

E-mail: democraticservices@teignbridge.gov.uk

31 March 2025

EXECUTIVE

A meeting of the **Executive** will be held on **Tuesday, 8th April, 2025** in the **Council Chamber, Forde House, Brunel Road, Newton Abbot, TQ12 4XX** at **10.00 am**

PHIL SHEARS
Managing Director

Membership:

Councillors Buscombe, Goodman-Bradbury, Hook, Keeling (Leader), Nutley, Palethorpe (Deputy Leader), G Taylor, Williams and Parrott

Please Note: The public can view the live streaming of the meeting at [Teignbridge District Council Webcasting \(public-i.tv\)](https://www.teignbridge.gov.uk/public-i.tv) with the exception where there are confidential or exempt items, which may need to be considered in the absence of the press and public.

A G E N D A

Part I

1. **Apologies for absence**
2. **Minutes** (Pages 3 - 8)
To approve and sign the minutes of the meeting held on 4 March.
3. **Announcements (if any)**
4. **Declarations of Interest (if any)**
5. **Executive Forward Plan**

To note forthcoming decisions anticipated [on the Executive Forward Plan](#)

6. **Public Questions (if any)**

Members of the Public may ask questions of the Leader or an Executive Member. A maximum period of 15 minutes will be allowed with a maximum of period of three minutes per questioner.

7. **Street Naming and Numbering Policy** (Pages 9 - 44)

8. **Update on future high street fund project**

Executive Member to update

9. **Housing Ombudsman** (Pages 45 - 134)

10. **For Information - Individual Executive Member Decisions**

[Executive Member Decisions](#)

11. **Local Government (Access to Information) Act 1985 - Exclusion of Press and Public**

It is considered items will not need to be discussed in private session, but should this be necessary the meeting is recommended to consider the following:

RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraph(s) of Part 1 of Schedule 12A of the Act.

Part II: Items suggested for discussion with the press and public excluded

NIL

If you would like this information in another format, please telephone 01626 361101 or e-mail info@teignbridge.gov.uk

EXECUTIVE**4 MARCH 2025****Present:**

Councillors Buscombe, Goodman-Bradbury, Hook, Keeling (Leader), Palethorpe (Deputy Leader), G Taylor and Parrott

Members in Attendance:

Councillors Bullivant, Rogers and P Parker

Apologies:

Councillors Nutley and Williams

Officers in Attendance:

Neil Blaney, Director of Place

Phil Shears, Managing Director

Alison Dolley, Private Sector Housing Team Leader

David Eaton, Head of Neighbourhoods

Estelle Skinner, Green Infrastructure Officer,

Paul Woodhead, Head of Legal & Democratic Services and Monitoring Officer

Christopher Morgan, Trainee Democratic Services Officer

Freya Manning-Crisp, Legal Assistant

Dishna Wilson, Legal Assistant

124. MINUTES

It was proposed by Cllr Keeling and seconded by Cllr Palethorpe that the minutes of the previous meeting be agreed as a correct record and signed by the Chair.

Resolved

that the minutes of the previous meeting be agreed as a correct record and signed by the Chair.

125. ANNOUNCEMENTS (IF ANY)

The Leader gave an update on devolution and the local government reform. He informed the Committee that Devon County Council and Plymouth City Council were moving towards supporting the proposals for the 'one, five, four' structure of Devon Councils, wherein Teignbridge would be grouped with Torbay, South Hams, and West Devon Councils.

The Executive Member for Teignbridge 100 thanked Cllr Rogers for his tour of the Ward of Ashburton & Buckfastleigh. During this tour they had considered potential sites for housing development.

126. DECLARATIONS OF INTEREST (IF ANY)

None.

127. EXECUTIVE FORWARD PLAN

The Executive Forward Plan was noted.

128. PUBLIC QUESTIONS (IF ANY)

None.

129. DOG PSPO

The Executive Member for Homes and Communities introduced the report which sought to extend the duration of the Dog PSPO which was first introduced in 2019. The PSPO aimed to protect the wellbeing of residents and ensure the security of the dogs.

The Executive Member for Climate Change, Trees & Coastal queried how the Council could increase signage to ensure owners are aware when dogs are to be kept on leads. In response, the Head of Neighbourhoods clarified that the provision of signage is evidence-based and increasing, however the signs often fall victim to theft or vandalism.

It was proposed by The Executive Member for Homes and Communities and seconded by The Leader that the Committee approve the extension of the Public Spaces Protection Order Number 1 (Dog Control) of 2019 (as extended and varied 2022) for a further three years from the 1st April 2025 until 31st March 2028.

RESOLVED

That the Committee approves the extension of the Public Spaces Protection Order Number 1 (Dog Control) of 2019 (as extended and varied 2022) for a further three years from the 1st April 2025 until 31st March 2028.

130. HOUSING ENFORCEMENT POLICY

The Executive Member for Housing & Homelessness explained that Teignbridge relied on privately rented accommodation, and that whilst many landlords provided well-maintained accommodation there were also cases where enforcement action must be taken. The proposed enforcement policy provides a transparent list of what actions will be taken in cases of breaches of standards.

He also considered that the Renters Rights Bill would place additional enforcement duties on the Council.

The Leader voice his support for ensuring the standards of rented properties were enforced.

It was proposed by The Executive Member for Housing & Homelessness and seconded by The Leader that the Committee

RESOLVED

That the Committee:

1. Adopt the attached housing enforcement policy (Appendix 1).
2. Delegate any additional amendments from the Renters Rights Bill and any associated regulations and orders to Head of Service in consultation with the Executive Member.

