within CRM and the complaints tracker. The 12-month rule is applied in line with the Code, with appropriate flexibility through the use of discretion. This ensures a fair and proportionate approach to complaint acceptance.
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 – with improvement required.	The complaint exclusion procedure requires that where a complaint is refused (in full or part): - A written explanation is provided outlining the reason(s) for the exclusion and any elements that will be progressed - Customers are informed of alternative routes for resolution where applicable. The procedure also requires that customers are provided with details of the Housing Ombudsman Service and how to challenge the decision. A review of current practice has identified that, while reasons for exclusion are consistently provided, inclusion of Housing Ombudsman details has not been applied in all cases. This has been identified as an area for improvement, and steps are being taken to ensure that all exclusion responses consistently include Ombudsman signposting in line with the complaints procedure. Template updates and colleague guidance have been implemented to ensure Ombudsman details are included in all future exclusion responses.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Beyond Housing's approach to exclusions explicitly avoids blanket decision-making. The complaint exclusion procedure confirms that: - Each complaint is assessed individually - Exclusions are applied only where the specific circumstances of the case justify it.

			This is reinforced through operational practice: • Complaints are triaged and assessed on a case-by-case basis • Where complaints contain both in-scope and out-of-scope elements: – The complaint is split, and in-scope elements are accepted and investigated. Exclusion decisions require: • Clear rationale • Written explanation to the customer • Consideration of whether any elements can still be addressed. The organisation demonstrates a case-by-case approach to exclusions, supported by defined procedures and decision-making controls. This ensures that customers are not prevented from accessing the complaints process through blanket or inflexible application of exclusion criteria.
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Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing ensures that customers can easily access the complaints process through multiple channels and that reasonable adjustments are proactively considered in line with the Equality Act 2010. The complaints and compliments policy confirms that: • Customers can make complaints through a range of accessible channels • Reasonable adjustments will be provided where required. The complaints procedure further sets out a structured approach to accessibility: • At the point of receiving and acknowledging a complaint, customers are: – Asked about any disability, communication, or language needs – Offered appropriate support and reasonable adjustments. • Adjustments may include: – Alternative formats (e.g. large print, audio, accessible digital formats) – Translation or interpretation services – Adjustments to communication methods or timescales. • All accessibility needs are: – Recorded within CRM – Visible to colleagues handling the complaint – Reviewed throughout the lifecycle of the complaint. Accessible complaint routes and reasonable adjustments are embedded within both policy and operational practice, supported by system controls to ensure customer needs are identified, recorded, and met consistently.
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	Beyond Housing enables customers to raise complaints through any available contact channel and with any member of staff and are then passed into the complaints process through defined triage arrangements. The complaints procedure confirms that: • Complaints may be received via multiple routes, including:

			- Email and digital channels - CRM-generated dissatisfaction cases - Customer feedback routes • Customers do not need to follow a prescribed route to make a complaint • Any expression of dissatisfaction received by colleagues should be: - Recognised - Passed to the Complaints team for assessment Operationally: • Complaints are: - Routed through a central intake process (customer feedback inbox / CRM alerts) - Reviewed within defined timescales and formally logged where appropriate. Any expression of dissatisfaction received by colleagues is not handled outside the complaints process and is instead passed to the Complaints team for assessment and formal logging in line with the complaints procedure. This ensures that complaints can be raised flexibly and are consistently captured regardless of the entry point. The organisation operates an open-access complaints model, ensuring customers can raise complaints through any channel or colleague, supported by central triage processes.
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	Beyond Housing recognises complaints as a valuable source of customer feedback and insight. The complaints and compliments policy sets out a commitment to: • Embedding a culture of continuous improvement • Using feedback, including complaints, to inform service delivery and drive improvement. In practice: • Complaints data is:

