

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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Rykneld Homes have adopted the Housing Ombudsman definition of a complaint, and this is at the forefront of our Complaints Policy. Page 1 of Rykneld Homes Complaint Policy states “A Complaint is defined as: <i>“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i> <i>You do not need to use the word ‘complaint’ for it to be treated as such. You will be given the choice to raise a complaint when you express dissatisfaction with the response to your request for service, even if the handling of your service request remains ongoing. We will also not stop our efforts to address your service request if a complaint is made.”</i> There are regular media and website campaigns to ensure our customers are aware of the variety of contact methods they can use to raise an issue with us.
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	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Rykneld Homes have adopted the Housing Ombudsman definition of a complaint, and this is at the forefront of our Complaints Policy. Page 1 of Rykneld Homes Complaint Policy states “A Complaint is defined as: <i>“An expression of dissatisfaction, however made, about the standard of service, actions or lack of</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.			<i>action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</i> <i>You do not need to use the word 'complaint' for it to be treated as such. You will be given the choice to raise a complaint when you express dissatisfaction with the response to your request for service, even if the handling of your service request remains ongoing. We will also not stop our efforts to address your service request if a complaint is made."</i> Rykneld Homes recognises the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received. If a complaint is made by a third party, we will first ascertain Authority to Disclose regarding information relating to matters of GDPR, this involves completion of a 'Authority to Disclose' Form in line with Rykneld Homes Data Protection 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 request is a request from a resident to the landlord requiring action to be taken to put	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Service requests or situations as described by the Housing Ombudsman in 1.4 are either resolved at customer contact or are investigated and responded to by the relevant Service Manager. Both Service Requests and Complaints are monitored and reviewed regularly to ensure these have been satisfactorily resolved. This is at the forefront of our Complaints Policy. Page 1 of Rykneld Homes Complaint Policy defines the difference between a complaint and a service request as below:

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			<i>“What is the difference between a Service Request and a Complaint? We adopt the Housing Ombudsman’s definition as follows:</i> <i>“A service request is a request from the 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.”</i>
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	A complaint can be raised whilst a service request is ongoing and will not be rejected or delayed for this reason. A Service Request is handled within the appropriate team. All customer contact is logged and monitored and is only closed therefore once resolved. If the customer raises a complaint, this is formally recorded at Stage 1 and an acknowledgement letter sent to the customer confirming this. Complaints are managed by the Customer Experience Team consisting of a Customer Experience Manager and a Customer Experience Officer. Page 1 of Rykneld Homes Complaints Policy confirms: <i>“You do not need to use the word ‘complaint’ for it to be treated as such. You will be given the choice to raise a complaint when you express dissatisfaction with the response to your request for service, even if the handling of your service request remains ongoing. We will also not stop our efforts to address your service request if a complaint is made.”</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		If a customer responds to a survey to notify dissatisfaction, they will be contacted by a member of the relevant Rykneld Homes team and signposted to the complaints process if they wish to log a complaint. Rykneld Homes have incorporated a free text box in our customer satisfaction surveys to give customers the opportunity to report any concerns.

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	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	All complaints are accepted and investigated with exception of clear exclusions stated in the Complaints Policy. The circumstance of each individual complaint is considered, a blanket approach isn't enforced, and discretion may be used for some of the exclusions.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	reasoning. Each complaint must be considered on its own merits			The Rykneld Homes Complaints Policy pages 3 and 4 confirms: <i>“Discretion will always be applied, with all complaints being considered on their own merits.</i> <i>We will accept complaints referred to us within 12 months of you becoming aware of the issue at the source of your complaint. Discretion will also be applied to accept a complaint outside of these timescales where it is appropriate to do so.</i> <i>If there is a valid reason not to accept a complaint, an explanation will be provided setting out the reasons why and how to refer the decision to the Housing Ombudsman.</i> <i>Personal Injury Claims will be handled by our Insurers, however a complaint will still be accepted should a request be made, so that we can ensure all matters surrounding this are fully investigated.”</i> Any complaint that is not accepted is acknowledged with a formal complaint refusal letter detailing the reasons why the complaint is not accepted and outlining the options to the customer for alternative avenues, including approaching the Housing Ombudsman Service.
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	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Rykneld Homes have adopted the HOS definition of circumstances in which a matter will not be considered. The HOS Complaint Handling Code defines these as: • “the issue giving rise to the complaint occurred over 12 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

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			- matters that have previously been considered under the complaints policy” Pages 3 and 4 of Rykneld Homes Complaint Policy confirms: <i>“Matters that are not considered under this Complaints Policy are as follows, however each case will be considered on its own merits:</i> <i>An initial request for service</i> <i>Anti-social behaviour, unless the complaint refers to our failure to deal with the matter appropriately, you may wish to request an ASB Case Review in these circumstances which sits outside of this complaints policy, information on how to do this is on the Rykneld Homes website.</i> <i>Legal proceedings have been started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at Court</i> <i>Matters that have previously been considered under the complaints policy</i> <i>Discretion will always be applied, with all complaints being considered on their own merits.</i> <i>We will accept complaints referred to us within 12 months of you becoming aware of the issue at the source of your complaint. Discretion will also be applied to accept a complaint outside of these timescales where it is appropriate to do so.</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>If there is a valid reason not to accept a complaint, an explanation will be provided setting out the reasons why and how to refer the decision to the Housing Ombudsman.</i> <i>Personal Injury Claims will be handled by our Insurers, however a complaint will still be accepted should a request be made, so that we can ensure all matters surrounding this are fully investigated.”</i> Any complaint that is not accepted is acknowledged with a formal complaint refusal letter detailing the reasons why the complaint is not accepted and outlining the options to the customer for alternative avenues including approaching the Housing Ombudsman Service.
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Page 4 of Rykneld Homes Complaints Policy states: <i>“We will accept complaints referred to us within 12 months of you becoming aware of the issue at the source of your complaint.</i> <i>Discretion will also be applied to accept a complaint outside of these timescales where it is appropriate to do so.</i> <i>If there is a valid reason not to accept a complaint, an explanation will be provided setting out the reasons why and how to refer the decision to the Housing Ombudsman”</i> Please see 2.2 regarding exclusions. Any complaint that is not accepted is acknowledged with a formal complaint refusal letter detailing the reasons why the complaint is not accepted and outlining the options to

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				the customer for alternative avenues including approaching the Housing Ombudsman Service. Complaints will always be accepted outside of timescales if instructed to do so by the HOS.
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Any complaint that is not accepted is acknowledged with a formal complaint refusal letter detailing the reasons why the complaint is not accepted and outlining the options to the customer for alternative avenues including approaching the Housing Ombudsman Service. Page 4 of the Rykneld Homes Complaints Policy states: “If there is a valid reason not to accept a complaint, an explanation will be provided setting out the reasons why and how to refer the decision to the Housing Ombudsman.” Complaints will always be accepted if instructed to do so by the HOS.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Each case is considered in its own merit, taking into consideration the customers circumstances, household composition, any vulnerabilities, and the nature of the complaint. Page 3 of Rykneld Homes Complaints Policy define our exclusions and confirms that:

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				“Discretion will always be applied, with all complaints being considered on their own merits.” Any complaint that is not accepted is acknowledged with a formal complaint refusal letter detailing the reasons why the complaint is not accepted and outlining the options to the customer for alternative avenues including approaching the Housing Ombudsman Service.