131. OGWELL, NEWTON ABBOT - STRATEGIC CYCLING AND WALKING LINK PHASE 2

The Executive Member for Planning introduced the phase 2 cycling and walking link, a project developed in collaboration with Devon County Council. This link would provide an alternative to on-road travel along the A381. The project aligned with Council objectives such as a carbon neutral district, active and sustainable travel options, encouraging young people to stay in the district, a healthier population living in resilient communities, and a green and safe environment.

The first phase of the project had been completed with an underspend of £18500, and additional funding was earmarked from S106 and Homes England. Ogwell Parish Council will be asked for further comments after their input earlier in the process. This project would link Ogwell to Newton Abbot Town Centre and the train station, and also to Wolborough and Decoy Park. There would be a funding agreement between TDC and DCC to allocate funding to the project for phase 2 design work.

The Executive Member for Climate Change, Trees, and Coastal asked if there could be markings along the cycle route in Bakers Park, and along the rest of the route.

The Green Infrastructure Officer advised that she had been working with the Legal team to consult the public on replacing a bylaw from the 1950s that prevented cycling in parks. There were 500 responses, and two thirds of respondents supported or strongly supported bicycle use in parks. There is now a further, final advertisement for comments, which ends this Friday.

It was proposed by The Executive Member for Planning and seconded by The Leader that the Committee approve the expenditure of £65,000 of funding for detailed designs of Phase 2 of the Ogwell Strategic Cycling and Walking Link

comprising of £48,500 government grant funding and £16,500 s106 funding, and delegate authority to the Director of Place to finalise a funding agreement with Devon County Council to secure delivery of the design work.

RESOLVED

That the Committee:

1. Approve the expenditure of £65,000 of funding for detailed designs of Phase 2 of the Ogwell Strategic Cycling and Walking Link comprising of £48,500 government grant funding and £16,500 s106 funding and
2. Delegate authority to the Director of Place to finalise a funding agreement with Devon County Council to secure delivery of the design work.

132. UPDATE ON FUTURE HIGH STREET FUND PROJECT

The Executive Member for Economy, Estates and Major Projects Cllr Palethorpe, reported that the Future High Streets Fund (FHSF) programme in Newton Abbot was progressing across key projects, including Queen Street enhancements, Bradley Lane regeneration, and Market Hall & Market Square redevelopment.

Queen Street Enhancement – Final Phase of Works

The final phase of works on Queen Street has now been largely completed, delivering critical improvements to pedestrian safety, traffic management, and public realm enhancements.

Key updates:

- **Raised junction at Queen Street/Albany Street:**
 - This major infrastructure improvement is now complete, enhancing pedestrian safety and reinforcing the pedestrian-priority vision for Queen Street allowing easier crossing of the road from the loading bay.
- **Road markings and speed signage:**
 - Additional signage and markings have been installed to reinforce the new 20mph speed limit and ensure drivers are aware of the revised traffic arrangements.
- **New Zebra crossing at the War Memorial:**
 - The installation of a zebra crossing near the War Memorial is completed. Vehicles accessing Queen Street from The Avenue should be extra cautious when turning into Queen Street.
- **Tree planters and seating:**
 - The surface tree planters and seating have been delivered to Devon County Council (DCC) and will be installed shortly. These additions will enhance the public realm by providing a greener, more attractive, and more pedestrian-friendly environment.

- **Restricted Access Enforcement:**

- Queen Street has now transitioned to 'Restricted Access Only' status. While some individuals have been observed ignoring the new restrictions, enforcement measures will be introduced once all elements of the scheme, including signage and monitoring, are fully in place.

These final enhancements will ensure Queen Street remains a more pedestrian-focused, accessible, and attractive area for businesses, residents, and visitors.

Bradley Lane Regeneration – Site Clearance Progressing on Schedule

The Bradley Lane regeneration project is progressing well, with site clearance and preparatory works expected to be completed by the end of March 2025.

Key updates:

- **Bat House Construction:**

- The purpose-built bat house remains on schedule for completion before the horseshoe bats return from hibernation at the end of the month. This ensures compliance with ecological requirements while enabling site redevelopment.

- **Launa Signage Preservation:**

- The historic Launa Windows signage will be carefully recovered and retained as planned.

- **Site Preparation for Future Development:**

- Once clearance is completed, the site will be fully prepared for future housing and mixed-use development. The project remains aligned with the council's strategic housing objectives, ensuring that the site contributes to addressing local housing needs.

This phase of the project is a critical step towards unlocking the site's potential and supporting Newton Abbot's long-term economic and residential growth.

Market Hall & Market Square Redevelopment – Major Works Underway

Significant progress is being made on the redevelopment of Market Hall and Market Square, which remains on track for completion by Spring 2026.

Key updates:

- **Structural Demolition of 1970s Additions:**

- The demolition of 1970s extensions and additions is now well underway. With these structures removed, the original Market Hall architecture is being revealed, allowing for a more open and historically sensitive redevelopment.

- **Public Realm and Market Hall Enhancements:**

- The project includes substantial improvements to the Market Square and surrounding public spaces, creating a more welcoming and accessible area for traders, visitors, and businesses.
- **Timeline and Completion Schedule:**
 - The redevelopment remains on track, with no reported delays. The phased works will continue throughout 2025, ensuring that the revitalisation of the market hall and surrounding area progresses efficiently.

This transformation will enhance Newton Abbot's town centre offering, supporting local businesses and creating a more vibrant retail and community space.

Conclusion – Future High Streets Fund Programme on Track

The FHSF programme continues to make tangible progress, ensuring that Newton Abbot benefits from:

- Improved pedestrian safety and accessibility (Queen Street)
- Strategic site preparation for new housing (Bradley Lane)
- Enhanced market and town centre facilities (Market Hall & Market Square)

With all projects remaining on track, Newton Abbot is set to realise long-term benefits, reinforcing the town's position as a key commercial and community hub.