			- Monitored and reported regularly - Analysed to identify trends and areas for improvement. • Feedback from complaints is: - Captured and escalated through structured learning processes - Used to inform service improvements and organisational learning. This approach supports a positive complaint handling culture, where complaints are viewed as an opportunity to improve services rather than a negative indicator. Complaints are actively used as a source of insight and improvement, reinforcing a positive and transparent complaint handling culture.
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	Beyond Housing ensures that the complaints and compliments policy is clearly available and accessible to customers. The complaints and compliments policy confirms that: • The policy is published on the organisation's website • It includes details of: - The two-stage complaints process - Response timescales - What customers can expect at each stage. Additionally: • The policy is available in alternative formats upon request • The complaints process is also referenced within customer-facing communications where appropriate. This ensures customers can easily understand how to raise and progress a complaint. The complaints and compliments policy is clearly published and accessible, providing customers with transparent information about how the complaints process operates.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information	Yes	Beyond Housing uses multiple methods to ensure customers are aware of the complaints process. The complaints and compliments policy confirms that:

	about the Ombudsman and this Code.		Complaints information, including Housing Ombudsman details, is: - Published on the website - Included in customer-facing communications where appropriate. In practice: - Customers are signposted to complaints routes through: - Website content - Survey feedback channels - Ongoing customer communications. - Customers are informed that they may: - Seek support from the Housing Ombudsman at any stage - Escalate their complaint following completion of the internal process. The complaints process is actively publicised through multiple channels, ensuring customers are aware of their rights and how to progress a complaint.
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	Beyond Housing enables customers to appoint a representative to act on their behalf. The complaints and compliments policy confirms that: - Complaints may be raised by third-party representatives, including: - MPs - Councillors - Advocates or family members. - Appropriate consent is required before progressing complaints via a third party. The complaints procedure further supports this by: - Defining how representatives may act on behalf of customers - Ensuring consent is recorded and managed appropriately. Customers are clearly supported to access representation, with appropriate safeguards in place to manage consent and maintain confidentiality.

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	Beyond Housing ensures that customers are informed of their right to access the Housing Ombudsman Service. The complaints and compliments policy confirms that: • Customers may seek advice and support from the Housing Ombudsman at any stage • Customers are signposted to the Ombudsman following completion of stage 2. The complaints procedure reinforces this by: • Including Housing Ombudsman contact details within: – Complaint acknowledgements – Extension communications – Stage 1 and stage 2 responses This ensures customers have clear and timely access to independent redress. Customers are consistently informed of their right to access the Housing Ombudsman Service, with clear and embedded signposting throughout the complaints process.
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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing has a defined structure for complaint handling, with clear responsibility assigned to a dedicated team. The complaints and compliments policy confirms that: - The Complaints team is responsible for the delivery and oversight of the complaints and compliments policy. The complaints procedure further sets out roles and responsibilities, including: - A designated Complaints team responsible for: - Coordinating the complaint handling process - Ensuring compliance with the Housing Ombudsman Complaint Handling Code - Managing complaint records, quality assurance, and reporting. - The complaints team leader, who: - Manages day-to-day complaint handling - Oversees performance, timescales, and quality assurance. - The customer experience & complaints manager, who: - Oversees complaint handling - Leads completion of the self-assessment and annual reporting - Acts as the central point of coordination for complaint handling compliance. This establishes a clearly defined complaints function with responsibility for delivering and overseeing complaint handling across the organisation. Complaint handling responsibility is clearly assigned to a dedicated function, supported by defined roles and governance oversight.
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	Beyond Housing ensures that complaint handlers have access to staff across the organisation and can coordinate investigations effectively. The complaints procedure confirms that: Complaint officers:

			– Coordinate complaint investigations – Gather and assess evidence from relevant service areas – Act as the central point of contact for the customer. • Service areas and technical leads: – Are responsible for providing timely input, evidence, and professional assessments to support the investigation. • Complaint officers: – Ensure that all relevant information is considered – Coordinate responses across teams to provide a complete and evidence-based outcome. Complaint officers are responsible for coordinating investigations and ensuring a complete and evidence-based response, while operational decisions, technical assessments, and service-specific actions remain with the relevant service areas, with final stage 2 determination provided by an independent decision-maker in line with the complaints procedure. Additionally: • The customer experience & complaints manager is responsible for: – Ensuring systems, processes, and resources are in place to support complaint handling – Maintaining organisational oversight of complaint handling performance This structure ensures that complaint handlers can access information and collaborate with relevant teams to investigate complaints thoroughly. Complaint handlers are supported by clear processes that enable access to relevant staff and information across the organisation, ensuring effective investigation and resolution of complaints.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Beyond Housing demonstrates a commitment to prioritising complaint handling and fostering a positive complaint handling culture. The complaints and compliments policy sets out a commitment to: • Delivering a fair and transparent complaints process • Embedding a culture of continuous improvement and learning from

