

Housing Ombudsman Complaint Handling Code compliance action plan March 2026/27 update

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> <p>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</p> <p>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>	<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	September 26	<p>In progress</p> <p>The 2024/25 submission to Housing Ombudsman was completed by September 25</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	September 26	In progress The 2024/25 submission to Housing Ombudsman was completed by September 25
CAP3	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	As required March 2026	In progress

Learning from complaints

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CAP4	8.1 d the service improvements made as a result of the learning from complaints;	Learning is a rolling process from monitoring, reporting and reviewing of complaints of	Changes to categories to be introduced in April 2026 Complaint handling satisfaction survey to be launched April 2026	Service Director Housing	Ongoing	In progress

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		learning and development				