The update was noted.

133. FOR INFORMATION - INDIVIDUAL EXECUTIVE MEMBER DECISIONS

The Executive decisions found at the link on the agenda were noted.

The meeting started at 10.00 am and finished at 10.40 am.

Chair
Cllr Richard Keeling

Teignbridge District Council
Executive
8 April 2025
Part i

Update to Street Naming and Numbering Policy

Purpose of Report

To provide Members with updates to the Street Naming and Numbering Policy and recommend its adoption.

Recommendation(s)

The Committee RESOLVES to:

- (1) Adopt the updated Street Naming and Numbering Policy as set out in Appendix 1 to this report; and,
- (2) delegated authority be given to the Head of Development Management to approve future revisions of the policy in consultation with the Executive Member for Planning

Financial Implications

There are no financial implications arising from this report.

Martin Flitcroft
Director of Corporate
Email: martin.flitcroft@teignbridge.gov.uk

Legal Implications

There are no legal implications arising from this report.

Paul Woodhead
Head of Legal and Democratic Services (Monitoring Officer)
Email: paul.woodhead@teignbridge.gov.uk

Risk Assessment

Risks are set out in Section 4 of this report.

Ian Perry, Head of Development Management

Environmental/ Climate Change Implications

The Proposal relates to adoption of a policy only and has no material Climate

Change implications

Ian Perry, Head of Development Management

Report Author

Ian Perry, Head of Development Management
Email: ian.perry@teignbridge.gov.uk

Executive Member

Cllr Gary Taylor, Executive Member for Planning

Appendices

1. Street Naming and Numbering Policy (including change history)
2. Equalities Impact Assessment

Background Papers

1. [Agenda for Executive on 7th May 2024 - 10:00am - Teignbridge District Council](#)
2. [Agenda for Full Council on Monday, 22nd February 2021. 10:00am - Teignbridge District Council](#)
3. [Agenda for Full Council on Tuesday, 28th July 2020. 2:15pm - Teignbridge District Council](#)
4. [Local Government Association report – Responding to calls for public realm changes - June 2020](#)

1. Introduction/Background

The naming and numbering of streets and buildings is controlled under the Town Improvement Clauses Act 1847.

The prime objective in naming streets and numbering buildings is to facilitate easy identification of premises by the emergency services, postal and delivery services, and general visitors to the area.

Street Naming and Numbering is a joint service undertaken by Strata on behalf of Teignbridge, Exeter, and East Devon Councils. There are clear operational benefits to all three Authorities adopting a single, unified policy approach.

The Street Naming and Numbering (SNN) policy was adopted by Executive on 7th May 2024.

Links to the original Notice of Motion, LGA Advice notes and previous Executive agenda and minutes are contained in the Background Papers

2. Changes to the adopted Policy

As the policy is used by the three Councils there needs to be consistency across all three.

Following the publication of the LGA advice note and in response to issues that have arisen since adoption; there are a series of alterations proposed which are either changes,

additions or points of clarity. These alterations have already been approved by Exeter and East Devon.

The revised policy includes a total of 9 alterations to the policy adopted in 2024. The alterations are minor in nature and relate to:

- A. Obtaining the correct permissions for the use of fictional character or place names from literature or film. (Addition)
- B. Avoidance of the use of names of persons living or deceased. Where used written permission of the family or estate administrator required. (Change)
- C. Abbreviation or punctuation not to be used in property number of description. (Addition)
- D. Blocks of flats or offices are numbered consecutively not repeated floor by floor. (Addition)
- E. Blocks of flats allocated a street number with individual flat numbers therein. (Change)
- F. Conversion or sub-division to create flats will be numbered not described or lettered. (Clarification)
- G. If a property has a house number it is not permitted to replace the number with a name. (Addition)
- H. An official postal address will only be provided for self build plots when full or reserved matter planning approval has been received. (Addition)
- I. Barns added to those buildings not to be allocated an official postal address unless planning permission exists for residential or office use. (Addition)

3. Future Changes to the Policy

The Policy is shared between Exeter, East Devon and Teignbridge. To ensure there is an ability to make updates to the policy as required without delay it is requested that Authority be delegated to the Head of Development Management to agree to future changes in consultation with the Executive Member for Planning.

4. Implications, Risk Management and Climate Change Impact

There are no substantive risks arising from adopting the updated Policy. The adoption of the updated Policy will assist with better supporting requests from the community to rename or explain historic street names. The risk of adopting it is therefore negligible, as complaints are received very irregularly. The greater risk is that if the Policy is not adopted, we are left with

a Policy that could perform better against our Statutory Street Naming and Numbering duties and is out of sync with our partners, negating the benefits of joint working.

5. Alternative Options

There are no feasible alternative options.

6. Conclusion

Members are requested to adopt the updated Policy.



**Strata Services on behalf of East Devon District Council, Exeter City Council
and Teignbridge District Council**

Street Naming and Numbering Policy

ECC – approved at full council 13th December 2022

TDC – approved at Executive Committee 7th May 2024

EDDC – approved Overview Committee 24th February 2025

Council logos removed

Issue details

Title: Street Naming and Numbering Policy
Officer responsible: Martin Millmow
Authorisation by: Steve Mawn
Review date: August 2025