			feedback. The complaints procedure reinforces this through: - Clearly defined roles and responsibilities for all colleagues involved in complaints - Requirements for staff to: - Support the effective handling of complaints - Engage with the complaints process where required. - Defined quality assurance and performance monitoring processes. In practice: - Complaint handling is supported by: - Structured processes and defined roles - Ongoing monitoring of complaint performance and quality - Reporting to senior leadership and governance groups This ensures that complaint handling is embedded as a core function within service delivery. Complaint handling is recognised as a core organisational function, supported by defined roles, monitoring arrangements, and a culture focused on learning and improvement. All colleagues involved in complaint handling receive induction and refresher training. Completion rates are monitored and recorded.
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence
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	Beyond Housing operates a single complaints and compliments policy, which applies consistently to all complaints. The policy confirms that: • All complaints are handled under a single, standardised process • Customers are not treated differently based on how they raise a complaint or their relationship with the organisation. The complaints procedure underpins this by: • Defining a consistent complaint handling approach across all service areas • Ensuring complaints are centrally logged, coordinated, and managed. A single, organisation-wide policy is in place, ensuring consistent and equitable handling of complaints.
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	Beyond Housing operates a clear two-stage complaints process with no additional informal or pre-complaint stages. The complaints and compliments policy: • Define a two-stage complaints process (stage 1 and stage 2 only) • Do not include any "stage 0", "informal complaint", or equivalent additional stages. Additionally: • Where customers raise service requests: – These are addressed operationally – Any expression of dissatisfaction is recognised and, where appropriate, progressed as a complaint. This ensures customers can access the complaints process directly without barriers or additional steps.

			The complaints process is clearly structured as a compliant two-stage model, with no informal stages that could delay escalation.
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	The complaints and compliments policy explicitly confirms that the complaints process consists of: • Stage 1 complaint • Stage 2 complaint (final stage). The complaints procedure sets out the requirements and timescales for each stage, including: • Acknowledgement and response timelines • Investigation and decision-making processes. No additional stages exist beyond stage 2. The organisation complies with the requirement for a maximum of two complaint stages, ensuring timely access to the Housing Ombudsman following stage 2.
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	Where third parties are involved in service delivery or contribute to complaint handling: • Complaints are still managed within Beyond Housing's two-stage complaints process • Customers are not required to navigate separate complaint processes. The complaints and compliments policy confirms that: • Complaints relating to services delivered by third parties are handled in line with the complaints process. The complaints procedure ensures that:

			- Complaint officers coordinate investigations across service areas and partners - Third-party input forms part of the organisation's single response. Complaints involving third parties are fully integrated into the two-stage process, ensuring a single, consistent customer journey.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Beyond Housing retains responsibility for complaints relating to services delivered by third parties. This is demonstrated through: - The complaints and compliments policy requirement that complaints are handled consistently regardless of delivery model - The complaints procedure, which ensures: - Complaint officers coordinate investigations involving third parties - Evidence and responses from third parties are reviewed and incorporated into the complaint outcome. The organisation maintains accountability for complaint handling, including where third parties are involved in service delivery.
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	Beyond Housing defines and confirms the complaint at both stage 1 and stage 2. The complaints procedure confirms that: - At acknowledgement, the complaint definition is: - Recorded (issues and outcomes sought) - Used to guide the investigation and response. - If any aspect of the complaint is unclear: - The customer is contacted for clarification. This complaint definition is maintained throughout the complaint lifecycle. Complaint definitions are consistently established and maintained, ensuring clarity for both the customer and the investigating officer.

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	At the point of acknowledgement, Beyond Housing clearly identifies: • Which aspects of the complaint it is responsible for • Any elements outside its responsibility. The complaints procedure confirms that: • Acknowledgement letters include: – Confirmation of complaint scope – Clarification of any areas requiring further confirmation. Customers are provided with clear information on complaint scope, ensuring transparency at the outset of the investigation.
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 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.	Yes	Beyond Housing ensures complaints are investigated fairly and impartially. The complaints procedure requires that complaint handlers: • Consider complaints on their merits • Maintain an open and impartial approach • Consider all relevant evidence • Identify and manage any actual or perceived conflicts of interest. At stage 2: • The complaint is reviewed by an independent decision-maker not involved at stage 1 • This ensures a fair and unbiased review. Complaint investigations are structured to ensure fairness, impartiality, and appropriate independence at stage 2.
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	Where response timescales cannot be met: • Customers are informed of: – The reason for delay – A revised response date – How and when updates will be provided. The complaints procedure confirms that:

