

Complaints & Housing Ombudsman YHG Board statement

“Board considered the Housing Ombudsman Self-Assessment completed by Officers at their meeting on 24th July 2025. Board are fully aware of the journey Your Housing Group has been on in the last year and have considered the performance and customer satisfaction of complaints and are pleased with the improvements made. The introduction of the Customer Resolution Team has been a positive step to improve the customer experience and ensure that complaints are given the urgency that is needed, and that our offers of compensation are consistently and appropriately applied.

We understand that putting things right is important to customers, and Board are assured that our focus is now on this with a dedicated team to help to resolve issues reported to us. We are satisfied after considering the Self-Assessment and annual performance report that we are meeting the requirements of the Housing Ombudsman Code and have plans to continue improving our service to customers.”

- **This self-assessment covers all properties that currently fall under Your Housing Group ownership and its subsidiaries (YHL and Frontis Homes)**

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Customer Feedback Policy – .6.2	We have ensured that the definition of a complaint is included in our complaints policy, which has been approved by our involved residents. This is available on our customer website as well as on our internal intranet.
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	Customer Feedback Policy – .5 & .6	The word complaint does not need to be used when recording a formal complaint. We can evidence this through the complaints received and responded to. We ensure complaints are recorded from 3 rd parties and advocates in line with the customer feedback policy.
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	Yes	Customer Feedback Policy 7.1 CRM	Service requests are recorded on our internal CRM the same as all complaints. They have a

	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.			service level agreement of 5 working days. By recording these in the same system as complaints, allows for review and reporting of trends
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Customer Feedback Policy 7.1 CRM	If action has started through a service request, this will continue through to completion, even if this has become a complaint. It may however be managed by a different person when becoming a complaint, if appropriate to do so.
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	This is noted on all complaint surveys	Through customer satisfaction surveys, we ensure that it is clear to a customer completing the survey that if they remain unhappy with the service they have received, they can contact us to raise a complaint.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Customer Feedback Policy .6.2-	Reasons why a complaint may not be considered under the policy are clearly defined. If a complaint is not to be accepted, a detailed response will be provided advising why and details of how the matter can be escalated to the Housing Ombudsman.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and	Yes	Customer Feedback Policy .6.2-	The Customer Feedback Policy clearly defines what type of complaints will not be considered as set out by the Housing Ombudsman's guide. Each case if considered on an individual basis and due to circumstances may be considered under the policy if it is right to do so, for example if the complaint is older than 12 months.

	Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			
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	Customer feedback policy- .12.	Our current policy clearly states that all complaints must be made within 12 months of an issue, unless something which we are already aware of.
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	Customer Feedback Policy .6.2-	If a complaint is not to be accepted, a detailed response will be provided advising why and details of how the matter can be escalated to the Housing Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Customer Feedback Policy .6.2-	The Customer Feedback Policy clearly defines what type of complaints will not be considered as set out by the Housing Ombudsman's guide. Each case is

				considered on an individual basis and due to circumstances may be considered under the policy if it is right to do so, for example if the complaint is older than 12 months
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Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Customer Feedback Policy – .7 Internal CRM	The customer feedback policy sets out all the different ways a complaint is accepted. All these channels are filtered through to the Customer Resolution Team for them to be triaged and recorded on our CRM. The different format of contact is recorded on every complaint raised so clearly reported. Different forms of communication are available should they be required as well as translation services. Customer preferred method of contact is recorded at point of logging the complaint
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	Yes	Customer Feedback Policy – .7 Internal CRM	All staff are aware of how to pass on details of a complaint to the correct team. This is evidenced

	be able to pass details of the complaint to the appropriate person within the landlord.			through our channels of making a complaint.
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	Complaints CRM and Performance Reports indicate volumes	We recognise that all complaints are customer feedback and high volumes of complaints evidence that our customers can contact through the many channels available. It also highlights to us areas which are falling short of our customers' expectations and gives us insights into learning from our complaint to help develop a better service.
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	YHG website Acknowledgement emails	The customer feedback policy is available on our website and a link to the policy is provided on all acknowledgement emails. The policy can be posted out to customers at their request. The policy is accessible for all customers and clearly sets out our role, responsibilities, and response timescales.
3.5	The policy must explain how the landlord will publicise details of the	Yes	Customer Feedback Policy – .19	YHG website clearly publicises the customer feedback policy as well as a