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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf Compliments, Comments or Complaints Section of the RHL Website. Email address: Contactus@rykneldhomes.org.uk Facebook Page. Twitter Page.	Customers can make a complaint via the following mediums: • Web form • ContactUs • Letter • Complaints leaflet completion • Telephone • Via staff member • Email • Twitter • Facebook • Complaints received on social media will be responded to in writing to maintain confidentiality where a name and address is provided. This is contained within current Policy. Complaints are also accepted when made by advocates who are authorised to act on the complainant's behalf.
3.2	Residents must be able to raise their complaints in any way and with any	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/	Training has been provided to staff at all levels and in all areas of the Business to ensure customer complaints are recognised and responded to proactively.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf The above page on the RHL Website. Here you will also find a copy of our Complaints Policy. Facebook Page. Twitter Page. Campaigns on how to raise a complaint are regularly added to our social media pages and website.	The Rykneld Homes Complaints Policy is on the staff intranet; all employees receive training on this as part of their onboarding. Changes to all policies are communicated to all staff by email as they occur. All complaints are passed to the Customer Experience Team for investigation, and our staff are aware that this is the correct procedure. The Customer Experience Team are easily accessible and are known to members of staff throughout the organisation and are available to answer enquiries. The team also have a dedicated mailbox (complaints@rykneldhomes.org.uk) for any staff member or customer to refer complaints to. Any member of staff receiving a complaint can phone, email or speak in person to a member of the Customer Experience Team. Complaints information is also available to customers through the RHL Website where this is broken down in a user-friendly manner, a full copy of the RHL Complaints Policy is also available to customers through this page alongside our previous Complaints Handling Code Self-Assessment, Unacceptable Customer Behaviour Policy, and NEDDC Complaint Performance and Service Improvement Report for Housing. This is also published through RHL social media. The Contact us mailbox (contactus@rykneldhomes.org.uk) is manned during business hours and any complaints received at this address are forwarded to the Customer Experience Team to action.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Complaints are not viewed negatively, instead these are seen as an opportunity to improve the services to our customers. This can be an individual circumstance or by prompting changes in procedure or Policy to benefit all customer. Our reporting shows a consistent increase in the reporting of complaints year on year. Our complaints process is published on the RHL Website for customers and this states on page 4: <i>“Publicising Complaints Policy This Complaints Policy will be published on Rykneld Homes website. Regular media and website campaigns are utilised to ensure our customers are aware of the variety of contact methods they can use to raise an issue with us. Our quarterly performance reporting, including the Tenant Satisfaction data for complaints, is reported to Rykneld Homes Senior Management Team (SMT), NEDDC, the Board and Customer Board. Our performance is also publicised in the Annual Customer Report and reviewed at Rykneld Homes Board and NEDDC’s Cabinet and Standards Committee. Our annual self-assessment against the Housing Ombudsman’s Complaint Handling Code is publicised annually on Rykneld Homes and NEDDC’s website. How we Learn from Your Complaints to Help Us Improve Our Services Rykneld Homes continuously analyses the reasons for complaints. We identify lessons we can learn from positive feedback and from individual complaints, and as a result make changes to the way we deliver our services. When we conclude a complaint, the letter will always ask if you have any comments that will help us to improve the Complaints service for future customers.”</i>

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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	The Policy offers help to submit a complaint. The leaflet also contains a customer service accessibility message in different languages. Rykneld Homes have an easily accessible website. The Complaints process is the first item on the Contact Us tab on the front of the website and clearly outlines the number of stages, procedure and timescales. Here customers can also access the Complaints Policy and the Customer Annual Report which details the number of complaints received. Rykneld Homes Communications Strategy sets out how we will communicate our story and ensure the customer voice continues to be heard in the development of our Business. Complaints information is also available to customers through the Rykneld Homes Website where this is broken down in a user-friendly manner, a full copy of the Rykneld Homes Complaints Policy is also available to customers through this page alongside our previous Complaints Handling Code Self-Assessment, Unacceptable Customer Behaviour Policy, and NEDDC Complaint Performance and Service Improvement Report for Housing. This is also published through Rykneld Homes social media. The Contact us mailbox (contactus@rykneldhomes.org.uk) is manned during business hours and any complaints received at this address are forwarded to the Customer Experience Team to action. Page 2 and 3 of the Rykneld Homes complaints policy details the stages of complaints and the associated timeframes.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				This is also written on the website itself which states: <i>“Stage One - Customer Experience Team We will acknowledge your complaint and tell you who is dealing with it within five working days of receiving it. Complaints at Stage 1 will be responded to within 10 working days of the complaint being acknowledged. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days. The Customer Experience Team will investigate your complaint. They will try to contact you by phone, arrange to meet you, to investigate and to discuss the outcome so you can voice any concerns. We can use other methods of communication if you prefer. Any discussions will not delay the response to the Stage 1 complaint. Should additional complaints be raised during a Stage 1 investigation, these will be incorporated into the Stage 1 response, if these are related, and the response has not already been issued. Any new issues will be logged as a new complaint if the Stage 1 response has already been issued, the new issues are unrelated, or it would unreasonably delay the Stage 1 response. A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and actioned promptly, ensuring that you are provided with appropriate updates.</i>”

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>If you do not think the outcome is justified, you can ask for your complaint to be escalated to Stage 2 of our complaints process.</i> <i>The standard escalation period to Stage 2 is within 20 working days of receiving a Stage 1 response. However, we will use our discretion to accept an escalation outside this period, where appropriate.</i> <i>Stage Two - Head of Service/Director</i> <i>At Stage 2, escalation requests will be acknowledged, clarified and logged within five working days of receipt.</i> <i>At Stage 2, your complaint will be reviewed by someone who was not involved in the Stage 1 decision. Wherever possible, this will be a Head of Service who is not responsible for the service area your complaint relates to, with oversight from a Director.</i> <i>The investigating officer will try to contact you by phone, arrange to meet with you to discuss your complaint and the proposed outcome, so you have the opportunity to raise any concerns. You will not be required to give reasons for your request to escalate and any discussions you have with us will not delay our response to the Stage 2 complaint.</i> <i>Complaints at Stage 2 will be responded to within 20 working days. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days.</i> <i>A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>actioned promptly, ensuring that you are provided with appropriate updates.”</i>
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.		https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	The Complaints Policy and procedure is publicised via the following mediums: • Website • Leaflets • Customer Newsletter • Social media campaigns Page 4 of the Rykneld Homes Complaints Policy states: <i>“Publicising Complaints Policy This Complaints Policy will be published on Rykneld Homes website. Regular media and website campaigns are utilised to ensure our customers are aware of the variety of contact methods they can use to raise an issue with us. Our quarterly performance reporting, including the Tenant Satisfaction data for complaints, is reported to Rykneld Homes Senior Management Team (SMT), NEDDC, the Board and Customer Board. Our performance is also publicised in the Annual Customer Report and reviewed at Rykneld Homes Board and NEDDC’s Cabinet and Standards Committee. Our annual self-assessment against the Housing Ombudsman’s Complaint Handling Code is publicised annually on Rykneld Homes and NEDDC’s website.”</i> Page 3 of the Rykneld Homes Complaints Policy informs customers of the HOS complaint handling code and states: <i>“We are a member of the Housing Ombudsman Scheme and comply with its best practice principles in complaint resolution. You can contact the Housing</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>Ombudsman for support at any stage and if you remain dissatisfied following a Stage 2 response, you can refer the complaint to the Housing Ombudsman at www.housing-ombudsman.org.uk or write to: PO Box 1484, Unit D, Preston PR2 0ET.</i>
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	Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf https://www.rykneldhomes.org.uk/media/rdxnt4gk/foi-publicasch-data-prot-v71-march-26.pdf	We will accept complaints and actively communicate with any advocates who are authorised to act on the complainants' behalf or represent them throughout the process. This is clearly stated on page 1 of the Complaints Policy: <i>“We will accept complaints made by advocates who are authorised to act on the complainants’ behalf”</i> Where a complaint is received from a representative who is not authorised to act on the complainant's behalf, we first need to establish authority to disclose
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page .	Contact information for the Ombudsman is publicised via the following mediums: • Website • Leaflets • Letters issued throughout the complaints process • Customer Newsletter • Social media campaigns Page 3 of the RHL Complaints Policy informs customers of the HOS complaint handling code and states: <i>“We are a member of the Housing Ombudsman Scheme and comply with its best practice principles in complaint resolution. You can contact the Housing</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Twitter Page. Campaigns on how to raise a complaint are regularly added to our social media pages and website. ‘Your Rykneld’ on the website. The standard text on a Stage 2 Complaint Letter is as follows: <i>"This response therefore concludes my investigation, and I must advise you that your complaint has exhausted the Rykneld Homes Complaints Policy which is a 2-stage procedure. If you remain dissatisfied, you can pursue your complaint further by contacting the Housing Ombudsman Service for further advice. They can be contacted at:</i> The Housing Ombudsman Service PO Box 152 Liverpool L33 7WQ Tel: 0300 111 3000 Email: info@housing-ombudsman.org.uk"	<i>Ombudsman for support at any stage and if you remain dissatisfied following a Stage 2 response, you can refer the complaint to the Housing Ombudsman at www.housing-ombudsman.org.uk or write to: PO Box 1484, Unit D, Preston PR2 0ET.</i> This is also published on our website

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	The staff structure for Complaints can be found at Appendix 1. The Job description for the Customer Experience Manager can be found at Appendix 2. The Job description for the Customer Experience Officer can be found at Appendix 3.	The Customer Experience Team consists of a Customer Experience Manager and a Customer Experience Officer. The Team is managed by the Head of Neighbourhoods who is a member of the Senior Management Team. Performance information on the TSM, complaints performance and learning and annual reports is provided to the Board of Rykneld Homes, Customer Board and to North East Derbyshire District Council.
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 staff structure for Complaints can be found at Appendix 1. The Job description for the Customer Experience Manager can be found at Appendix 2. The Job description for the Customer Experience Officer can be found at Appendix 3.	The Customer Experience Manager and Customer Experience Officer have received appropriate training and have the experience and skills to handle complaints sensitively, fairly, and efficiently. HOS online training and guidance is used/referred to. At Stage 2, complaints are independently reviewed by a Head of Service (where possible different from the Service area originating to complaint) and resolved in consultation with a director.
4.3	Landlords are expected to prioritise complaint handling and a	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/	The Customer Experience Team review the commonalities and trends within complaints to consider improvements that can be made to policy, procedures and the services we provide to our customers. Learning

