King George V Memorial Houses (KGV)
Compliance with Ombudsman Complaint Handling Code
Self-assessment June 2025

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'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.'*	Yes	This approach is clearly set out in the policy document.	This approach is clearly set out in the policy document.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	KGV adopts a proactive approach to responding to tenant feedback. No complaints were recorded in 2024. Refresher training will be delivered to staff to provide assurance that complaints are not being missed.	KGV has a track record of high tenant satisfaction. 3 consecutive, independently verified surveys, have scored 96% and above for overall tenant satisfaction.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests	Yes	This approach is set out in section 2.2 of the complaints policy.	All complaints and service requests are recorded and monitored.

	are not complaints, but must be recorded, monitored and reviewed regularly.			
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	This approach is adopted by KGV and is evidenced in the complaint log.	KGV's has a 'can do' operating culture illustrated by our "you said, we did" examples publicised to tenants.
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	KGV undertakes regular surveys. Where tenants disclose their contact details, KGV will contact residents to make good their dissatisfaction.	KGV's satisfaction rating is high reflecting good quality service delivery. Tenant's are generally satisfied however we are working with the team and tenants to ensure we are confident that we do collect feedback that is classed as dissatisfaction.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	KGV will accept complaints in the majority of cases. The rational for not accepting will be clearly explained.	There are no examples of complaints not being accepted.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.	Yes	Section 2.4 of the complaints policy records the where the complaints policy does not comply.	The policy states exclusions.

	• Matters that have previously been considered under the complaints policy.			
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	Due to the low volume of complaints there are no specific examples of this approach.	KGV is a small organisation with independently verified high percentages of tenant satisfaction. KGV does not receive a high volume of complaints. KGV will consider complaints that are older than 12 months.
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	KGV will accept complaints received.	KGV will seek to address a complaint or expression of dissatisfaction even if the matter falls outside the remit of the complaints policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	KGV has applied the complaints policy when considering complaints made by non-residents	The high tenant satisfaction scores reflect KGV's flexible approach to customer requests.

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	Residents can complain via a number of channels. In writing via email, letter or SMS. In person via visits to the office or during site visits.	KGV organises regular tenant meetings, events and tenant panels. At these meetings tenants meet senior management and board members. This approach increases transparency, accountability and the confidence of tenants to make complaints.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Staff are involved in policy reviews; sharing complaints learning; and regular bite sized training sessions.	Refresher training is being organised for staff and board members. Tenant's are able to meet board members directly which augments accountability when handling service requests and listening to tenant views.
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	Yes	KGV is a very small organisation with good, independently verified, resident satisfaction at 89%.	The volume of complaints is historically low.

	sign that residents are unable to complain.			
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	The policy clearly sets out the process and is available on the website.	The policy is clear and visible across all media including printed newsletters and information screens.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Section 13 of the policy states how complaints performance is publicised.	KGV will summarise complaints performance in the annual report, financial statements, tenant publications and at tenant panel meetings.
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	There are historic examples of where complainants have had a representative to support them during the process of investigating complaints.	KGV allows tenants to have representatives and advocates and can evidence this from historical complaints.
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	This is stated in the complaints policy.	This is stated clearly in the policy, website and other literature such as newsletters.

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	Reporting to the CEO, KGV's Senior Property Manager (SPM) is the person responsible for complaints administration.	KGV's Executive Assistant is taking on additional responsibility to support the business collect data including complaints and expressions of dissatisfaction data.
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 SPM has autonomy to make some decisions. The HSM works closely with colleagues when handling complaints.	KGV's operating culture is empower staff to make decisions. This is an important component to delivering excellent services.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Complaints and learning from complaints are standing items at board meetings, one to one meetings and are included team meetings.	KGV has a low level of complaints nevertheless the complaints and tenant feedback are standing agenda item.