History of most recent Policy Changes – Must be completed			
Date	Section	Change	Origin of change (eg change in legislation)
10/03/2025	3.8.9	Addition: Permission may be required to use fictional character or place names from literature or film. The proposer must provide evidence that permission has been obtained. Or provide confirmation that permission is not required from the relevant person/body.	Numerous requests to name after book characters with no permission provided (already approved at ECC)
	3.8.13	Change to: The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria	Amended for clarity – removed .. 'Should a name be proposed, we recommend the person should have been deceased for at least 50 years and is deserving of public recognition.'
	6.1	ADD: Abbreviations or punctuation must not be used in the property number or description.	For clarity (already approved by ECC)
	6.12	ADD: Blocks of flats or offices must be numbered consecutively rather than repeated numbering floor by floor.	For clarity (already approved by ECC)
	6:13	Change to: A block of flats will be allocated a street number. Each dwelling within the block will be allocated a flat number. Flats will be numbered depending on their door access (see figure below) or for a single access into the block, the flats will be numbered from the ground floor up.	Geoplace guidelines to assist emergency services – this allows for a 'building shell' to be created for tall buildings (already approved at ECC)
	6.14	The conversion or sub-division of a property to flats will be numbered	For clarity from Geoplace guidelines

		rather than described or lettered and abbreviations must not be used for example, “Flat 1 36”, “First Floor Flat” or “Flat A” and not ‘36A’, ‘1st Floor Flat’ or ‘First FI Flat’.	
	6.21	ADD: If the property has a house number, it is not permitted to replace the number with a name	We receive requests to drop numbers of properties in terraces of houses
	7.1.1	ADD: Where self-build plot(s) have been granted outlined planning permission within a new development, full planning or a reserved matters approval is also required for each individual self-build plot before an official postal address can be provided.	Outline PP does not indicate where a property entrance will be so addresses cannot be allocated until this is known as it could impact on a street numbering sequence – for MPAN use we can allocate a plot UPRN (already approved at ECC)
	6.6	ADD: barns Stables, barns , outbuildings and parcels of land will not be allocated official postal addresses unless planning permission is approved for residential conversion or occupied offices at the site.	More requests being received to add barns to PAF

Contents

1. Introduction	5
2. Charging for Street Naming and Numbering	6
3. Naming Streets	6
4. Procedure to name/re-name an existing street, road or lane	9
5. Unofficial Street Names	10
6. Guidelines for naming and numbering properties	10
7. Criteria for assigning a New Postal Address	13
8. Procedure for New Developments	14
9. Procedure for a Change of Address or Adding a Property Name	16
10. Street Nameplates.....	18
APPENDIX A - Departments and agencies informed by the Local Authority.....	18
APPENDIX B - Statutory Legislation	18
APPENDIX C - Potential street name suffixes	21
APPENDIX D - Complaints Process.....	21
APPENDIX E - Other relevant information	22
Who is Responsible for Delivery of Street Naming and Numbering?	22
Performance Monitoring	22
Links related Policies/Strategies, Procedures and Legislation.....	22
Outcomes	23
Competitions/Public Consultation to name a street	23
Policy Consultation	23
Equality Impact Considerations	23
Policy Review	23
Related Policies and Strategies	24
Contact information:.....	24

1. Introduction

- 1.1. The naming and numbering of streets and buildings in East Devon, Teignbridge and Exeter, is controlled under the Town Improvement Clauses Act 1847
- 1.2. The prime objective in naming streets and numbering buildings is to facilitate easy identification of premises by the emergency services, postal / delivery services and general visitors to the area, and to aid in the updating of the **National Land and Property Gazetteer**.
- 1.3. The National Land and Property Gazetteer (NLPG) and Local Land and Property Gazetteer (LLPG). All addresses form part of the National Land and Property Gazetteer (NLPG) which covers the whole of England and Wales. The NLPG uses the British Standard BS7666 (Parts 1 and 2) to ensure data format consistency across the country. Each record has a unique property reference number (UPRN) which provides a reference key to join related address records across different datasets.
- 1.4. All Local Authorities are statutorily required to maintain a Local Land and Property Gazetteer (LLPG) which is a definitive master list of all land and property addresses within the Authority, together with comprehensive attribute data for each address including location coordinates. This forms part of the National Land and Property Gazetteer (NLPG). Every Local Authority is obliged under the Data Co-operation Agreement to create and maintain its own LLPG for transfer to the national hub for inclusion into the NLPG.
- 1.5. If a property is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.
- 1.6. Requests for addresses for new properties and requests to change the name or number of an existing property, should be applied for online using the relevant Local Authority website form following the procedures detailed in this policy.
- 1.7. The Local Authorities Commitments
 - To treat everyone in a fair and equal manner in line with our Equality and Diversity Policy.
 - To endeavour to deliver best value and to place the customer first.
 - To meet our statutory duties and to achieve the targets set out in the Performance Monitoring section.

2. Charging for Street Naming and Numbering

- 2.1. Local Authorities can only charge where they provide a service they are authorised to do, but not required to do. The charge must not exceed the cost of providing the service.
- 2.2. There is a Street Naming and Numbering charge for the following:
- renaming existing properties.
 - renumbering existing properties.
 - alterations in either names or numbers to new developments after initial naming and numbering has been undertaken.
 - Informing the bodies listed in Appendix A of new/altered addresses.
- 2.3. These charges will be reviewed on an annual basis by Strata and new charges approved by the Local Authorities.
- 2.4. The fee is required before the Street Naming and Numbering process can proceed.
- 2.5. All documents relating to street naming and numbering will be deleted automatically after six years in line with our retention policy. Where documents have been deleted, requests for written confirmation of an official address or a change of property name, will incur a fee (determined in April each year) to cover researching and preparing a new confirmation document.