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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		https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	outcomes are discussed in monthly 'Service Improvement' meetings with service managers and any required changes are tracked through to their conclusion. Learning outcomes are shared with wider staff in order to establish best practice and a 'get it right first time' approach, including the use of Complaint Journey Maps for individual cases which are then distributed to staff to promote further learning from complaints. The Customer Experience Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales. Policies and procedures will be changed in consultation with staff, where necessary, to improve service delivery. The Customer Experience Manager reports on statistical data and learning from complaints to Customer Board and consults with them to identify how the service can be improved. HOS online training and guidance is used/referred to. Page 4 of Rykneld Homes Complaints Policy states: <i>"Rykneld Homes continuously analyses the reasons for complaints. We identify lessons we can learn from positive feedback and from individual complaints, and as a result make changes to the way we deliver our services. When we conclude a complaint, the letter will always ask if you have any comments that will help us to improve the Complaints service for future customers."</i>

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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	There is a single Policy in place for all Rykneld Homes customers. Customers are not treated differently if they complain, and any service requests are actioned/continued whilst a complaint is in progress. This is identified on pages 2 and 3 of Rykneld Homes Complaint 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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Complaints Policy confirms Stage 1 complaints 10 days and Stage 2 complaints 20 days. There are no other stages. This is identified on pages 2 and 3 of Rykneld Homes Complaint Policy.
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	We have a 2-Stage Complaints Procedure which is compliant with the Code. This is identified on pages 2 and 3 of Rykneld Homes Complaint 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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	All complaints are investigated and responded to in-house by our Customer Experience Team. If a third party is involved in the complaint, we work with them to provide resolution to the customer. It would be Rykneld Homes, however, that would respond formally and write to the customer with an outcome using RHL Complaints Policy. When appropriate to do so, North East Derbyshire District Council will also record and respond to complaints received from customers regarding dissatisfaction with Rykneld Homes service delivery.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Contractors are conducting works on our behalf and, therefore, Rykneld Homes are responsible for any complaints as a result of those works. All complaints are investigated and responded to in-house by our Complaints Team. If a third party is involved in the complaint, we work with them to provide resolution to the customer. It would be Rykneld Homes, however, that would respond formally and write to the customer with an outcome using Rykneld Homes Complaints Policy.
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.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Customers are contacted on the receipt of a complaint so we can establish a full understanding of their complaint and the resolution they are seeking. The acknowledgement letter, which is sent to the customer at both Stage 1 and 2, sets out our understanding of their complaint, as do the final formal response letters.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			
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	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Customers are notified both verbally and in writing which aspects of the complaint we are, and are not, responsible for, why and if relevant who is. See the note at 5.5 regarding third party Contractor works.
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		Each complaint is investigated thoroughly and independently in a confidential manner without bias, taking into account all the information and evidence before a decision is made. The Customer Experience Team have the experience and skills required to handle complaints sensitively, fairly, efficiently and independently without conflict of interest and will have autonomy to resolve complaints at Stage 1. A positive working relationship is in place between the Customer Experience Team, staff and partner agencies in order to ensure a quick resolution to complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.			Customers or staff members will be consulted throughout the complaints process and will be given the opportunity to raise any points that they feel valid for consideration prior to a final decision. They also have the authority and ability to access any information required to fully investigate and respond accurately to complaints at Stage 1. At Stage 2, complaints are reviewed by a Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director.
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	Rykneld Homes endeavours to respond to complaints in the prescribed timescales within the Code and these are monitored, and performance information recorded. If an extension is required this is in full consultation with the customer, with an explanation and this should not exceed an additional 10 days if agreed. RHL operate within the HOS Complaint Handling Code. Page 3 of RHL Complaints Policy states: <i>“Rykneld Homes will respond to complaints within the timescales set out in the Housing Ombudsman’s Complaint Handling Code as set out above for Stage 1 and Stage 2. Where this is not possible, we may need to extend the timescale, if this is the case you will be notified of this. We will only exceed the extension period at either stage of your complaint where there is a good reason to do so. Should we need to extend the period required to respond to your complaint, we will: • Contact you to discuss this further • Provide you a reason for the extension • Agree suitable intervals to update you • Provide you with a timescale of when we expect the complaint to be concluded • Provide you with the contact details of</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>the Housing Ombudsman, to achieve full compliance with Code provisions 6.5 and 6.16.”</i>
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	A copy of the EIA can be found at Appendix 4. https://www.rykneldhomes.org.uk/media/bbmh23xe/delivering-services-to-vulnerable-people-policy-mar-2024.pdf https://www.rykneldhomes.org.uk/media/kkrhwg0t/equality-diverity-and-inclusion-policy.pdf https://www.rykneldhomes.org.uk/corporate/equality-diversity-and-inclusion/	An EIA is completed with customers at Stage 1 of the complaints process where applicable. This is also used throughout the Business to support customers, for example, where large scale capital works are being conducted. Rykneld Homes Delivering Services to Vulnerable People Policy confirms that if someone’s ability to access, use and receive housing services provided Rykneld Homes is impacted by their personal circumstances, Rykneld Homes will make reasonable and proportionate adjustments to accommodate individual need. Rykneld Homes Equality, Diversity and Inclusion Policy sets out Rykneld Homes approach to embedding/ensuring Equality, Diversity and Inclusion (EDI) in the services we deliver and the way we conduct business and act as an employer.
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	https://www.rykneldhomes.org.uk/contact-us/compliments-comments-and-complaints/ https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf	The list of exclusions is outlined in the Complaints Policy and extends to the reasons why we would refuse to escalate a complaint. The reasons for refusal will be discussed with the customer verbally and then followed up in writing. Pages 3 and 4 publicise the areas of complaint exclusion as <i>“Matters that are not considered under this Complaints Policy are as follows, however, each case will be considered on its own merits: • An initial request for service • Anti-social Behaviour, unless the complaint refers to our failure to deal with the matter appropriately. You may wish to request an ASB Case</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>Review in these circumstances which sits outside of this Complaints Policy, information on how to do this is on the Rykneld Homes website. • Legal proceedings have been 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. Discretion will always be applied, with all complaints being considered on their own merits.</i> <i>We will accept complaints referred to us within 12 months of you becoming aware of the issue at the source of your complaint. Discretion will also be applied to accept a complaint outside of these timescales where it is appropriate to do so. If there is a valid reason not to accept a complaint, an explanation will be provided setting out the reasons why and how to refer the decision to the Housing Ombudsman. Personal Injury Claims will be handled by our Insurers, however, a complaint will still be accepted should a request be made, so that we can ensure all matters surrounding this are fully investigated.”</i> This complies with the HOS definition of acceptable exclusions which include: • “the issue giving rise to the complaint occurred over 12 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”

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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		A full record of each complaint is retained which includes: • The dates of any actions taken • All written and verbal correspondence with the customer/other involved parties • Any reports or surveys undertaken • The outcomes at each stage • Any learning outcomes
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		The Customer Experience Team has the autonomy to make decisions and provide solutions and remedies at any stage of the Complaints Process.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	https://www.rykneldhomes.org.uk/media/iosb3t2u/complaints-policy-july-2026-v9.pdf customer-care-policy-v30-aug-26.pdf	Page 4 of Rykneld Homes Complaints Policy advises <i>“Where a customer’s behaviour is unreasonable, includes unreasonable demands, is aggressive or threatening, or is unreasonably persistent, we may consider reasonable adjustments to the way we communicate with them, for example, by limiting the method of contact. Any such action will be considered carefully and in line with our Customer Care Policy. This will not prevent a customer from accessing the complaints process.”</i> Rykneld Homes Unacceptable Customer Behaviour Policy demonstrates the reasons behaviour may be considered as unacceptable. Page 8 details <i>“Customers have the right to appeal the decision and they will be informed how to do this in the formal letter. The letter will state how long any contact restrictions will remain in place and include a review date.</i> <i>If the individual’s behaviour has improved at the point of review, consideration will be given to lifting the restriction. If it has not improved, an explanation will be provided as to why the restriction will remain in force for a further period pending the next review date.”</i>
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	unacceptable-customer-behaviour-policy-v1-jul-24.pdf customer-care-policy-v30-aug-26.pdf	Rykneld Homes Customer Care Policy and Rykneld Homes Unacceptable Customer Behaviour Policy detail how Rykneld Homes will address customers behaviour and the definitions of what is deemed unreasonable. This also addresses reasonable adjustments that can be made under this policy. Section 4 Page 8 of Rykneld Homes Unacceptable Customer Behaviour Policy stipulates

