

Housing Ombudsman Complaint Handling Code compliance action plan 2025/26

Ref.	HO Code reference	Current position	Actions required	Owner	Target date	Status
CAP1	<p>8.1 Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; 	<p>Assessment carried out.</p> <p>Areas of non-compliance have been identified and action plan produced.</p> <p>Solutions being discussed</p> <p>Quantitative data available from Salesforce</p>	<p>Complete our self-assessment against code</p> <p>Produce an updated action plan to show how and when we are going to meet areas of non-compliance with the Code</p> <p>Produce annual complaints report including service improvements from learning from complaints</p> <p>Publish annual complaints report and boards response including the self-assessment on CBC website</p> <p>Complete HO's electronic self-assessment and submit to Ombudsman</p>	HSET Manager	June 25	<p>In progress</p> <p>Action plan has been updated and Self- assessment ready for sign off from HAB/MRC</p>

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CAP2	8.2 The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Annual report scheduled for housing Advisory Board on 17 th June 2025 and Cabinet Member meeting on 19 th June 2025	Submit Annual Complaints Report to Cabinet Member Meeting for scrutiny and response and housing advisory board.	Service Director Housing	June 25	
CAP2.5	8.3 Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Self-assessment and action plan updated following policy changes	Updated self-assessment to be submitted to Ombudsman in June 2025	HSET Manager	June 2025	In progress Action plan has been updated and Self- assessment ready for sign off from HAB/ MRC

Documents (including electronic)

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CAP3	8.1 b a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of	Summary of types of complaints not accepted just launched – not	Ensuring the number and the types of complaints not accepted and the reasons why is collected and utilised Additional development of monitoring required as part	Service Director Digital, HR and Customer Services	Q1 2025/26	In progress ICT changes have been made – reports from the system need to be developed

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	complaints the landlord has refused to accept.	currently evidenced	of changes to Complaints system ICT			

Remedies

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CAP4	7.2 Any remedy offered must reflect the impact on the resident as a result of any fault identified 7.4 Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	No able to evidence that remedies offered consistently take the HO's guidance into account	Training developed and provided to repairs and assets managers dealing with complaints in March 2025 Managers advised to take into account the HO's guidance https://www.housing-ombudsman.org.uk/centre-for-learning/key-topics/our-orders/ombudsmans-policy-and-guidance-on-remedies/	Service Director Housing	Q3 2025/26	In progress
CAP5	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	Inconsistency with remedies offered and no current reporting procedure to provide evidence that remedial actions are	Policy/ procedure / ICT amendments. Recording outcomes after response to complaint to ensure that remedies have been completed.	Service Director Housing	Q2 2025/26	In progress Training materials being developed to include guidance on remedies Changes to ICT system allow follow

	followed through to completion.	tracked through to completion	Training to complaint managers and handlers New process in complaint handling ICT to tracker completion of actions operational from March 2025			up actions to be tracked
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Learning from complaints

Ref.	HO Code reference	Current position	Actions required	Owner	Target date	Status
CAP6	8.1 d the service improvements made as a result of the learning from complaints;	Improvements have been evidenced using complaints data but requirement for more systematic recording needed	Bespoke manager reports and ability to review on Salesforce needed. Housing Complaints Co-ordinator and Service development officers to review 2024/25 data and recommend amendments to the system to be identify themes and trends for decisions on learning to be made	Service Director Housing	Ongoing	In progress ICT system now requires managers to detail the learning from complaints making learning easier to evidence and analyse