3. Naming Streets

- 3.1. The Local Authority is responsible for the naming of private streets, adopted streets and streets which are to be adopted by Devon County Highways. In practice the District Councils follow the recommendation of the Town or Parish Council whilst Exeter City Council follow the recommendations of the Ward Councillors. Proposed street names must meet the naming criteria.
- 3.2. **Exeter City Council** – Developers are required to submit suggested road names. It is recommended that more than one name per street be supplied in the event that there is an objection to their first choice. Suggested road names are forwarded to Ward Councillors, Royal Mail Address Development Centre and Devon & Somerset Fire & Rescue Services for consideration. If a suggested road name does not meet the criteria, the developer will be advised to provide an alternative. If an agreement is not reached on an acceptable name this will result in a decision being made by a Corporate Director in conjunction with the Chairman or Vice Chairman of the relevant Local Authority Development Control Committee.
- 3.3. **Teignbridge District Council** and **East Devon District Council** welcome suggested names from developers however suggested road names are forwarded to the Town/Parish Councils for consideration.
- 3.4. Councillors and Town/Parish Councils may wish to keep a bank of names for future developments in their areas. We recommend they liaise with developers when they are aware of a new approved site. Street naming and numbering become involved

with a site at a much later stage and would appreciate that any names forwarded to them at the addressing stage are acceptable to both parties. Reasons must be provided for any proposed names.
Strata are unable to bank these names on their behalf.

- 3.5. It is desirable that any suggested road name should have some connection with the area.
- 3.6. If proposals comply with the Street Naming and Numbering policy, and street names do not meet with an objection, the new address will be formally allocated and all relevant bodies listed in Schedule A will be notified.
- 3.7. Where street names or numbers have been established without following the Street Naming and Numbering procedure, the Local Authority has the authority to issue Renaming or Renumbering Orders, under Section 64 of the Town Improvement Clauses Act.

3.8. Criteria for naming streets

The Street Naming and Numbering team will use the following guidelines when agreeing an address. Developers, Ward Councillors and Town and Parish Councils should follow these guidelines for any suggested street names:

- 3.8.1 New road names will not be assigned where developments can satisfactorily be included in the existing numbering scheme of the street providing access.
- 3.8.2 New street names must avoid duplicating any similar name already in use in a town/village or in the same postcode area. A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name as it can have a detrimental effect in an emergency situation. This is in line with Government guidance found in circular 3/93. This also reduces the need for new Street Names to be further identified by a locality.
- 3.8.3 This also applies to residential and business addresses on a site, for example Church Close and Church Units
- 3.8.4 Street names should not be difficult to pronounce or to spell or open to interpretation by shortening or graffiti in any way.
- 3.8.5 Street names should, where possible, reflect the history or geography of the site or area. Local historical societies may be able to assist with this.
- 3.8.6 Names which can be considered or construed as obscene, racist or which would contravene any aspect of the Local Authorities Equal Opportunities Policy will be rejected.
- 3.8.7 Street names that could be construed as advertising are unacceptable.
- 3.8.8 Names consisting of, referring to, or derived from any group or company will not be considered.
- 3.8.9 **Permission may be required to use fictional character or place names from literature or film. The proposer must provide evidence that permission has been obtained. Or provide confirmation that permission is not required from the relevant person/body.**

- 3.8.10 The Local Authority will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.
- 3.8.11 The use of North, East, South or West is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two.
- 3.8.12 Two phonetically similar names within a postal area, locality, town or village are to be avoided. For example, Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.
- 3.8.13 The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time. Should a name be proposed, we recommend the person should have been deceased for at least 50 years and is deserving of public recognition. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria. **CHANGE TO The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria**
- 3.8.14 The use of a name with Royal connotations should be avoided. Consent of the Lord Chamberlain's office must be obtained by the proposer if a name with any reference to the Royal family or the use of the word 'Royal' is suggested.
- 3.8.15 The use of tree names should be avoided due to the duplication of many existing streets with such names. Requests will only be considered if the proposer can show that confusion is not likely to take place, and that the proposed name has local relevance. This includes all names based on "Orchard".
- 3.8.16 The use of numbers as the first part of a street name is not permitted. For example, 20 Four Elms Hill could be misconstrued in an emergency situation as 24 Elms Hill.
- 3.8.17 Street names should not begin with "The".
- 3.8.18 Street Names should not have more than four words including the suffix.
- 3.8.19 Street Names should not be more than 30 characters long.
- 3.8.20 All street names, stored in databases, must meet the standards set out in BS7666. This restricts the use of punctuation marks and special characters e.g. apostrophes, hyphens, ampersands. This prevents problems arising when searching address databases.
- 3.8.21 Exceptions: Single or dual names without suffixes are acceptable in appropriate places (for example, Broadway for major roads only) such names will require approval by the Parish/Town Council for Districts and Ward Councillors for Exeter and be appropriate for the locality.

4. Procedure to name/re-name an existing street, road or lane

- 4.1.** Requests to name an unnamed street or rename a street will only be progressed if it can be demonstrated that the owners of all of the affected properties have been consulted and at least two thirds are in agreement. A canvas form detailing the changes and signed by all of the property owners would be acceptable.
- 4.2.** For Exeter, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Ward Councillors. For the Districts, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Town or Parish Council. Reasons must be given for any proposed names.
The relevant body will then need to agree to the request, find the suggested name acceptable, and arrange for the affected property owners to be canvassed.
- 4.3.** In the case of a privately owned street, the request will only be actioned if the owner of the street agrees. Proof of ownership will be required e.g. Land Registry documentation.
- 4.4.** Requests to rename an existing street must be justified by legitimate reasons in order for it to be forwarded to the relevant Ward Councillors or Town / Parish Council. A dislike of a street name would not normally constitute a legitimate reason for changing it.
- 4.5.** The suggested new street name will need to be confirmed as acceptable by Royal Mail and / or the Fire & Rescue Service. Final confirmation for Exeter City street names will be required from the Corporate Director.
- 4.6.** Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the road name change and any resulting address changes. A full list of those informed is included in Appendix A
- 4.7.** All costs associated with providing and erecting new street nameplates will have to be met by the owners of the properties who request the new street name except in exceptional circumstances where, at its discretion, the Town / Parish Council / City Council will provide and install the nameplates. Once sited, the District Council or City Council will maintain all nameplates on the street if it is adopted by the Highway Authority.
- 4.8.** If a change of address is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.