			• Extensions must be justified • Customers are kept informed through agreed update intervals. Clear processes are in place to manage extended timescales, ensuring transparency and ongoing communication with customers.
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	Beyond Housing meets its obligations under the Equality Act 2010 by: • Identifying and recording customer support needs • Providing reasonable adjustments where required. The complaints procedure requires that: • Accessibility needs are: – Identified at each stage of the complaint – Recorded within CRM – Reviewed throughout the process. Reasonable adjustments are embedded within complaint handling processes and supported through system recording and review.
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	Beyond Housing does not refuse escalation unless a valid exclusion applies. The complaints procedure confirms that: • Customers can request escalation following stage 1 • Customers are not required to justify their request for escalation • Escalation is only refused where: – A valid exclusion applies (as defined in the complaint exclusion procedure). Customers are able to progress complaints through all stages without unnecessary barriers, in line with the Code.

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	Beyond Housing maintains a full and auditable record of complaints. The complaints procedure confirms that: • All complaints are recorded and managed within CRM • Records include: – Original complaint details – Correspondence with the customer – Evidence gathered during investigation – Outcomes and actions. • The complaints tracker: – Supports performance monitoring and reporting. Comprehensive record-keeping processes ensure transparency, auditability, and effective performance monitoring.
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	Beyond Housing has processes in place to resolve complaints at any stage. The complaints procedure confirms that: • Complaint responses: – Provide outcomes once the investigation is complete – Do not delay response pending completion of all actions. • Remedies may include: – Apologies – Explanations – Service improvements – Financial redress where appropriate. The organisation enables early and proportionate resolution of complaints, without requiring escalation where issues can be resolved promptly.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Beyond Housing has a defined procedure for managing unacceptable customer behaviour. The complaints and compliments policy confirms that: • Challenging communication behaviour is managed in line with the Acceptable Communications Procedure.

			This procedure: • Sets out how communication restrictions may be applied • Requires justification and documentation of decisions • Ensures continued service delivery where appropriate. Processes are in place to manage unacceptable behaviour fairly while maintaining access to services and complaint handling.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	The Acceptable Communications Procedure ensures that any restrictions: • Are proportionate to the behaviour identified • Are based on documented evidence • Are subject to review. Additionally: • Consideration is given to: – Customer vulnerability – Equality Act obligations – Impact on access to services. Restrictions are applied proportionately and with appropriate safeguards, ensuring continued fair access to complaint handling.

Section 6: Complaints stages

Stage 1

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing operates a structured approach to determine the appropriate level of investigation at stage 1. The complaints procedure confirms that: - Complaints are assessed to determine: - Complexity - Risk and potential impact - Whether early resolution is appropriate. - Stage 1 complaints: - Are investigated proportionately - Aim to resolve issues promptly through explanation, action, or remedy. The organisation applies a proportionate approach to stage 1 investigations, supporting timely and effective resolution.
6.2	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>	Yes	The complaints procedure requires that: - All stage 1 complaints are: - Acknowledged - Defined - Formally logged within 5 working days of receipt - At acknowledgement: - The complaint definition (issues and outcomes sought) is confirmed - Any areas requiring clarification are identified. Defined timescales and processes ensure complaints are promptly acknowledged and clearly established at stage 1.

6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	The complaints procedure confirms that: • A full stage 1 response is issued within 10 working days of acknowledgement • The response: – Addresses all elements of the complaint definition – Provides findings, decisions, and any remedies. Stage 1 response timescales are clearly defined and align with the requirements of the Code.
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	Where additional time is required, the complaints procedure confirms that: • Extensions must: – Be based on the complexity of the complaint – Not exceed 10 additional working days without good reason. • Customers are informed of: – The reason for the extension – The revised response date. Extensions are controlled, transparent, and communicated in line with the Code.
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 complaints procedure requires that: • Where a timescale extension is applied: – Customers are provided with Housing Ombudsman contact details. This ensures customers remain aware of their rights during delays. Customers are appropriately signposted to the Housing Ombudsman where delays occur.
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 complaints procedure confirms that: • Complaint responses are issued once: – The outcome of the investigation is known. • Responses are: – Not delayed pending completion of outstanding actions – Supported by updates where follow-up actions remain

			The organisation ensures timely responses without delaying communication unnecessarily.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	The complaints procedure requires that responses: • Address all elements of the complaint definition • Provide clear explanations for decisions • Reference relevant policy, process, or evidence where appropriate. Response requirements ensure complaints are fully addressed with clear and reasoned outcomes.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	The complaints procedure confirms that: • Where additional issues are raised: – They are included in the stage 1 response where: ▪ They relate to the original complaint; and ▪ Including them does not delay the response. • Where not appropriate: – New issues are recorded as a separate complaint. Processes ensure additional issues are managed appropriately without delaying complaint resolution.