	complaints policy, including information about the Ombudsman and this Code.			link to the complaint handling code.
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	Customer Feedback Policy – .5	YHG welcome complaints from residents, customers, and anyone affected by the service we provide or do not provide. All may be represented through an advocate through communication or meetings held
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	Customer Feedback Policy – .13	Details of how to contact the Housing Ombudsman is included in all formal communication within the complaints process as well as noted on our website and has been updated on our policy to ensure this is clearly stated that customers are able to make contact at any time during the complaints process.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Resolution Team	YHG has recently created a centralised Customer Resolution Team to ensure consistency and accountability of ensuring customers' complaints are responded to effectively and efficiently. The team are currently working on our repair complaints with a view that this will be rolled out to incorporate the majority of other departments over the next 12 months. Reports are generated monthly and shared with Executive Leadership Team, board and annually with our customers
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	Customer Resolution Team	The Customer Resolution Team work closely with staff across all departments through all levels to ensure a prompt resolution to complaints. Through training and support, they have

				authority and autonomy to ensure the complaint is resolved correctly and fairly for the customer
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	Customer Resolution Team Housing Ombudsman learning Portal	By devising a centralised Customer Resolution Team, we have ensured all staff are suitably trained to provide an excellent service for our customers. We have been able to utilise the online training portal on the Housing Ombudsman's website to ensure consistency. Lessons learnt from complaints are reported quarterly to Customer Service Committee and Board. Quarterly Complaints Lessons Learned Training has been put in place for FY26.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	Customer Feedback Policy	YHG have a single Customer Feedback Policy which sets out our role and responsibilities within the complaints process. No customer is treated differently by making a complaint.
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	Customer Feedback Policy .6, 7, .8 & .9	YHG's policy clearly states we have a 2-stage process. Where a service request is made, it will be handled as such and not part of the complaints process.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Customer Feedback Policy .8 & .9	YHG's policy clearly states we have a 2-stage process.
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	Customer Feedback Policy	YHG do not have any part of the complaints process managed by 3 rd parties. All complaints are managed by YHG who may liaise with our external contractors to obtain the answers and information required.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Customer Feedback Policy	N/A
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	CRM	On first contact after a complaint has been received, the understanding of what the complaint is regarding is discussed and recorded as part of the notes on the complaint.
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	Acknowledgement letter	When acknowledging a complaint, should any part of the complaint not be something that will be considered under the Customer feedback Policy, this is detailed, and advice provided as to why and who they can escalate the matter to should they not be happy with the response.
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.	Yes	Customer Feedback Policy .8.4 & .8.5 CRM complaint notes Response closing letter	All complaints are considered on their individual merits and circumstances. A full investigation is provided to ensure all parts of the complaint are addressed, actions that have or will be

	c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.			undertaken and when these actions will be completed by.
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	CRM complaint notes Further Investigation Letter	Should more time be required to provide a customer with a full response, we will always write to our customer to explain the reason for this and provide the timescale as when a response will be provided, in line with the complaint handling code definitions.
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	Customer Feedback Policy .8.3 & .18 UDC's, Vulnerability, Support for Customers & Reasonable Adjustments Policy CRM complaint notes	Customers requirements are recorded under UDC's on our inhouse CRM system so that we can make any reasonable adjustments when managing and communicating with our customers. Enhancements to this system will introduce the ability to report on these later in the year. This is further enhanced with the creation of a Customer Care Team who

				will manage those reasonable adjustments for customers and report on number of adjustments and type of adjustments made for customers.
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	Customer Feedback Policy 6.2	On the very rare occasion that a complaint may be refused an escalation to stage 2, YHG will write out to the customer stating the reason for this ensuing compliance with the code and providing details for the Housing Ombudsman or other similar body, such as First Tier Tribunal as appropriate
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	CRM	YHG have an internal CRM system which it used to record all complaints. All notes, pictures, records, reports, as well and communications both internally and externally are recorded here.
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	Yes	Customer Resolution Team Other complaint handlers around the business	Complaint Handlers at stage 1 of the complaints process have the authority and autonomy to provide