5. Unofficial Street Names

- 5.1. Locally known street names will not have street nameplates unless they form part of the official postal addresses of the properties in those streets.
- 5.2. If street nameplates have been erected, or have been requested, and the name does not form part of the official postal address, the relevant Ward Councillors for Exeter or the Town or Parish Council for the Districts should canvas the affected residents.
- 5.3. If residents agree to an address change to include the name displayed on the street nameplate, the street nameplate can remain or signs can be purchased by the Town or Parish Council. This could result in a change of postcode. (Refer to 7.9)
- 5.4. If the residents do not agree to an address change, the existing street nameplates will be removed to prevent confusion for delivery and emergency services.
- 5.5. Only official road names, which form part of an official postal address, can be displayed on street nameplates.

6. Guidelines for naming and numbering properties

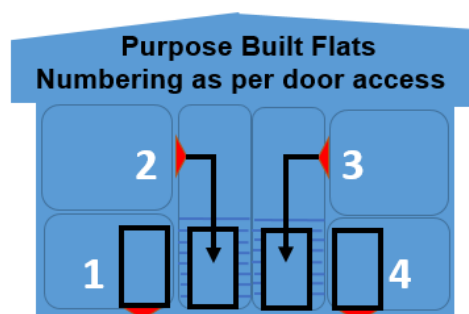
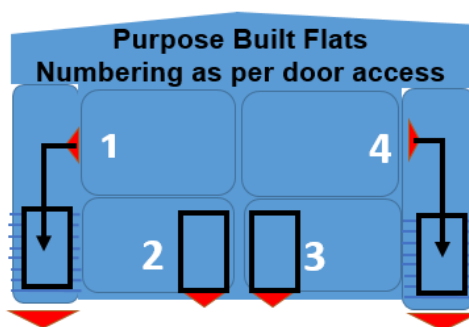
- 6.1. Abbreviations or punctuation must not be used in the property number or description.
- 6.2. A new street will be allocated a street name and the properties within that street will be allocated numbers, regardless of whether the street from which it is accessed is a named or unnamed street.
- 6.3. A new street should generally be numbered with odd numbers on the left side and even numbers on the right side. Consecutive numbering, in a clockwise direction, is preferred for a cul-de-sac.
- 6.4. Additional infill properties, in streets which are currently numbered, will always be allocated a postal number. Alias names can be added if requested by the owner.
- 6.5. Private garages and similar buildings used for housing cars and similar will not be numbered.
- 6.6. Stables, barns, outbuildings and parcels of land will not be allocated official postal addresses unless planning permission is approved for residential conversion or occupied offices at the site.
- 6.7. A proper numbering sequence shall be maintained, with all numbers included unless the omission of a number (for example 13) is specifically requested at the time of application.
- 6.8. Numbering out of sequence is not permitted.
- 6.9. Buildings (including those on corner sites) are numbered according to the street in which the main entrance is to be found.

6.10. The manipulation of numbering in order to secure a “prestige” address, or to avoid an address which is thought to have undesired associations, will not be sanctioned.

6.11. If a building has entrances in more than one street, is multi-occupied and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road. Exceptions may be made, depending on circumstances, for a house divided into flats.

6.12. Blocks of flats or offices must be numbered consecutively rather than repeated numbering floor by floor.

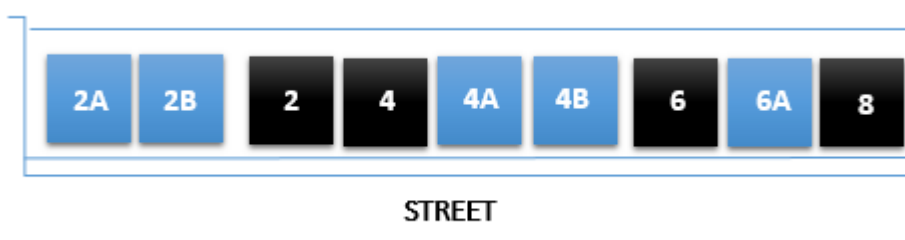
6.13. ~~Blocks of flats Each dwelling, within a block of flats up to six storeys in height, is usually allocated a number. If the block exceeds this height, or there are insufficient numbers available due to existing development, the building can be named and numbered~~ **CHANGE TO** A block of flats will be allocated a street number. Each dwelling within the block will be allocated a flat number. Flats will be numbered depending on their door access (see figure below) or for a single access into the block, the flats will be numbered from the ground floor up.



6.14. The conversion or sub-division of a property to flats will be numbered rather than described or lettered **and abbreviations must not be used** for example, “Flat 1 36”, “First Floor Flat” or “Flat A” **and not ‘36A’, ‘1st Floor Flat’ or ‘First FI Flat’.**

6.15. Changes to building names will incur our standard fee.

6.16. Where new properties are built on an existing street, typically as infill development, and there are no available numbers to use whilst retaining the current sequence, a letter shall be used as a suffix, e.g. 2A, 2B, 2C. Where building takes place on the site of a demolished property, the new building will inherit the existing building number.



6.17. Suffixes will be avoided wherever possible.

6.18. For new developments, where additional properties have been requested after the initial numbering, the entire street will be renumbered. This will incur a charge.