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	The complaints procedure requires stage 1 responses to clearly confirm: • The complaint stage • The complaint definition • The decision and reasons • Any remedy offered • Outstanding actions • How to escalate to stage 2. Structured response requirements ensure clarity and transparency for customers.
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Stage 2

Code provision	Code requirement	Comply: Yes/No	Evidence
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	The complaints procedure confirms that: • Where a customer remains dissatisfied following stage 1: – The complaint is progressed to stage 2. • Stage 2 represents the final internal stage of the complaints process. Customers can progress complaints through all stages without restriction, ensuring access to full review.

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	The complaints procedure requires that: • Stage 2 complaints are: – Acknowledged – Defined – Logged within 5 working days of receipt. Stage 2 complaints are promptly acknowledged and clearly defined.
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 complaints procedure confirms that: • Customers are not required to explain or justify their request to escalate to stage 2 • The organisation will: – Make reasonable efforts to understand why the customer remains dissatisfied. Barriers to escalation are removed, supporting fair access to stage 2 review.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	The complaints procedure requires that: • The stage 2 review is conducted by a decision-maker who: – Has not been involved in the stage 1 investigation – Can provide an independent review of the complaint. This ensures separation between investigation and final review stages. Independence at stage 2 is clearly defined, supporting fair and impartial review.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	The complaints procedure confirms that: • A stage 2 response is issued within 20 working days of acknowledgement. Stage 2 timescales align with Code requirements.

6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Where an extension is required: • It must: – Be justified – Not exceed 20 additional working days without good reason. • Customers are informed of: – The reason for delay – Revised timescales. Extensions are managed in a controlled and transparent manner.
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	The complaints procedure requires that: • Where stage 2 timelines are extended: – Customers are provided with Housing Ombudsman contact details. Customers are signposted appropriately where delays occur.
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 complaints procedure confirms that: • Stage 2 responses are issued when: – The organisation has reached a clear outcome. • Outstanding actions are: – Managed separately with updates provided. Timely communication is prioritised, consistent with stage 1 requirements.
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	The complaints procedure requires that stage 2 responses: • Address all aspects of the complaint • Provide clear reasoning for decisions • Reference relevant evidence, policy, or process. Stage 2 responses provide a comprehensive and well-evidenced final position.

6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage b. the complaint definition c. the decision on the complaint d. the reasons for any decisions made e. the details of any remedy offered to put things right f. details of any outstanding actions g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	The complaints procedure requires stage 2 responses to confirm: • The complaint stage • The complaint definition • The decision and reasons • Remedies offered • Outstanding actions • How to escalate to the Housing Ombudsman Service. Customers receive a clear final response with appropriate signposting to the Ombudsman.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	The complaints procedure confirms that: • Stage 2 responses involve: – Appropriate senior staff – Input from relevant service areas. • This ensures: – All necessary expertise is incorporated into the final decision. Stage 2 responses are informed by appropriate expertise, ensuring robust and informed decision-making.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes/No	Evidence
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising • Acknowledging where things have gone wrong • Providing an explanation, assistance or reasons • Taking action if there has been delay • Reconsidering or changing a decision • Amending a record or adding a correction or	Yes	Beyond Housing ensures that where service failure is identified, this is clearly acknowledged and appropriate actions are set out to put things right. The complaints procedure requires that complaint responses: • Clearly state: – Whether service failure has occurred – What has gone wrong. • Set out: – Actions already taken

	addendum • Providing a financial remedy • Changing policies, procedures or practices.		– Actions that will be taken to resolve the issue. These actions may include: • Apologising to the customer • Providing a clear explanation of events • Taking corrective action to resolve service issues • Reviewing or amending decisions or records • Identifying service improvements where appropriate. Complaint responses are structured to clearly acknowledge service failure and identify actions to address the issue, ensuring transparency and accountability.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Beyond Housing provides remedies that are proportionate to the impact experienced by the customer. The complaints procedure confirms that: • Remedies must take into account: – The nature and severity of the service failure – The impact on the customer – The duration of the issue. Remedies may include: • Apologies and explanations • Practical actions to resolve the issue • Financial redress where appropriate. In practice: • Complaint handlers assess each case individually to determine appropriate outcomes • Impacts are considered as part of the investigation and response. Remedies are determined on a case-by-case basis, supporting a proportionate and impact-based approach to resolving complaints.