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>“The delivery of this Policy will reflect the requirements of the Equalities Act 2010 and show due regard for an individual’s medical condition and vulnerability such as mental health issues and learning disabilities. Accordingly, any restrictions imposed on a customer’s contact will take into consideration individual circumstances.”</i>

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	equality-diverity-and-inclusion-policy.pdf delivering-services-to-vulnerable-people-v5-2024-vc-table-added-300726.pdf complaints-policy-july-2026-v9.pdf	RH take equality, diversity and vulnerability seriously. Our Equality Diversity and Inclusion Policy details how we address customer's needs. We also carry out Equality Impact Assessments (Appendix 4) with customers where required to ensure the complaint process is supportive of a customer’s needs by making reasonable adjustments. Section 4 of the Rykneld Homes ‘Delivering Services to Vulnerable People Policy’ details how ‘support and reasonable, proportionate adjustments’ may be considered and implemented. In 2025/26 only 19% of complaints were escalated to Stage 2 of our complaint's procedure.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	complaints-policy-july-2026-v9.pdf	Rykneld Homes Complaints Policy page 2 details the timeframes for acknowledging and responding to Stage 1 complaints as: <i>“We will acknowledge your complaint and tell you who is dealing with it within five working days of receiving it. Complaints at Stage 1 will be responded to within 10 working days of the complaint being acknowledged. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days. The Customer Experience Team will investigate your complaint. They will try to contact you by phone, arrange to meet you, to investigate and to discuss the outcome so you can voice any concerns. We can use other methods of communication if you prefer. Any discussions will not delay the response to the Stage 1 complaint.”</i>
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	complaints-policy-july-2026-v9.pdf	Rykneld Homes Complaints Policy page 2 details the timeframes for acknowledging and responding to Stage 1 complaints as: <i>“We will acknowledge your complaint and tell you who is dealing with it within five working days of receiving it. Complaints at Stage 1 will be responded to within 10 working days of the complaint being acknowledged. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days. The Customer Experience Team will investigate your complaint. They will try to contact you by phone, arrange to meet you, to investigate and to discuss the outcome so you can voice any concerns. We can use other methods of</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>communication if you prefer. Any discussions will not delay the response to the Stage 1 complaint."</i>
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.		complaints-policy-july-2026-v9.pdf	Rykneld Homes Complaints Policy page 2 details the timeframes for acknowledging and responding to Stage 1 complaints as: <i>"We aim to keep any extension to no more than 10 additional working days."</i> Page 3 of Rykneld Homes Complaints Policy details extensions of time for Stage 1 and Stage 2 Complaints as: <i>"Rykneld Homes will respond to complaints within the timescales set out in the Housing Ombudsman's Complaint Handling Code as set out above for Stage 1 and Stage 2. Where this is not possible, we may need to extend the timescale, if this is the case you will be notified of this. We will only exceed the extension period at either stage of your complaint where there is a good reason to do so. Should we need to extend the period required to respond to your complaint, we will: • Contact you to discuss this further • Provide you a reason for the extension • Agree suitable intervals to update you • Provide you with a timescale of when we expect the complaint to be concluded • Provide you with the contact details of the Housing Ombudsman, to achieve full compliance with Code provisions 6.5 and 6.16."</i>
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact	Yes	The standard text on all holding letters is as follows: <i>"You may wish to contact the Housing Ombudsman Service for further advice. They can be contacted at:</i>	Letters sent to the complainant throughout the complaints process confirm that we comply with the HOS Complaint Handling Code and provide a link to the HOS website. Customers are also advised verbally about the Complaints Procedure, the stages and the Ombudsman by the Customer Experience Team at first contact to discuss their Complaint.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	details of the Ombudsman.		The Housing Ombudsman Service PO Box 1484 Unit D Preston PR2 0ET Tel: 0300 111 3000	
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	complaints-policy-july-2026-v9.pdf	A verbal response will be provided to the customer and followed up in writing once our investigation is complete, confirming any outstanding actions to be taken along with the expected timescales. The Complaints Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales. The customer will be contacted and consulted throughout this process until a conclusion is reached. Rykneld Homes Complaints Handling Policy Page 2 states: <i>"A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and actioned promptly, ensuring that you are provided with appropriate updates."</i>
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions,	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each point will be addressed individually with the customer both in a verbal context and in the Stage 1 conclusion letter with a clear and concise response, confirming any decisions or actions to be undertaken and with reference to any relevant Policy, law and good practice procedures.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	referencing the relevant policy, law and good practice where appropriate.			<i>Redacted examples of communication outcomes can be provided if required.</i>
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	complaints-policy-july-2026-v9.pdf	Rykneld Homes Complaints Policy page 2 states <i>“Should additional complaints be raised during a Stage 1 investigation, these will be incorporated into the Stage 1 response, if these are related, and the response has not already been issued.</i> <i>Any new issues will be logged as a new complaint if the Stage 1 response has already been issued, the new issues are unrelated, or it would unreasonably delay the Stage 1 response.</i> <i>A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and actioned promptly, ensuring that you are provided with appropriate updates.”</i>
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;	Yes		Each Stage 1 conclusion letter, clearly outlines: • the Stage of the complaint • the decisions made regarding the complaint • the reason why these decisions have been made • confirmation of any remedy offered to put things right • confirmation of any outstanding actions and the expected timescales

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			- Details of how to escalate their complaint to Stage 2 should they not be satisfied with our response - Contact details for the Ombudsman. <i>Redacted examples of communication outcomes can be provided if required.</i>

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	Yes	complaints-policy-july-2026-v9.pdf	Rykneld Homes Complaints Policy page 2 states: <i>“If you do not think the outcome is justified, you can ask for your complaint to be escalated to Stage 2 of our complaints process. The standard escalation period to Stage 2 is within 20 working days of</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.			<i>receiving a Stage 1 response. However, we will use our discretion to accept an escalation outside this period, where appropriate.</i> Page 3 outlines the next stage as 'Independent Review' <i>"We are a member of the Housing Ombudsman Scheme and comply with its best practice principles in complaint resolution. You can contact the Housing Ombudsman for support at any stage and if you remain dissatisfied following a Stage 2 response, you can refer the complaint to the Housing Ombudsman at www.housing-ombudsman.org.uk or write to: PO Box 1484, Unit D, Preston PR2 0ET."</i>
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	complaints-policy-july-2026-v9.pdf	Page 2 of Rykneld Homes Complaints Policy confirms: <i>"At Stage 2, escalation requests will be acknowledged, clarified and logged within five working days of receipt"</i>
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	Yes	complaints-policy-july-2026-v9.pdf	The reasons for the escalation request and our understanding of this is contained within the acknowledgement letter. If the reason for escalation is unclear the customer will be contacted to discuss this. Page 2 of Rykneld Homes Complaints Policy states <i>"The investigating officer will try to contact you by phone, arrange to meet with you to discuss your complaint and the proposed outcome, so you have the opportunity to raise any concerns. You will not be</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	unhappy as part of its stage 2 response.			<i>required to give reasons for your request to escalate and any discussions you have with us will not delay our response to the Stage 2 complaint.</i>
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	complaints-policy-july-2026-v9.pdf	Stage 2 complaints are reviewed by an impartial Head of Service (where possible different from the Service area originating to complaint) and resolved in consultation with a director. Page 2 of Rykneld Homes Complaint Policy states: <i>“At Stage 2, your complaint will be reviewed by someone who was not involved in the Stage 1 decision. Wherever possible, this will be a Head of Service who is not responsible for the service area your complaint relates to, with oversight from a Director”.</i>
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	complaints-policy-july-2026-v9.pdf	Rykneld Homes adopt the Housing Ombudsman Complaint Handling Timeframes. We aim to respond to, investigate and resolve any complaints within the 20-day time frame. If, in exceptional cases, further time is required to complete our investigation, the customer will be notified verbally with a follow up in writing explaining the reasons for this. Page 3 of Rykneld Homes Complaints Policy details this as: <i>“Complaints at Stage 2 will be responded to within 20 working days. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days.”</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	complaints-policy-july-2026-v9.pdf	If, in exceptional cases, further time is required to complete our investigation, the customer will be contacted to discuss this with a follow up in writing confirming the reasons for the extension. Contact is maintained with the customer, however, until this has been fully resolved to update them at each stage. Page 3 of Rykneld Homes Complaints Policy details this as: <i>“Complaints at Stage 2 will be responded to within 20 working days. If your complaint is complex and additional time is required to investigate, we will let you know and keep you informed of our progress. We aim to keep any extension to no more than 10 additional working days.</i> <i>A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and actioned promptly, ensuring that you are provided with appropriate updates.</i> <i>Extensions of Time</i> <i>Rykneld Homes will respond to complaints within the timescales set out in the Housing Ombudsman’s Complaint Handling Code as set out above for Stage 1 and Stage 2. Where this is not possible, we may need to extend the timescale, if this is the case you will be notified of this.</i> <i>We will only exceed the extension period at either stage of your complaint where there is a good reason to do so. Should we need to extend the period required to respond to your complaint, we will:</i> <i>• Contact you to discuss this further</i> <i>• Provide you a reason for the extension</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				• Agree suitable intervals to update you • Provide you with a timescale of when we expect the complaint to be concluded • Provide you with the contact details of the Housing Ombudsman, to achieve full compliance with Code provisions 6.5 and 6.16."
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 standard text on all holding letters is as follows: <i>"You may wish to contact the Housing Ombudsman Service for further advice. They can be contacted at:</i> The Housing Ombudsman Service PO Box 1484 Unit D Preston PR2 0ET <i>Tel: 0300 111 3000</i>	Letters sent to the complainant throughout the complaints process confirm that we comply with the HOS Complaint Handling Code and provide a link to the HOS website. Customers are also advised verbally about the Complaints Procedure, the stages and the Ombudsman by the Customer Experience Team at first contact to discuss their Complaint.
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	Yes	complaints-policy-july-2026-v9.pdf	A verbal response will be provided to the customer and followed up in writing once our investigation is complete, confirming any outstanding actions to be taken along with the expected timescales. The Complaints Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales. The customer will be contacted and consulted throughout this process until a conclusion is reached. Rykneild Homes Complaints Handling Policy Page 3 states:

