



Complaints Self-Assessment September

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 and Complaints Policy	This is the definition within the Customer Feedback and Complaints Policy (policy). (Paragraph 3.1)
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 and Complaints Policy	Set out within the policy. Paragraphs 3.1 and 8.1.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	Section 5.1 of the policy has been replaced following Housing Ombudsman (HO) feedback with a service request is a request from a resident requiring action to be taken to put something right, or for a task to be fulfilled. Service requests are not complaints. However, failure to deal appropriately with a service request may lead to the matter being logged and dealt with as a complaint. If a customer is dissatisfied with its handling of a service request, it will give them the choice to make a complaint. Raising a complaint will not prevent, delay or impact on actions needed to resolve any immediate issues. Service requests will be recorded, monitored, and reviewed regularly. Most service requests are monitored by Customer Services Team to assess trends and analysis through this team.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Section 5.1 offers front line staff the opportunity to take immediate action to put things right for the customer thus resolving the situation decisively and without the need for further investigation. Any decision to try and resolve a concern will be done with your agreement. If further enquiries are needed to resolve the matter; this will be logged this as stage 1 complaint.
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	Customer Feedback and Complaints Policy – Section 4 Give a compliment, leave feedback or make a complaint – Melton Borough Council	We advise our tenants of the ways that they can make a formal complaint across forms of correspondence with them and through our website, meetings and newsletters.

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 and Complaints Policy	Section 3 of the policy sets out what is considered to be a complaint and what is not.
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	Customer Feedback and Complaints Policy	Section 3.2 sets out what we consider to not be a complaint under the policy. Section 4.1 makes specific reference to the twelve months' time limit on incidents. Following HO feedback, we have removed the original section 3.2.2 and updated on of the bullets under what was 3.2.3 on the matters which are subject of court or tribunal proceedings.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Following HO feedback, section 4.1 has been amended to update section to include that in addition to raising a complaint within 12 months of an issue occurring, it will raise a complaint within 12 months of the resident being made aware of the issue. The policy should also make it clear discretion will be applied to consider complaints made outside of this time limit. Section 3.2 sets out what we consider to not be a complaint under the policy.
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 and Complaints Policy	Following HO feedback, we have updated section 3.3 which sets out that we will communicate with the complainant the grounds in which we may decide not to accept a complaint. It also will include details of how to contact the Housing Ombudsman to refer your concerns. The contact details are contained in Section 15.3.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Customer Feedback and Complaints Policy	Section 3.3 sets out our approach to this.