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	Beyond Housing ensures that remedies are clearly defined and deliverable. The complaints procedure requires that: - Complaint responses: - Clearly set out what will happen - Include timescales for any outstanding actions. - Actions identified through complaints are: - Tracked - Progressed to completion. Additionally: - Customers are: - Informed of outstanding actions - Updated where necessary until completion. Remedies are clearly communicated and supported by defined actions and timescales, ensuring accountability for delivery.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Beyond Housing takes account of Housing Ombudsman remedies guidance when determining appropriate remedies. The complaints procedure confirms that: - Complaint handling and resolution are aligned to: - Relevant policy and procedure - Applicable external guidance, including the Housing Ombudsman. In practice: - Complaint handlers consider: - Proportionality of response - Severity and duration of impact - Appropriate level of redress. - Outcomes may include: - Financial remedies where service failure has had a measurable impact - Service improvements where systemic issues are identified.

			Remedy decisions are informed by recognised guidance, supporting consistency and proportionality in outcomes. Beyond Housing's compensation framework aligns to the Ombudsman Service guidance.
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Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes/No	Evidence
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: - 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.	Yes	Beyond Housing produces an annual complaints performance and service improvement report, which incorporates the annual self-assessment against the Housing Ombudsman Complaint Handling Code. The complaints and compliments policy confirms that: - The organisation is committed to monitoring complaint handling performance - Complaints are used to inform service improvement and organisational learning. The complaints procedure supports this through: - Defined processes for: - Recording and analysing complaint data - Identifying trends and themes - Monitoring performance and outcomes. The annual report includes: - The self-assessment against the Complaint Handling Code - Analysis of complaint volumes, categories, and outcomes - Learning from complaints and resulting service improvements - Any findings or determinations issued by the Housing Ombudsman. The organisation has established processes to produce an annual report that supports transparency, performance monitoring, and continuous improvement.
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 section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Beyond Housing ensures that complaints performance is reported to and scrutinised by the governing body. The complaints and compliments policy confirms that: - Complaint performance and learning are subject to governance oversight - Reports are shared with relevant senior leadership and governing

			structures. The annual complaints performance and service improvement report: • Is presented to the governing body for review and challenge • Is published on the organisation's website alongside the governing body's response. This ensures transparency and accountability for complaint handling performance. Complaint handling performance is subject to appropriate governance oversight, with clear arrangements for scrutiny and publication.
8.3	Landlords must also carry out a self- assessment following a significant restructure, merger and/or change in procedures.	Yes	Beyond Housing recognises the importance of maintaining alignment with the Complaint Handling Code following organisational or procedural change. The complaints procedure supports this by ensuring: • Complaint handling processes are: – Reviewed periodically – Updated where required to reflect changes in structure, systems, or policy • The self-assessment is reviewed and updated: – Following material changes to complaint handling arrangements. Processes are in place to ensure ongoing compliance with the Code, including review following significant organisational or procedural change.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Beyond Housing responds to Housing Ombudsman investigations by reviewing complaint handling practices and implementing any required improvements. The complaints procedure ensures that: • Outcomes from Ombudsman investigations are: – Reviewed – Considered as part of learning and improvement processes. • Required actions are: – Incorporated into service improvement activity – Monitored through internal reporting arrangements.

			The organisation has mechanisms in place to respond to external scrutiny and incorporate Ombudsman findings into continuous improvement.
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	Beyond Housing recognises that, in exceptional circumstances, full compliance with the Complaint Handling Code may be temporarily impacted. While the complaints and compliments policy and complaints procedure do not define a separate complaints-specific process for exceptional events, they are supported by wider organisational arrangements for managing significant service disruption. In such circumstances: - Any impact on complaint handling is communicated to affected customers - Customers are provided with clear information about any changes to service delivery - Interim arrangements are be put in place to maintain access to the complaints process as far as reasonably practicable - The Ombudsman service is informed. Complaint handling would continue to be monitored through existing governance and oversight arrangements, with the aim of restoring full compliance within the shortest possible timeframe. Where timescales are known, these are shared with customers and Ombudsman's Service.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes/No	Evidence
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	Beyond Housing considers learning beyond the individual complaint and uses this to inform service improvement. The complaints and compliments policy confirms a commitment to: • Learning from complaints • Identifying opportunities for service improvement. The complaints procedure supports this by requiring that: Complaint outcomes are: • Reviewed to identify themes and trends • Used to inform improvements to services, processes, and policies. In practice: Complaint data is: • Analysed to identify recurring issues • Used to inform service reviews and improvement activity. Processes are in place to ensure learning is captured and used to inform service improvement beyond the individual complaint.