6.19. For an infill of two or more properties accessed via a roadway (private or otherwise), which has no existing property numbers, the properties will be numbered and a 'sub-road' name, in agreement with the developer, will be allocated for the buildings e.g. 1 – 4 Country Cottages. Alternatively, the roadway will be officially named, following the Street Naming and Numbering procedure, and the properties will be numbered. It may be necessary to include the main road name, e.g. 1 to 4 Curlew Mews, High Street, to assist in locating the site.

6.20. Where a property has a postal number it must be used and displayed. Where a name has been given to a property, in addition to the official postal number, the number must always be included in the address. The name cannot be regarded as an alternative. This is enforceable under section 65 of the Town Improvement Clauses Act 1847.

6.21. If the property has a house number, it is not permitted to replace the number with a name.

6.22. Neither Strata nor the relevant Local Authority shall be liable for any mail delivery or credit rating problems caused by residents not using the given property number.

6.23. For private houses it is sufficient that the name should not repeat the name of the road or that of any other house or building in the same locality.

6.24. New building names should not begin with "The".

6.25. The Local Authority will enforce numbering of properties if there are serious mail delivery problems or emergency service response issues. This can occur in streets where all properties have names, properties are not officially numbered or where numbers are not being displayed.

6.26. Royal Mail will only register properties which have a delivery point i.e. letter box, post box or pigeon hole.

- 6.27.** Commercial / industrial sites will be numbered (as per the residential process above) using combinations of a number and letter where this is no alternative e.g. 1A, 1B etc.
- 6.28.** For commercial properties, whenever possible, numbers will be allocated. If numbering is impractical, building names will be requested. The Local Authority will not register company/business names as the building name.
- 6.29.** Where two or more properties on a numbered street are merged, one number will be retained for addressing purposes. For example, 4 and 6 Fore Street being combined would become 4 or 6 Fore Street (depending on the door access to the site).
- 6.30.** Where a building is divided into business and residential parts and the residential element has its own access then this will be numbered independently e.g. 7 for the business and 7A for the residential element. If the site is on an unnumbered street then the residential element should be named independently from the business to ensure a consistency of address should the business change e.g. The Swan Inn, Bank Street and Flat 1, *Building Name*, Bank Street.
- 6.31.** All numbering, stored in databases, must meet the standards set out in BS7666. This restricts the use of punctuation marks and special characters e.g. apostrophes, hyphens, ampersands. This prevents problems arising when searching address databases.

The Local Authority cannot be held liable for mail delivery problems caused by failure to inform them of property name changes.

7. Criteria for assigning a New Postal Address

- 7.1.** Under no circumstances will an official address be granted to a site (commercial or residential) without planning permission or if the site is subject to enforcement action.

7.1.1 Where self-build plot(s) have been granted outlined planning permission within a new development, full planning or a reserved matters approval is also required for each individual self-build plot before an official postal address can be provided.

- 7.2.** Council Tax/Commercial rating and the Planning department will be notified of requests to address premises without planning permission or which are subject to planning enforcement.

- 7.3.** If a site does not have Planning Permission or, is subject to enforcement action, there will be no official postal address registered with the Royal Mail. A descriptive address will be created to be held on the LLPG and used by Council Tax and other Local Authority departments.

7.3.1. A descriptive address is to ensure the addressing or numbering sequence of any street is not disrupted by additional properties without planning permission

and therefore likely to be subject to enforcement action which may ultimately result in their removal.

7.3.2. Allocating a descriptive address to properties without planning permission will have no bearing on planning matters or be capable of being used in support of any planning appeal.

7.3.3. Descriptive addresses can be changed at a later date provided planning permission is approved and the applicant follows the street naming and numbering procedure. This will incur the standard fee.

Note: Should planning permission be granted at a later stage, it may be necessary to number the property if it is situated on a numbered street.

7.4. Postal addresses for agricultural or any other land, purely for deliveries or satellite navigation systems, are not permitted. An official postal address will be issued if there is a registered business or residential unit, with approved planning permission on the site with a secure delivery point.
This conforms to Royal Mail policy and guidelines.

7.5. The allocation and maintenance of Postcodes is the responsibility of the Royal Mail.

7.6. Approved addresses are forwarded to Royal Mail who confirm the postcode.

7.7. Royal Mail will not issue a postcode for a new street or property unless the request is made by the Local Authority.

7.8. A change of address could result in a change of postcode. This will be the decision of Royal Mail.

7.9. Localities within the official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the Street Naming and Numbering team will advise them to consult Royal Mail, who has a procedure laid down in their code of practice by the Postal Services Commission for adding or amending locality details.

7.10. Applicants are reminded that postal addresses are not geographically accurate descriptions but routing instructions for Royal Mail staff and they can, and do, contain names for villages, towns and cities that are several miles away.

7.11. Royal Mail does not have the authority to issue or confirm postal addresses. It is responsible for setting the post town and post code for a property. On occasion, Royal Mail may use a different locality detail for their 'postal address' to the one held in the LLPG. The objective of the Local Authority is to ensure consistency between addresses in the LLPG and the Royal Mail address database.

7.12. Holiday Lets – The Local Authority will only request an official address from Royal Mail where we have an operational requirement to do so or we believe the property is being used for permanent residency. Such addresses will have to meet Royal Mail's requirements for secure delivery points and we will inform our enforcement section about the believed change of use.