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 and Complaints Policy Give a compliment, leave feedback or make a complaint – Melton Borough Council	The Council provides a range of options for any customer wishing to make a complaint depending on their individual circumstances. These include email, telephone, online form and face to face, Section 4 sets out the range of options in more detail. Section 23 sets out how we publicise the different ways you can make a complaint. Our offices are open and accessible to our residents.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy Give a compliment, leave feedback or make a complaint – Melton Borough Council	Section 23 sets out how we publicise the different ways you can make a complaint. The Council provides a range of options for any customer wishing to make a complaint depending on their individual circumstances. These include email, telephone, online form and face to face. Section 4 sets out the range of options in more detail. Our staff are made aware of the complaints process and are able to direct customers to the right person in the Council.
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	Customer Feedback and Complaints Policy Q4 Performance, Risk and feedback Report 2025 26 LAB Terms of Reference	Our approach to monitoring performance is set out in Section 20 of the policy. The Council monitors the volumes on a monthly basis and provides quarterly reports to officers and members to highlight performance and any trends for us to address. Council's Landlord Assurance Board TOR is also involved in scrutinising performance on complaints and suggesting improvements to the process. This is discussed at each quarterly Board meeting.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy Customer Feedback and Complaints Policy – Melton Borough Council	Our Policy is available online or in hard copy if required. The Policy sets out the two-stage process and timescales in detail in Section 6 of the Policy
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Customer Feedback and Complaints Policy Customer Feedback and Complaints Policy – Melton Borough Council	Policy and information are on our website. Following HO feedback, we have added a section 23 which sets out how we currently publicise the complaints policy and the different ways you can make 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	Customer Feedback and Complaints Policy	This is covered in Section 4.1 of our Policy.
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 and Complaints Policy	This information is shown at 15.3 of our Policy and is contained across all relevant correspondence as part of 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	Give a compliment, leave feedback or make a complaint – Melton Borough Council	The email address for our complaints team is complaints@melton.gov.uk In terms of how responsibility for complaints handling currently operates in Melton this will be through our existing operational complaints structures. Our key point of contact through the portal with the Housing Ombudsman will be through the Legal Services Manager and the Monitoring Officer. The portfolio holder for Corporate Governance, Waste and Environmental Services. has within their portfolio, oversight of complaints on behalf of the Cabinet. We have clear complaints tracking in place.
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		The complaints process ensures access to staff at all levels to prompt fair and timely resolution to complaints. Regular updates to Senior Leadership Team on any outstanding complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 Feedback and Complaints Policy	A complaint handler is allocated upon receipt of complaint. Details are communicated to the complainant. Officers managing complaints are provided with training. Specific training is also delivered in response to complaint learning. (for example, autism and neuro diversity and customer care) The process offers different levels of managers/directors to review complaints where they may have been part of the initial decision.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	All complaints whether through the Housing Ombudsman or Local Government & Social Care Ombudsman are dealt with through our single Policy.
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 and Complaints Policy	Our two-stage process is set out in Section 6 of the Policy. Following HO feedback, we have updated Section 6 to bring clarity on the process and what a complainant can expect at each stage.
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 and Complaints Policy	Following HO feedback, we have further clarified our two-stage process is set out in Section 6 of the Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Our two-stage process is set out in Section 6 of the Policy. Section 7.1 deals with complaints involving external contractors and sets out the process customers should follow. Contractors are expected to comply with the Council's standards for dealing with complaints. Any complaints about contractors are handled by the Council in conjunction with the contractor.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Customer Feedback and Complaints Policy	Our two-stage process is set out in Section 6 of the Policy. Section 7.1 deals with complaints involving external contractors and sets out the process customers should follow. Contractors are expected to comply with the Council's standards for dealing with complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	The process is set out in full in section 6 of the Policy. The complaint definition is discussed/agreed with the complainant and then included in correspondence letters and direct contact by phone or in person at both Stage 1 and Stage 2 of the process. Following feedback from the HO, changes regarding confirming the definition of a complaint to the complainant have been included in section 6.1 of the policy.
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	Customer Feedback and Complaints Policy	The process is set out in full in section 6 of the Policy. The definition of the complaint is set out with the complainant and then included in correspondence letters at both Stage 1 and Stage 2 of the process. Following feedback from the HO, changes regarding confirming the definition of a complaint to the complainant have been included in section 6.1 of the policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints Training undertaken	Complaints training has been undertaken with staff involved in the complaints process. HLT met and agreed a list of training to be undertaken by officers involved in handling complaints and complaint data. The training identified is the housing ombudsman resources.
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	Customer Feedback and Complaints Policy	Following feedback from the HO, the Council will add to 6.1 and 6.4 for Stage 1 and Stage 2 complaints, wording that sets out that any extensions (and where appropriate interim updates) will be agreed with the customer ahead of the planned response date. The process for this is set out in Section 6.1.7 of the Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Our approach to this is set under Section 22 in the Policy. This section sets out how we will make reasonable adjustments where appropriate. We recognise that some groups are more vulnerable than others. Complaints involving equality issues will be handed with sensitivity to ensure that the matter is resolved quickly and fairly and in accordance with the Council's equality commitments.
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 and Complaints Policy	Council uses this Policy and Section 6.1.8 sets out our approach to where a request is made for escalation, and it is not deemed 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	Data Retention Policy	Information is kept for each complaint in line with our data retention policy on our corporate systems. Officers to copy complaints@melton.gov.uk into correspondence so they can record in the correct folder

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	Our approach to remedies is set out in Section 11 of the Policy.
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 and Complaints Policy	Section 16,17 and 18 set our approach to managing unacceptable behaviour from residents and their representatives.
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 and Complaints Policy	Section 16,17,18 and 22 set our approach to managing unacceptable behaviour from residents and their representatives.

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 and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy
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	Customer Feedback and Complaints Policy	Following feedback from the HO, we have updated section 6 of the policy to reflect changes to the complaints definition. Our process and timescales for stage 1 complaints are set out section 6 of the Policy
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 and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy. Further training will be carried out to improve consistency and ensure there is sufficient oversight around extensions of time.
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 and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy. If an extension is required, the Housing Ombudsman's contact details will form part of any correspondence.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy Complaints Tracker is our internal document for checking actions are completed.	Following feedback from the HO, we have added a new section in 6.4 to the Policy that sets out that sometimes a range of actions will be required arising from a complaint, we will confirm these actions in the response letter and keep you updated with the progress to complete the actions agreed. We may need to look at a new process for keeping complainant updated once actions completed. Our process and timescales for stage 1 complaints are set out section 6 of the Policy. Actions are tracked on our complaints tracker until they are completed, and progress is regularly communicated with the complainant. We are implementing a new complaints IT system in 2026/27 which will improve our ability to track complaints.
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 and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy. The definition is covered in 6.1.2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy. New issues are covered in 6.1.4
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 and Complaints Policy	Our process and timescales for stage 1 complaints are set out section 6 of the Policy. The outcome of Stage 1 correspondence letter templates will contain the information set out from a. to g.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.
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	Customer Feedback and Complaints Policy	Following feedback from the HO, we have updated the policy to reflect the current practice that we define the complaint in correspondence to the complainant in section 6.1.2. Our process and timescales for stage 2 complaints are set out section 6 of the Policy.
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy. Following HO feedback, the process for reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response is shown in 6.1.6.
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy. Following HO feedback, 6.1.7 now also sets out our extension process and that this would not normally exceed another 10 working days
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 and Complaints Policy Complaints Tracker is our internal document for checking actions are completed.	Following feedback from the HO, we have added a new section in 6.4 to the Policy that sets out that sometimes a range of actions will be required arising from a complaint, we will confirm these actions in the response letter and keep you updated with the progress to complete the actions agreed. We may need to look at a new process for keeping complainant updated once actions completed. Our process and timescales for stage 1 complaints are set out section 6 of the Policy. Actions are tracked on our complaints tracker until they are completed, and progress is regularly communicated with the complainant. We are implementing a new complaints IT system in 2026/27 which will improve our ability to track complaints.
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Yes	Customer Feedback and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy. The outcome of Stage 2 correspondence contains the information set out from a. to g.
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 and Complaints Policy	Our process and timescales for stage 2 complaints are set out section 6 of the Policy.