	appropriate remedies can be provided at any stage of the complaints process without the need for escalation.			the right response without the need for escalation to stage 2.
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	Customer Feedback Policy .14	Under the Customer feedback policy section 14 details how we will manage contact from customers who demonstrate unreasonable behaviour. This clearly notes what is considered unacceptable and the measure what will be put in place to manage customers who demonstrate these behaviours. A review period is also included.
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	Customer Feedback Policy .14	Any restrictions put in place by the unreasonable and persistent behaviours are in line with the provisions of the Equality Act 2010

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Customer Feedback Policy .8.7	We aim to resolve all stage 1 complaints within 10 working days. However, will always ensure that any complaint is resolved as quickly as we can and will not keep the complaint open past the 10 working days unless situations require us to do so for example complex complaints.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received</u> .	Yes	Customer Feedback Policy .8.2	All complaints are acknowledged within 5 days of receipt. If, for any reason this timescale is not met, this will be addressed within the response.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Customer Feedback Policy .8.1	We aim to resolve all stage 1 complaints within 10 working days
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Customer Feedback Policy 8.8	We aim to resolve all stage 1 complaints within 10 working days. However,

	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.			should more time be required we will write to the customer explaining why and detailing when we will provide our formal response.
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	Customer Feedback Policy 8.8	All our formal letters include the details of how a customer can contact the Housing Ombudsman
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	Customer Feedback Policy .8.7	All complaint responses are provided as soon as possible and will detail any outstanding actions that are required to resolve the complaint. YHG ensure that complaints with outstanding actions are then monitored through to completion to ensure these actions have been completed to the customers satisfaction.
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	Customer Feedback Policy .8.7	All points raised within the complaint will be addressed having conducted a thorough investigation, referencing any policy, law and good practice when appropriate to do so.
6.8	Where residents raise additional complaints during the investigation,	Yes	Customer Feedback Policy 8.9	Should a customer raise additional matters during a

	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.			stage 1 complaint, they will be incorporated within that complaint. It may, however, on occasion, depending on the type of additional complaint, be right to raise this as a separate complaint. If this should be the case, this will be explained to the customer and a new complaint raised.
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	Customer Feedback Policy .8.1 policy	All our template responses include all actions required and set out by the complaint handling code.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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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	Customer Feedback Policy .9	YHG's Customer Feedback Policy clearly defines a 2 stage complaint process and stage 2 is the final stage
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Customer Feedback Policy .9.1	All complaints are acknowledged within 5 days of receipt. If, for any reason this timescale is not met, this will be addressed within the response.
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	Customer Feedback Policy .9	Customers do not need to state what it is they remain unhappy with when requesting a review at stage 2 of the complaints process, however during the stage 2, this will be discussed with the customer with the view to understanding what actions YHG can take in order to put this right and to resolve the complaint.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Customer Feedback Policy .9.2	Stage 2 complaints will generally be assigned to a more senior staff member than who dealt with stage 1. This may not always be possible in circumstances where a stage 1 complaint was managed by a senior staff member. In such

				circumstances, the complaint will be assigned to another member of staff of the same seniority.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Customer Feedback Policy .9.6	We aim to resolve all stage 2 complaints within 20 working days.
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	Customer Feedback Policy .9.7	We aim to resolve all stage 2 complaints within 20 working days. However, should more time be required we will write to the customer explaining why and detailing when we will provide our formal response.
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	Customer Feedback Policy	All our formal letters include the details of how a customer can contact the Housing Ombudsman
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	Customer Feedback Policy .9.6	All complaint responses are provided as soon as possible and will detail any outstanding actions that are required to resolve the complaint. YHG ensure that complaints without outstanding actions are then monitored through to completion to ensure these actions have been

				completed to the customers satisfaction.
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	Customer Feedback Policy .9.6	All points raised within the complaint will be addressed having conducted a thorough investigation, referencing any policy, law, and good practice when appropriate to do so.
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; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		Customer Feedback Policy .9	All our template responses include all actions required and set out by the complaint handling code.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Customer Feedback Policy .9	Stage 2 complaints responses are provided by senior staff or senior Customer Resolution Team staff in conjunction with