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	KGV's policy has been drafted in compliance with the code. The policy is aligned to KGV's equalities policy.	KGV has an equalities policy and values feedback from all residents regardless of the content or tone of the feedback.
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	KGV has a two-stage process prior to referring to the Housing Ombudsman.	KGV empowers staff to resolve matter before they residents become dissatisfied.
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	A two-stage process is identified in section 3 of KGV's policy.	This is clearly identified.
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	Section 4 of the policy refers to an independent adjudicator.	This is clearly set out.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	This will be explained to the independent adjudicator.	If such a situation occurred this will be clear.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	The policy is clear.	The policy is clear and the definition of complaints is discussed with residents.
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	The policy is clear.	The policy is clear. Of the complaints received KGV took responsibility. In the past KGV has administered complaints even if outwith the responsibility of the organisation.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and	Yes	The policy is clear.	The policy is clear. We will be seeking to collate evidence to demonstrate this in 2025.

	d. consider all relevant information and evidence carefully.			
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	Residents are always communicated in relation to potential delays to investigations.	The policy is clear however there are no specific examples to provide evidence
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	This is in accordance with KGV's Equalities Policy.	KGV will always support and cater for individuals with disabilities as a core part of service delivery.
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	KGV is an open and transparent organisation, meeting tenants on a regular basis and encouraging feedback and will not refuse to escalate complaints.	Details of the MRC are available to residents.
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	Yes	The SPM ensures comprehensive records of complaints are maintained.	The policy is clear. The complaints record is administered by staff handling complaints. Reviewed monthly by the

	any relevant supporting documentation such as reports or surveys.			CEO, quarterly at board and annually by the MRC.
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	KGV has a proactive track record.	The policy is clear and this is evidenced by the KGV's formal review of service charge procedures.
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	An unacceptable behaviour policy is in place.	The policy has only been applied once since 2018.
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	This is set out in the policy.	The policy has only been applied once since 2018.

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	Staff are empowered to deliver tenant focussed, high quality services. Equality impact and vulnerability assessments are put in place in the event of legal action being considered.	KGV is proactive and supports vulnerable tenants. This is illustrated by our tenant welfare fund designed to help those most in need.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
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	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.

	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.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
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	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
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	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.

	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure	Yes	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.

	within five working days of the escalation request being received.			
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
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	This is set out in the policy.	The policy is clear. This evidence in the complaints handling log.
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	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.

	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.			
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	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	This is set out in the policy	The policy is clear. This evidence in the complaints handling log.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	KGV's positive approach to good customer service will reflect this.	The policy is clear. This evidence in the complaints handling log.
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	KGV's positive approach to good customer service will reflect this.	The policy is clear. This evidence in the complaints handling log.

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Staff are trained in relation to the Housing Ombudsman Complaint Handling Code	KGV's approach is to learn from Ombudsman case studies published by the Ombudsman.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Complaints data is published in KGV's annual report which is a public document.	The annual report is prepared and published following consultation with the team, MRC and from 2025 at resident panel meetings and KGV's annual conference.

8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Board review all complaints data at quarterly meetings.	This information is published on website – at the time of completing the self-assessment there was an issue with the website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	No merger or restructure has taken place.	No merger or restructure has taken place.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	No Ombudsman investigation has taken place.	No Ombudsman investigation has taken place.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	At present there is an issue with the website. The issue has been communicated to the Ombudsman.	Information is available via the website, newsletters and in person resident meetings.

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	This is part of KGV's operating culture that delivers high satisfaction ratings.	This is part of KGV's operating culture that delivers high satisfaction ratings.
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	KGV publishes a 'you said, we did' record and can detail numerous examples of a listening culture.	The 'you said, we did' record strengthens the confidence residents have in KGV as their landlord.
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	Complaints and customer feedback are standing items at board and tenant panel meetings.	Complaints and customer feedback are standing items at board and tenant panel meetings.
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 CEO has overall responsibility to promote a positive complaint handling culture in collaboration with the board and team.	Supporting the CEO is the Senior Property Manager and appointed Executive Assistant.

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	A board member has been appointed with the responsibility to overview complaints.	Details of the MRC are included in KGV publications.
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, even before they became the MRC would report back to board customer feedback issues.	This has been part of KGV's operating culture for a number of years.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	MRC provides an overview. This is limited due to the low volume of complaints and expressions of dissatisfaction.	MRC provides an overview. This is limited due to the low volume of complaints and expressions of dissatisfaction.

	d. annual complaints performance and service improvement report.			
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	KGV does not have a blame culture and empowers staff to make decisions and put things right if they go wrong.	The high satisfaction scores are evidence of this.