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	provided to the resident.			<i>“A response will be provided to your complaint when the answer is known and not when the outstanding actions to address the issue are completed. Any outstanding actions will, therefore, be tracked and actioned promptly, ensuring that you are provided with appropriate updates.”</i>
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	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each point will be addressed individually with the customer both in a verbal context and in the Stage 2 conclusion letter with a clear and concise response, confirming any decisions or actions to be undertaken and with reference to any relevant Policy, law and good practice procedures. <i>Redacted examples of communication outcomes can be provided if required.</i>
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;	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each Stage 2 conclusion letter, clearly outlines: • the Stage of the complaint • the decisions made regarding the complaint • the reason why these decisions have been made • confirmation of any remedy offered to put things right • confirmation of any outstanding actions and the expected timescales • Details of how to escalate their complaint to the Housing Ombudsman should they not be satisfied with our response • Contact details for the Ombudsman. <i>Redacted examples of communication outcomes can be provided if required.</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	complaints-policy-july-2026-v9.pdf	Stage 2 complaints are reviewed where possible by an impartial Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director and, therefore, consultation will be undertaken with the appropriate teams as part of this process, including any learning outcomes or policy/ procedural changes required as a result. Page 3 of Rykneld Homes Complaints Policy states: <i>“Independent Review We are a member of the Housing Ombudsman Scheme and comply with its best practice principles in complaint resolution. You can contact the Housing Ombudsman for support at any stage and if you remain dissatisfied following a Stage 2 response, you can refer the complaint to the Housing Ombudsman at www.housing-ombudsman.org.uk or write to: PO Box 1484, Unit D, Preston PR2 0ET.”</i>

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;	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted. complaints-policy-july-2026-v9.pdf compensation-claims-policy-v6-sept-26.pdf Stage 1 complaint response letter template Appendix 5 Stage 2 complaint response letter Appendix 6	Where, after investigation, a complaint is upheld, either in part or in full, we will respond to the customer verbally and acknowledge where we have gone wrong, apologise, explain what actions we have already taken and any further proposed resolutions. We will then follow this up in writing in an attempt to seek to restore the customer to the position he/she enjoyed before the complaint was made including compensation or the provision of replacement items, where appropriate. Page 3 of Rykneld Homes Compensation Claims Policy states: <i>“The Housing Ombudsman also produces best practice for the resolution of complaints and compensation claims which RHL adopts.”</i> Page 3 section 3 of the Rykneld Homes Compensation Claims Policy states: <i>“The general principle is to restore the customer to the position they would have been in if they had not experienced the loss as a direct result of RHL’s actions.”</i> We review learning from complaints on a regular basis including where applicable changes to processes or policies around the business. Rykneld Homes Complaint Policy page 4 confirms: <i>“Rykneld Homes continuously analyses the reasons for complaints. We identify lessons we can learn from positive feedback and from individual complaints,</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	Changing policies, procedures or practices.			<i>and as a result make changes to the way we deliver our services. When we conclude a complaint, the letter will always ask if you have any comments that will help us to improve the Complaints service for future customers."</i>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	complaints-policy-july-2026-v9.pdf compensation-claims-policy-v6-sept-26.pdf	Proposed remedies will be reasonable, consider the detrimental impact on the customer, be fair and proportionate, without detriment to other residents/customers. These may include: - Apology - Provide requested service - Review working procedure - Review Policy - Staff training or guidance - Staff disciplinary action - Financial redress – compensation or refund - Replacement or repair of items i.e. due to damage. Page 3 of Rykneld Homes Compensation Claims Policy states: <i>"The Housing Ombudsman also produces best practice for the resolution of complaints and compensation claims which RHL adopts."</i> Page 3 section 3 of the Rykneld Homes Compensation Claims Policy states: <i>"The general principle is to restore the customer to the position they would have been in if they had not experienced the loss as a direct result of RHL's actions."</i>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Any identified remedies will be discussed with the customer verbally, agreed with them and then confirmed in writing. The letter will confirm what actions have been agreed and the expected timescales for completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	compensation-claims-policy-v6-sept-26.pdf	Any decision made regarding appropriate remedies is done so considering: • the customers' request • our internal Compensation and Claims Policy • the guidance issued by the Ombudsman what is both reasonable and proportionate in resolution of the Complaint. Rykneld Homes have reviewed their Compensation Claims Policy to reflect the HOS Compensation Guidance published 01/04/2026. We adopt the definitions of percentage of rent for repairs affecting use of rooms, we have also considered the Right to Repair legislation and the recommended redress for any service failures. Page 3 of Rykneld Homes Compensation Claims Policy states: <i>“The Housing Ombudsman also produces best practice for the resolution of complaints and compensation claims which RHL adopts.”</i> Page 3 section 3 of the Rykneld Homes Compensation Claims Policy states:

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<i>“The general principle is to restore the customer to the position they would have been in if they had not experienced the loss as a direct result of RHL’s actions.”</i>