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	Beyond Housing recognises complaints as a key source of customer insight and organisational intelligence. The complaints and compliments policy confirms that: - Feedback, including complaints, is used to: - Identify issues in service delivery - Drive service improvement. The complaints procedure supports structured analysis by: - Recording and categorising complaints - Enabling monitoring of trends and outcomes over time. This allows complaints data to be used to: - Identify systemic issues - Inform operational and strategic decision-making. Complaints are used as a source of insight to inform improvement, supporting a proactive and intelligence-led approach to service delivery.
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	Beyond Housing reports on complaint performance, learning, and service improvements to relevant stakeholders. The complaints and compliments policy confirms that: - Learning from complaints is shared through reporting arrangements - Stakeholders are informed of complaint trends and improvement activity. The complaints procedure supports this through: - Regular reporting of complaint performance and learning - Inclusion of improvement actions within reporting outputs. This reporting supports: - Transparency with customers and stakeholders - Scrutiny and challenge of complaint handling.

			Learning from complaints is reported and shared, supporting transparency and accountability across the organisation.
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	Beyond Housing has appointed a senior lead responsible for complaint handling. This is Steve Rawson, Executive Director of Housing and Property Services. The complaints and compliments policy confirms that: • A designated senior officer is accountable for: – Overseeing complaint handling – Monitoring performance and outcomes – Identifying risks and systemic issues. The complaints procedure further supports this through: • Defined roles and responsibilities for oversight and reporting • Monitoring arrangements for identifying trends and areas requiring improvement. This role ensures accountability for complaint handling at a senior level. Complaint handling accountability is clearly assigned to a senior role, supporting effective oversight and governance.
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	Beyond Housing has appointed a Member Responsible for Complaints (MRC) at governing body level. For 2025/26 this was Becky Rogerson. The complaints and compliments policy confirms that: • A governing body member has responsibility for: – Overseeing complaint handling – Supporting a positive complaint handling culture – Providing assurance on complaint handling performance. This role ensures: • Independent oversight

			Enhanced governance focus on complaint handling. The organisation has established governing body oversight through an appointed MRC, strengthening accountability and leadership in complaint handling.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight into 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	Beyond Housing ensures that the MRC has access to information and staff required to fulfil their role. The complaints and compliments policy confirms that: - The MRC is provided with: - Relevant complaint performance information - Access to appropriate officers and resources. The complaints procedure supports this by: - Providing structured reporting and information flows to governance bodies. The MRC is adequately supported with access to information and resources to perform their governance role effectively.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: - regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance - 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.	Yes	Beyond Housing provides regular reporting to the governing body on complaint handling. The complaints procedure supports this through: - Defined reporting arrangements which include: - Complaint volumes - Categories and outcomes - Performance against timescales - Trends and emerging issues. Reporting also includes: - Outcomes of Housing Ombudsman investigations - Progress against required actions. This supports ongoing oversight and assurance.

			The governing body receives regular and comprehensive information to oversee complaint handling performance.
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: - have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments - take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and - act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Beyond Housing promotes a collaborative and accountable approach to complaint handling across the organisation. The complaints and compliments policy confirms that staff are expected to: • Work collaboratively to resolve complaints • Take responsibility for addressing service failures • Contribute to learning and continuous improvement. The complaints procedure reinforces this through: • Defined roles and responsibilities for all colleagues involved in complaint handling • Clear expectations that service areas engage in investigations, provide timely responses, and support resolution. In practice, these expectations operate as a consistent organisational standard for how complaints are handled across teams and service areas, including those delivering services on behalf of the organisation. This approach supports: • A collaborative and co-operative approach to resolving complaints • Collective responsibility for service failures identified • Consistent engagement with the complaints process across the organisation.

