

### Amendments to the Housing Complaints Policy

The following amendments have been made to the 2021 version of the Housing Complaints Policy, to reflect the changes introduced in the Housing Ombudsman's Complaint Handling Code.

<b>Section</b>	<b>Amendment</b>
2. Policy Aims and Objectives	<ul style="list-style-type: none"> <li>• Reference made to the Complaint Handling Code</li> </ul>
3. Definitions	<ul style="list-style-type: none"> <li>• Clarified wording on accepting complaints, even if express reference is not made to 'making a complaint'</li> </ul>
4. Exclusions	<ul style="list-style-type: none"> <li>• Changed "Age" of complaints from six months to twelve months</li> <li>• Clarified our approach to imposing exclusions and how we will explain decisions to the complainant</li> <li>• Inserted reference to the complainant's right to take any decision to exclude a complaint directly to the Ombudsman</li> </ul>
6. Legislation and Regulations	<ul style="list-style-type: none"> <li>• Updated the section to reflect the changed Consumer Standards set by the Regulator of Social Housing</li> </ul>
7. Our approach to complaints	<ul style="list-style-type: none"> <li>• Inserted reference to making reasonable adjustments to make the process as accessible as possible</li> <li>• Clarified that complaints can be made to anyone, in any format, and that staff will be aware of this</li> <li>• Clarified how we will publicise our process and the information we will make available on the Ombudsman's services and the Complaint Handling Code</li> <li>• Included more detail on the different stages of the complaints process, including acknowledgments and extensions</li> <li>• Inserted reference to the requirement that we must accept Stage Two complaints without the complainant being asked to justify their request</li> <li>• Included new text on how we handle 'new' complaints made during the course of an existing formal complaint</li> <li>• Revised text on remedies, to reflect the language used in the Complaint Handling Code</li> <li>• Made reference to our Unreasonable Behaviour Policy and removed reference to the former Vexatious Complainants Policy</li> </ul>
8. Responsibilities, Monitoring and Performance	<ul style="list-style-type: none"> <li>• Inserted reference to the Member Responsible for Complaints and the Senior Lead Person</li> </ul>

Housing Complaints Policy Update  
APPENDIX ONE

	<ul style="list-style-type: none"><li>• Included the reporting cycle for performance information to be submitted to Committee</li><li>• Inserted reference to the Annual Complaints and Service Improvement Report</li></ul>
9. Equalities	<ul style="list-style-type: none"><li>• New section inserted</li></ul>
10. Data Protection etc.	<ul style="list-style-type: none"><li>• New section inserted</li></ul>
11. Associated Policies	<ul style="list-style-type: none"><li>• Amended to reflect policy updates since 2021</li></ul>