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	Yes	The Self-assessment for 2025/26 is on our website: https://www.rykneldhomes.org.uk/media/gifjwuxm/complaints-self-assessment-final-2025.pdf The Annual Customer Report is due to be publicised in September 2026 TSM - Tenant Satisfaction Measures 2026 - Rykneld Homes .	Our quarterly performance reporting, including the TSM for complaints, is reported to the Senior Management Team (SMT), North East Derbyshire District Council (NEDDC), the Board and Customer Board. The Risk Register is updated quarterly. Our TSM are published on the RHL website. Our performance is publicised in the Annual Customer Report. Our annual self-assessment is publicised annually on Rykneld Homes website. An annual performance report is provided to the SMT, Board and Customer Board that includes the findings of the HOS, including learning points. Training and learning is also provided as a result of any HOS determinations.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and	Yes	Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our complaints-policy-july-2026-v9.pdf	Information on the number of complaints received, our performance and learning outcomes, where relevant, are published as part of our Annual Reports to customers, members of staff, Board, Operational Board and Partnership Forum with NEDDC. The annual complaints performance and service improvement report is published on the website, inclusive of the governing body's response to the report.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			See 8.1.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		In the event of any significant restructure or change of procedure, a re-assessment against the Code and its requirements would be completed.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would review and update the self-assessment should the Ombudsman ask us to do so at any Stage.
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	Yes		If we are unable to comply with the Code due to exceptional circumstances, we will inform the Ombudsman, provide information to residents who may be affected, and publish this on our website. We would also provide a timescale for returning to compliance with the Code.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	their website Landlords must provide a timescale for returning to compliance 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	Board information on our website.	All learning from complaints is recorded and reported on. Our performance and learning outcomes, where relevant, are published as part of our Annual Report to customers, members of staff, Board, Customer Board and Partnership Forum with NEDDC.
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	The Annual Customer Report demonstrates learning from complaints. The report for 2025-2026 will be publicised in September 2026.	The Customer Experience Team review the commonalities and trends within complaints to consider improvements that can be made to policy, procedures and the services we provide to our customers. Learning outcomes are discussed in monthly 'Service Improvement' meetings with service managers and any required changes are tracked through to their conclusion. Learning outcomes are shared with wider staff in order to establish best practice and a 'get it right first time' approach, including the use of Complaint Journey Maps for individual cases which are then distributed to staff to promote further learning from complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				The Customer Experience Manager reports on statistical data and learning from complaints to Customer Board and consults with them to identify how the service can be improved.
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	See evidence in 9.2.	The Annual Report is approved by Board, Customer Board, Partnership Forum with NEDDC, following self-assessment against Code on the website. The Customer Annual Report is published on the website which details the number of complaints received, our performance and learning outcomes where relevant. This information is also published in our Customer Newsletter. The Self-Assessment will be reported to the NEDDC/Rykneld Homes Partnership Forum which includes the Member with Portfolio for Housing. The Customer Experience Manager reports on statistical data and learning from complaints to Customer Board and consults with them to identify how the service can be improved.
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	The staff structure for The Customer Experience Team can be found at Appendix 1. The Job description for the Customer Experience Manager can be found at Appendix 2. The Job description for the Customer Experience Officer can be found at Appendix 3.	Complaints reporting and analysis is considered by the Head of Neighbourhoods and reported through the SMT. All staff mandatory complaints training – includes lessons and changes made to Policy as a result.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 information on our website. The MRC is publicised on our website within the staff structure for Complaints and can be found at Appendix 1 .	Rykneld Homes have an appointed Member Responsible for Complaints ('the MRC').
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 MRC has direct access to the Company Secretary, Managing Director, Head of Neighbourhoods, and the Customer Experience Manager.
9.7	As a minimum, the MRC and the governing body (or	Yes		Quarterly Performance Reporting is provided to SMT, Sub-Board, Board and Customer Board. Also, an annual report on Complaints and learning outcomes.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			Any HOS investigations or findings are reported at Sub-Board and Board Level. Trends are monitored and reported upon.

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	RHL's Business Plan contains the following: Mission Putting our customers at the heart of everything we do. Values a. Transparency Be honest, open, and accountable b. Teamwork Work as a team and embrace collaboration c. Equality Treat everyone fairly and with respect d. Responsiveness Provide timely service, advice and support e. Inclusivity Support customer engagement and influence f. Innovation Embrace change and innovation. Our business and culture Priorities g. Provide development and training opportunities for all employees, including upskilling through professional qualifications and support through succession planning Support our workforce with innovative people policies and health initiatives.	Rykneld Homes operates a positive complaints culture with accountability across all staff and departments throughout the organisation without the adoption of a 'blame' culture. The Complaints Team and SMT have a collaborative and co-operative approach in place towards resolving complaints, working with colleagues across teams and departments. All complaints are handled in consideration of the professional standards and what is expected of us at Governance level.

Rykneld Homes Ltd.

Job Description

Service:	Corporate Resources
Post:	Customer Experience Manager
Post Number:	RH???
Responsible To:	Director of Corporate Resources
Subordinates:	Customer Experience Officer, CAST Supervisor x 2 and indirectly CAST Advisers x ?

Job Brief

A dedication to providing excellent customer service, while continuously reviewing and implementing strategies for improvement, ensuring our compliance with the Consumer Standards set by the Regulator of Social Housing.

To challenge and role model the highest levels of customer care across all service areas.

To develop and foster the relationship across the organisation with the team to create a clear, focused and strategic vision on how we can evolve and improve service delivery within Rykneld Homes.

To develop effective mechanisms to hear, understand, explore, and respond to customer insight and customer voice in order to deliver the highest levels of customer satisfaction with Rykneld Homes' services.

To create the condition, culture and ways of working that enable and promote strong and positive partnership working between involved customers, Senior Management Team and Operational Managers across Rykneld Homes.

To support the development of, and lead on the implementation of our customer experience and continuous improvement strategies, with responsibility for overseeing associated action plans and embedding improvements.

To act as a lead for staff across the organisation in the delivery of excellent customer service.

To lead on the implementation of customer satisfaction campaigns.

To work in conjunction with the Operational Managers, responsible for improving and reporting on service performance issues to our customers, Directors, Senior Management Team, Stakeholders, Board, Customer Board and Customer Scrutiny.

To work towards achieving a national accreditation for customer service provision.

Key Responsibilities:

To develop and maintain frameworks that bring together customer feedback, complaints, surveys and customer sentiment to identify customer perceptions and expectations and how we could deliver on these.

To work with the Directors, Heads of Service and Operational Managers to respond, adapt and improve services in a cost-effective way that will improve the customer journey.

To develop and maintain systems of clear and transparent communication between our customers, staff and senior managers.

Managing prioritised programmes of customer scrutiny, customer journey mapping, focus groups as appropriate to identify areas where we can improve customer experience.

To ensure that complaints and failures of service are responded to in a fair, empathetic and consistent way, to the appropriate quality and within the timescales and spirit of the Housing Ombudsman's complaints code.

To identify learning from complaints and customer feedback to embed this in our continuous improvement processes.

To assist in initiatives to increase the number and diversity of customers actively engaged with Rykneld Homes by offering a variety of flexible methods through which they can get involved.

To build the capability to enable the business to make a difference for our customers, positively challenge the business to think from a customer perspective to create better experiences and efficiencies.

Work with front line services to ensure our service culture treats customers with fairness and respect and that different and diverse needs are taken into account.

To deliver compliance with requirements and best practise including the Regulator for Social Housing's consumer standards and the tenant involvement and empowerment standard, ensuring we are delivering our commitment to the Consumer Standards.

To record and monitor impact assessments that reflect the improvements and impact made by customers and projects to services and communities and to use these to improve future planning.

To be passionate and enthusiastic about improving the experience of all Rykneld Homes customers.

Where it is apparent our staff members have fallen short of the standards expected, responsible for raising this formally with their line manager, Head of Service and the HR and Training Manager.

Manage internal or external inspections or audits on customer services and complaints.

Provide regular reports and attend Senior Management Team meetings to discuss any emerging trends or areas of concern.

Review policies and procedures for customer services and complaints and implement any improvements or changes to the existing process.

Monitor the external environment including changes to Regulation, the Housing Ombudsman and other stakeholders and provide recommendations for how service can adapt and improve.

Organisational Management

To provide strong, visible leadership.

To manage the developing their skills to ensure working practices are effective and meet agreed standards of performance.

To manage and appraise performance and provide appropriate training, development and support where required.

To develop and maintain the morale and motivation.

General

Assist in the training and development of new members of staff as required.

Attend any relevant training courses and conferences as required.

A commitment to continued professional development

To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in the Company's Safety Policy.

To be aware of and adhere to the Company's Policies on Equalities at all times.

To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.

Develop and foster positive professional relationships with colleagues and external contacts.

Make suggestions to improve the working situation within own area of work and the Company as a whole.

Adhere to the Company's standards of behaviour and Code of Conduct.

To ensure that the services we deliver are Customer focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service the Company provides.

To work in accordance with Rykneld Homes Policies

To undertake additional tasks such as reasonable within the scope and grade of the post

To Promote and deliver the priorities, values, and objectives of Rykneld Homes at all times.

To act professionally & with integrity at all times and lead by example.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills, Knowledge and Experience</u>		
Substantial experience of working in a customer focused environment	✓	
Experience of Supervisory/Management	✓	
Experience of working with customers and community groups to identify opportunities for continuous improvement in services.	✓	
Experience of managing, motivating and bringing together teams to achieve better customer service	✓	
Experience of complaint handling and resolution	✓	
Excellent communication skills both written and verbal with an ability to communicate with people at all levels	✓ ✓	
Experience of analysing or interpreting data, surveys or other sources of evidence to identify opportunities for service improvement	✓	
A knowledge of housing related issues and Rykneld Homes obligations as a landlord and provider of services	✓	
An understanding of the role of the Regulator for Social Housing, the Housing Ombudsman and the frameworks that they use to fulfil their functions	✓	
Problem solving skills with the ability to develop ways to test and understand the impact and scale of issues and to identify potential solutions	✓	
The ability to collect, analyse and report on data and information from focus groups and surveys to inform improvements and action plans	✓	
The ability to use a range of information to develop theories that can be tested with customers to inform service improvements.	✓	
The ability to challenge and support managers to uphold and promote high levels of customer service	✓	
Ability to work under pressure and remain calm and tactful in conflict situations.	✓	
Ability to analyse problems and provide effective solutions.	✓ ✓	

Personal Skills/ Characteristics	Essential	Desirable
Ability to keep high quality concise accurate records		
Evidence of commitment to improving services to customers externally and internally to ensure the business develops and improves service delivery to customers.	✓	
Excellent communicator; to clarify and ensure understanding of project strategies and solutions	✓	
Experience of managing and monitoring budgets within targets	✓	
High degree of personal initiative with the emphasis on decision making with good judgement	✓	
Excellent ICT skills	✓	
The ability to plan, organise and prioritise work effectively	✓	
Ability to respect and maintain confidentiality with a clear understanding of Data Protection.	✓	
Experience of working to tight deadlines	✓	
Full driving license and access to a vehicle for work when required	✓	
An understanding housing requirements relating to customer involvement and broader housing issues	✓	
<u>Qualifications and Training</u>		
Educated to a minimum of A level or equivalent	✓	
Educated to degree level or equivalent		✓
CIH Level 4 in Housing	✓	
CIH Level 5 in Housing Practice [Or working towards this]		✓
Professional qualification in Customer Service [Or prepared to work towards this]		✓
<u>Personal Qualities</u>		
• Commitment to equalities legislation and a good understanding of its relevance to this post.	✓	
• Commitment to customer care and an understanding of its relevance to this post.	✓	

Personal Skills/ Characteristics	Essential	Desirable
The post holder must hold a valid driving license and have an appropriate vehicle available for work purposes	✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.