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 and Complaints Policy	Section 9 in the Policy sets out the Council's approach for putting things right
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Customer Feedback and Complaints Policy	Section 11 in the Policy sets out the remedies that the Council uses to provide redress for the resident as a result of any fault identified.

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	Customer Feedback and Complaints Policy	Section 11 in the Policy sets out the remedies that the Council uses to provide redress for the resident as a result of any fault identified.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Customer Feedback and Complaints Policy	Section 11 in the Policy sets out the remedies that the Council uses to provide redress for the resident as a result of any fault identified. This is based on the guidance set out by the Housing Ombudsman.

Section 8: Self-assessment, reporting and compliance

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 Complaints and Service Improvement Report 2025/26.	The Council published an annual report based on sections a. to f. in 2025. The 2026 version has been signed off by Cabinet and is available on the Council's website. The Scrutiny workplan includes compliance with regulatory matters. Our Tenant Scrutiny Panel is doing a deep dive on complaints as their first assignment which will see a recommendations report going to Landlord Assurance Board. In addition, we will be bringing in Customer mapping journey which involves tenants answering questions all about their feelings going through the complaints process and we are going to be introducing transactional surveys to gather feedback.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Annual Complaints and Service Improvement Report 2025/26.	The Council published an annual report based on sections a. to f. in 2025. The 2026 version was signed off by Cabinet and is available on the Council's website and will be presented to our Landlord Assurance Board.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	This document	We have conducted regular self-assessment as set out in the guidance and in line with any major changes to the organisation or following an Ombudsman investigation. This is the latest version and was published in September 2026.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	This document	We have conducted regular self-assessment as set out in the guidance and in line with any major changes to the organisation or following an Ombudsman investigation. The is the latest version and was published in September 2025.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		We have emergency planning, business continuity and resilience plans in place to deal with any exceptional circumstances.

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	Customer Feedback and Complaints Policy Q4 Corporate Performance, Risk and Feedback Report 2025 26	Section 20.2 in the Policy sets out our approach to looking at complaints as sources of organisational learning. We monitor and analyse the complaints we receive to understand how we can improve the service we provide and contact with our customers and report and monitor trends to Cabinet. Our Tenant Scrutiny Panel is doing a deep dive on complaints as their first assignment which will see a recommendations report going to Landlord Assurance Board. In addition, we will be bringing in Customer mapping journey which involves tenants answering questions all about their feelings going through the complaints process and we are going to be introducing transactional surveys to gather feedback.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Customer Feedback and Complaints Policy	Section 20.2 in the Policy sets out our approach to looking at complaints as sources of organisational learning. We monitor and analyse the complaints we receive to understand how we can improve the service we provide and contact with our customers. The increased satisfaction over the last year on complaints handling is indicative of the organisational complaints handling culture.
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	Customer Feedback and Complaints Policy	Section 20.2 in the Policy sets out our approach to looking at complaints as sources of organisational learning. Feedback on performance is shared with tenants, staff and members through variety of methods including Cabinet and the Landlord Assurance Board.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Q4 Corporate Performance, Risk and Feedback Report 2025 26	Reporting on complaints themes and trends is undertaken by the Policy and Communications Manager. This is done to the Council Senior Leadership Team and to Cabinet on a quarterly basis. The Director for Corporate Services is the officer lead for complaints, and we also have a Member Responsible for Complaints (MRC).
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	The Cabinet – Melton Borough Council	The portfolio holder for Corporate Governance, Waste and Environmental Services has within their portfolio, oversight of complaints on behalf of the Cabinet.
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	The Cabinet – Melton Borough Council	The portfolio holder for Corporate Governance, Waste and Environmental Services and MRC has within their portfolio, oversight of complaints on behalf of the Cabinet.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Q4 Corporate Performance, Risk and Feedback Report 2025 26	The MRC presents the quarterly report outlining an update on performance and trends. They will also provide regular updates on the outcomes of any Ombudsman investigations. Once produced the MRC will present the annual complaints, performance and service improvement report to Cabinet.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 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.	Yes	Customer Feedback and Complaints Policy	Section 6.3 of the Policy sets out the objective on complaint handling.