				other senior members around the business
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Customer Feedback Policy 8 & 9	All our responses will detail what the complaint was about, what are the actions we have taken or will take to resolve it, when these actions will be completed by and what actions we will take in order to put things right for the customer, such as compensation. If we have identified learning and changes to policies required, these will be detailed in the response also.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes		All remedies are on a case-by-case basis however with a view to ensuring consistency amongst all 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	As per Code Provision point 6.6 above	All complaint responses are provided as soon as possible and will detail any outstanding actions that are required to resolve the complaint. YHG ensure that complaints without outstanding actions are then monitored through to completion to ensure these actions have been completed to the customers satisfaction.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation Policy	YHG's compensation policy has been devised by using the guidance of the Housing Ombudsman. YHG are also aware that not all remedies need to be in monetary value and remedies can sometimes be agreed to by completing something of which the landlord is not normally responsible for.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Annual Report,	Annual complaints report includes. a) Self-assessment against the complaint handling code, which is completed by the Customer Resolution Manager and reviewed and approved by governing body annually. b) A qualitative and quantitative analysis of our complaint handling performance, including a summary of types of complaints YHG has refused to accept. c) Any findings of non-compliance with the code by the Ombudsman

				d) The service improvements made as a result of the learning from complaints. e) Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord such as determinations.
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Complaints Annual Overview is shared with and presented at Customer Service Committee after the end of the reporting year. This will be published on the website once approved by Customer Service Committee and then shared with Board.	An Annual Complaints Overview is drafted and presented at Customer Service Committee. Contains performance data for the previous FY.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Customer Feedback Policy 19	This Self-Assessment has been completed on the back of the Complaint Handling Code changes. Further Self-Assessment's will be completed should there be a significant restructure, merger and/or change in procedures

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Customer Feedback Policy 19 Evidence will be provided when requested to undertake a self-assessment.	This will be completed upon request. Evidence will be provided when requested to undertake a self-assessment
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	Customer Feedback Policy 19 Evidence will be provided should this happen.	YHG will comply with this should there be exceptional circumstances whereby we are unable to comply with the code.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Complaints CRM System	All complaints when closed on system must include resolution code, root cause and any learning points that can be taken. It is through analysis of this information that improvement plans are made. We also use the spotlight reports published by the HOS to seek out learning and also use the HOS determinations for YHG to ensure learning throughout the business. These reports and learns are also shared with our Customer Service Committee.
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	Central Customer Resolution Team Ombudsman Determinations Complaints CRM	Taken steps to improve this by creating a centralised Customer Resolution Team, which allows for better control of complaint handler training, efficient responses and ensuring for a positive complaint handling culture.

				Additionally Quarterly Complaints Lessons Learned Meetings have been put in place together with Annual Complaints Training for all Complaints Handlers.
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	Annual Complaints Overview Report. Regular reporting to CSC.	Shared with and presented to Customer Service Committee and Board.
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	Director of Housing and Customer Service/ Head of Customer Service	Report to Customer Service Committee and Board (Annual Complaints Overview, Quarterly Complaints Update including Ombudsman Determinations)
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	Board Member Complaints Champion	A member of both Board and Customer Service Committee acts as a Complaints Champion

9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Customer Service Committee Quarterly Meetings Board Quarterly meetings	Complaints Performance is included at every meeting together with a Complaints Update
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Annual Complaints Overview Quarterly Complaints Update Monthly Complaints Performance	All reports are shared with Customer Service Committee and Board Meetings and performance is discussed. All Ombudsman Determinations in full are shared with Board and Customer Service Committee and presentations with learns are delivered at CSC meetings.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving	Yes	PDR System Complaints Meetings and Updates Complaints standing agenda item	All complaint handling staff and responsible managers have a standard objective included in yearly objectives that are set. They are reviewed regularly and updated. Heads of Service

	complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			are responsible for ensuring compliance with the code in their respective areas in ensuring consistent standards are delivered each and every time.
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