Rykneld Homes Ltd.

Job Description

Service: Corporate Resources

Post: Customer Experience Officer

Post Number: RH409

Responsible To: Customer Experience Manager

Subordinates: None

Job Brief

- Thoroughly investigate all complaints by speaking with the complainant, interviewing witnesses or other involved parties, interrogate the system and available documentation and interview relevant staff members. This will include attending customers homes.
- Once the investigation has concluded make a formal response to complaints at stage one of our process;
 - o Where a complaint is upheld to appropriately use available remedies.
 - o Where a complaint is not upheld to ensure appropriate communication with the complainant.
- To always be consistent, methodical and logical when investigating complaints whilst being mindful that all individuals and all circumstances are unique.
- Where it is apparent our staff members have fallen short of the standards expected, responsible for raising this formally with their line manager or Head of Service.
- To provide feedback to the operational manager and head of service on the conclusion of the complaint. Learning can therefore be captured and changes or improvements in services made for the benefit of our customers.
- Ensure accurate records of the stage one investigation and outcome are logged with the Project Assistant.
- To respond to any MP Office enquiries, working with the relevant managers to understand all information on the case in order to make a full and considered response.
- To manage internal or external inspections or audits on complaints.
- Ensure compliance with specified deadlines and response targets.

- Provide regular reports and attend Senior Management Team meetings to discuss any emerging trends or areas of concern.
- Support the Head of Business Development with reviewing of policies and procedures for customer complaints and implementation of any improvements or changes to the existing process.
- To support the Customer Experience Manager with projects directly related to improving our interactions with our customers, ensuring we are listening and acting upon our customers feedback.
- To attend and participate in Customer Board meetings forging strong links in that forum, ensuring we hear the Customer Voice.
- To have an awareness of the broader Social Housing Sector the Housing Ombudsman requirements and how we can be innovative in our approach to customers.
- To deputise, step up and support service areas in the absence of the Customer Experience Manager.

General

- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses and conferences as required.
- To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in the Company's Safety Policy.
- To be aware of and adhere to the Company's Policies on Equalities at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Develop and foster positive professional relationships with colleagues and external contacts.
- Make suggestions to improve the working situation within own area of work and the Company as a whole.
- Adhere to the Company's standards of behaviour and Code of Conduct.
- To ensure that the services we deliver are Customer focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service the Company provides.

Person Specification

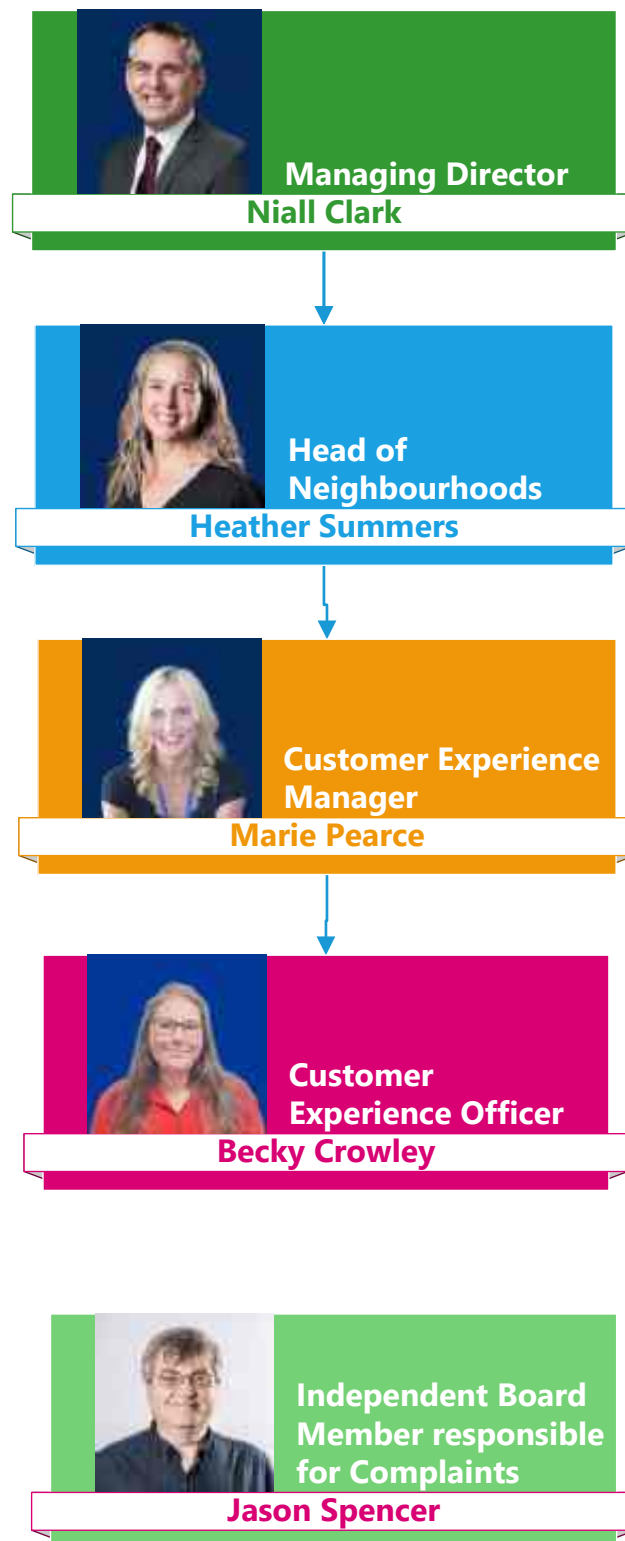
Personal Skills/ Characteristics	Essential	Desirable
<u>Skills, Knowledge and Experience</u>		
Substantial experience of working in a customer focused environment	✓	✓
Experience of complaint investigation		
Excellent communication skills both written and verbal	✓	
Excellent ICT skills	✓	
The ability to plan, organise and prioritise work effectively	✓	
Experience of working to tight deadlines	✓	
<u>Qualifications and Training</u>		
Educated to a minimum of A Level standard	✓	
<u>Personal Qualities</u>		
• Commitment to equalities legislation and a good understanding of its relevance to this post. • Commitment to customer care and an understanding of its relevance to this post. • The post holder must hold a valid driving license and have access to a suitable vehicle for work purpose	✓ ✓ ✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.

Complaints Structure Chart

Appendix 3



Customer Board
Current members can be found on our website:
Meet the Rykneld Homes Operational Group Board - Rykneld Homes

Considering the Equality Act 2010 and Public Sector Equality Duty

Rykneld Homes provides public services under the Public Sector Equality Duty (PSED) and we are therefore required to have due regard to the need to eliminate unlawful discrimination and advance equality of opportunities under section 149 of the Equality Act 2010. This applies to all public functions and complements the duties under the Housing Act 1996.

Actions agreed should not override the responsibilities within the Tenancy Agreement. Vulnerability does not mitigate any of these or indeed any other responsibility, however; Rykneld Homes does recognise that some customers may need support in meeting their obligations.

Please note, questions relevant to one case may not necessarily be relevant in another. Be vigilant and remember each case is different. If in doubt, please liaise with your line manager.

Tenant/s name/s:			
Address:			
Property type:		Tenancy start date:	
Occupant/s:	N/A		
	Yes ☐ No ☐ If 'yes' What work is required? _____ Date of work: _____		
Is the EIA due to a complaint?	Yes ☐ No ☐	Complaint Stage	St. 1 ☐ St. 2 ☐

Does the tenant have a protected characteristic or vulnerability risk factors?	
☐ Age ☐ Disability ☐ Gender Reassignment ☐ Marriage and civil partnership * ☐ Pregnancy and maternity ☐ Race ☐ Religion or belief ☐ Sex ☐ Sexual Orientation ☐ Cognitive impairment i.e. dementia ☐ Learning Disability ☐ Neurodiversity i.e. autism/spectrum ☐ Living alone ☐ Recent Care Leaver	☐ Bankrupt/DRO ☐ Literacy needs ☐ Warden Alarm ☐ Asylum seeker ☐ Interpreter required ☐ Recently bereaved ☐ Safeguarding (Adult/Child) ☐ Hoarding ☐ Physical/mobility issues ☐ Ill health ☐ Psychological or emotional factors ☐ Long Term Drug/alcohol misuse ☐ Exposure to financial abuse ☐ Poor financial literacy

Rykneld Homes – EIA Tenancy Management

☐ Acquired brain injury ☐ Other Please state: _____ _____	☐ Sensory impairment
Provide detail below: 	
What impact does the characteristic or risk factor have on achieving work/complaint resolution? 	

You shall be required to show the following:

Any additional actions, support or treatment is a proportionate means of achieving a legitimate aim.

The following questions will help you to reach a conclusion as to the proportionality of the action being considered and health and safety of the third party:

For example, if additional action or support action was not pursued, a third party's (tenant or household member) health or safety would be at risk/endangered either physically or mentally.

What is the overall aim?	
Detail:	
If the tenant has some form of impairment/disability, is it a long-term impairment? Yes ☐ No ☐ (Please provide full details)	
Detail:	
Does the impairment affect their normal day-to-day activities? Yes ☐ No ☐ (Please provide full details of how)	
Detail	
How were we made aware of the protected characteristic or vulnerability?	☐ Verbally from tenant ☐ Housefile ☐ Other agency or professional ☐ Other (please state)
Has the health or safety of a third party already been damaged? Yes ☐ No ☐	

Rykneld Homes – EIA Tenancy Management

Detail:
Is the health or safety of the third party at risk? Yes ☐ No ☐
Detail:
Has the third party suffered stress and or anxiety due to the proposed work or the complaint? Yes ☐ No ☐
Detail:
Is the third party fearful in any way due to the proposed work or complaint? Yes ☐ No ☐
Detail:
Can the third party access any support, external advice, assistance from friends or family to achieve the desired outcome? Yes ☐ No ☐
Detail:
What actions, support or referrals will be put in place to achieve the desired outcome? 1) 2) 3)
Have these actions been discussed and agreed with the tenant? Yes ☐ No ☐ If 'No' please give reasons why this was not discussed/agreed:

Conclusion

In conclusion, I have considered the information provided to me and undertaken an assessment:

I consider the tenant/individual to have ☐ / not have ☐ a protected characteristic. I consider the tenant/individual suffers ☐ / does not suffer ☐ from a disability or vulnerability risk factor/s. I consider the action considered is a proportionate means of achieving a legitimate aim and I consider the action considered is reasonable.
--

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Signed(staff):	Signed (tenant):.....
Name:Marie Pearce	Name:
Position: Complaints Manager	Date:
Date:	

Appendix 5

Private and Confidential

...

Our Ref: **Open
FC/**

Contact:

Tel: 01246 217670

Date:

Dear ...

Stage 1 Response to your Complaint Ref: **Open**

This letter is regarding your complaint about:

- <example> *delays in undertaking repairs to your bathroom which includes a number of missed appointments.*

I understand that to resolve your complaint you are seeking:

- <example> *compensation and an apology in recognition of the manner in which the situation has been handled*
- <example> *confirmation of how and when the outstanding works will be completed.*

I am now writing to let you know the outcome of my investigation.

State here what you have done to find a resolution to the complaint, what action has been taken, what is to be taken and any learning/staff training as a result.

Having considered and investigated your concerns, I confirm that your complaint has been upheld/has not been upheld (delete as appropriate) in terms of the <insert reason for judgement>.

If offering compensation

In recognition of this and to resolve your complaint, you accepted compensation in full and final settlement of £_____. As per your request, this has been apportioned:

£_____ to your rent account

£_____ personal cheque.

continued/...

We can make this payment in a number of ways, and I have included a Payment form and Settlement form for you to complete and return and stamped addressed envelope. As soon as we receive the completed forms, I will ensure the payment is made.

Response for **upheld** complaints

Please accept our sincerest apology for the service you have experienced, and once again thank you for bringing this to our attention. We welcome and value all feedback and treat complaints seriously in-line with our Complaints Policy and Procedure.

Response for **not upheld** complaints

Thank you for bringing your concerns to our attention. We welcome and value all feedback and treat complaints seriously in-line with our Complaints Policy and Procedure.

Closing Statement

I hope this information answers your complaint. If you remain dissatisfied, you can request to progress your complaint to Stage 2 of the Complaints Procedure. To do this, please contact the Customer Experience team at complaints@rykneldhomes.org.uk setting out your reasons for progressing to Stage 2, within 20 working days of receipt of this letter.

Finally, we would like to make you aware of our Customer Improvement Groups. These Groups are a fantastic way of customers helping Rykneld Homes continuously improve our services. For more information, either call our Community Involvement Team on 01246 217670, email getinvolved@rykneldhomes.org.uk or visit our website. We hope you will consider getting involved.

Yours sincerely

Customer Experience Officer
complaints@rykneldhomes.org.uk

Rykneld Homes complies with the Housing Ombudsman Service Complaint Handling Code, and has adopted the Housing Ombudsman Service complaint definition:

'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.'

Further information about the code can be found on their website at: www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/.

Appendix 6

Private and Confidential
Name and Address

Our Ref: **Open**
FC/
Contact:
Tel: 01246 217670
Date:

Dear ...

Stage 2 Response to your Complaint Ref: **Open and FC/**

This letter is regarding your complaint about:

- <example> *delays in undertaking repairs to your bathroom which includes a number of missed appointments.*

Your complaint was escalated from Stage 1 and acknowledged on <insert date of receipt> as <you did not feel that your complaint was handled properly/you were dissatisfied with the outcome> (delete as appropriate).

I understand that to resolve your complaint you are seeking:

- <example> *compensation and an apology in recognition of the manner in which the situation has been handled*
- <example> *confirmation of how and when the outstanding works will be completed.*

I have reviewed the response to your Stage 1 complaint, which we discussed at our meeting on <insert meeting date>.

State here whether and why you agree there are grounds for escalation, or why not.

State here what you have done to find a resolution to the complaint, what action has been taken, what is to be taken and any learning/staff training as a result.

Having considered and investigated your concerns, (I accept that you have grounds for appeal and would like to apologise for the quality and outcome of your initial complaint at Stage 1 / I do not consider the response to your initial complaint to be unreasonable as it had took all of the information available into consideration and provided a full explanation as to how the decision was reached.) (Delete as appropriate)

continued/...

If offering compensation

In recognition of this and to resolve your complaint, you accepted compensation in full and final settlement of £_____. As per your request, this has been apportioned:

£_____ to your rent account

£_____ personal cheque.

We can make this payment in a number of ways, and I have included a Payment form and Settlement form for you to complete and return and stamped addressed envelope. As soon as we receive the completed forms, I will ensure the payment is made.

Response for upheld complaints

Please accept our sincerest apology for the service you have experienced, and once again thank you for bringing this to our attention. We welcome and value all feedback and treat complaints seriously in-line with our Complaints Policy and Procedure.

Response for not upheld complaints

Thank you for bringing your concerns to our attention. We welcome and value all feedback and treat complaints seriously in-line with our Complaints Policy and Procedure.

NEW PARA RE CUSTOMER IMP GROUPS (INCLUDE)

Finally, we would like to make you aware of our Customer Improvement Groups. These Groups are a fantastic way of customers helping Rykneld Homes continuously improve our services. For more information, either call our Community Involvement Team on 01246 217670, email getinvolved@rykneldhomes.org.uk or visit our website. We hope you will consider getting involved.

Closing Statement

This response therefore concludes my investigation, and I must advise you that your complaint has exhausted the Rykneld Homes Complaints Policy which is a 2-stage procedure. If you remain dissatisfied, you can pursue your complaint further by contacting the Housing Ombudsman Service for further advice. They can be contacted at:

The Housing Ombudsman Service

PO Box 152
Liverpool
L33 7WQ
Tel: 0300 111 3000

Yours sincerely

Name

Head of Service

continued/...

Rykneld Homes complies with the Housing Ombudsman Service Complaint Handling Code, and has adopted the Housing Ombudsman Service complaint definition:

‘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.’

Further information about the code can be found on their website at: www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/.