8. Procedure for New Developments

- 8.1.** Applicants are encouraged to contact the Local Authority prior to a formal application in order to get advice on the naming and numbering policy.
- 8.2.** The property developer must not issue postal addresses, including postcodes, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before formal approval has been issued by SNN. The Local Authority will not be liable for any costs or damages caused by failure to comply with this.
- 8.3.** The applicant or developer is required to submit a suggested name or names for any new streets in the city of Exeter. Reasons must be given for any proposed names.
- 8.3.1. Suggestions are optional within the Districts.
- 8.4.** It is recommended that more than one suggested name is submitted to avoid delay should there be an objection from the Local Authority, Royal Mail or Councillors.
- 8.5.** Initial approval for street names will be sought from Royal Mail (and Devon & Somerset Fire and Rescue Service if required). If there are objections to a name an alternative will need to be submitted.
- 8.6.** The proposed street names are passed to the relevant Ward Councillors for Exeter, or the Town or Parish Council(s) for the Districts for approval. Ward Councillors and the Town or Parish Councils can, at this stage, suggest their own names that conform both to our and Royal Mail policies.
- 8.7.** While the relevant Local Authorities are the authority for naming streets, in practice they follow the recommendation of the Ward Councillors for Exeter and the Town or Parish Council for the Districts, as long as the proposed street names meets the naming criteria.
- 8.8.** Ward Councillors and the clerks to Town and Parish Councils will be consulted by email regarding the naming of streets or developments.

8.9. FOR DISTRICTS

- 8.9.1. Town and Parish Councils will be given 21 working days from the date of the consultation in which to respond with at least 2 proposed names per street (which must meet policy criteria), or agreement to the developer's proposal. Reasons must be given for any proposed names from the Town or Parish Council, and also reasons why a developers' proposal is not acceptable.
- 8.9.2. Town and Parish Councils will only be consulted on the naming or renaming of streets.
- 8.9.3. The Local Authorities reserves the right to name streets/developments without consulting the Town/Parish in circumstances where there is a Local Authority decision to name a street/development.
- 8.9.4. If the developer does not accept a name suggested by the Town/Parish Council, the District Councils reserves the right to make a final decision without further reference to the Town/Parish.

8.10. FOR EXETER CITY

8.10.1 Ward Councillors will be contacted via email and given 10 working days to respond to street name suggestions.

8.10.2 Where the Ward Councillors cannot agree on a street name, final approval of street names will be given by a Corporate Director in consultation with Chairman or Vice Chairman of the Development Control Committee.

- 8.11.** Numbering of the new street(s) will be carried out following the guidelines within this policy. All properties on newly named streets will be allocated numbers. All new properties on existing streets will be numbered unless the existing properties on that street all have official dwelling names and no numbers, or in the exceptional circumstances outlined under the section “Guidelines for numbering buildings”
- 8.12.** It is the responsibility of the developer to check and review all names and property numbers to ensure the properties are addressed correctly on the relevant street and are in a sensible ‘walk’ order. If it is discovered at a later stage that the access to a property has been changed, the property will be readdressed irrespective of whether it has been sold or not.
- 8.13.** Prior to the occupation of new properties, the local authority will instruct developers where to site street nameplates and specify the format and content of nameplates.
- 8.14.** If the developer fails to erect street nameplates, Strata and the Local Authorities cannot be held liable for any issues that may arise.
- 8.15.** Residents will be advised to contact the developer if there are nameplates which have not been erected on their street.
- 8.16.** The Local Authority will no longer pursue developers who fail to erect nameplates. It is a private matter, on a privately owned site. The Local Authority will suggest that residents get together and speak to the developer to insist that nameplates are installed.
- 8.17.** The developer must cover the initial costs of the street nameplates. When the road has been officially adopted, maintenance costs become the responsibility of the Local Authority.
- 8.18.** When naming and numbering is complete the Local Authority will inform all of the bodies listed in Appendix A.
- 8.19.** There is a charge for ‘reworking’ previously completed developments at our standard fee for each plot/postal address change.

9. Procedure for a Change of Address or Adding a Property Name

- 9.1.** If the property has a house number, it is not permitted to replace the number with a name. However, the Local Authority will allow the addition of an ‘alias name’ to the address. The name will be held by Royal Mail on their ‘alias file’ and will not form part of the official address. The alias name can only be used with the property number, not as a replacement of it.

- 9.2.** To request a change to an address the 'Change a Property name' form should be completed on the relevant Local Authority website
- 9.3.** If a suggested house name is considered inappropriate by the Local Authority or the Royal Mail the application will not proceed until an alternative house name has been submitted.
- 9.4.** Requests can only be accepted from the owner of the property.
- 9.5.** A property name cannot be officially changed while the property is in the process of being purchased, that is until exchange of contracts. However, guidance on the acceptability of a suggested name can be given before this.
- 9.6.** Suggested names will be checked to ensure there is no other property in the location with the same or similar name. The suggested name will be forwarded to Royal Mail who will consider the suitability of the name and if it could possibly result in delivery problems due to the similarity with other local names. Royal Mail cannot guarantee mail delivery if their advice is ignored. In these situations, we will formally advise the applicant against the name and may also contact those other affected properties.
- 9.7.** In the absence of fraud or malice, we cannot oppose a property name which is the same or similar to another nearby, but we will advise against it. Owners/residents of affected properties may take legal action if they have delivery problems caused by such name changes.
- 9.8.** Once all checks are satisfactorily complete and the necessary fee is received, the address change will be processed. Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the address change. A full list of those informed is included in Appendix A.
- 9.9.** The property owner will receive written confirmation of the address change.
- 9.10.** Where it is determined that the current numbering system is causing delivery problems or emergency response issues, and more than one property is affected, the Local Authority will consider a request for an address change. However, should this affect the numbering of neighbouring properties, a written agreement by all affected property owners, will have to be obtained by the person requesting the change.
- 9.11.** If the access to a property is changed, and access to the property is from a road that differs from the road name in the existing postal address, the owner is required to contact the Local Authority to determine if the property requires a change of address. This could result in a different property number as well as a different road name and postcode.
- 9.12.** If a property has a change of access making the existing address misleading, or creates problems for other properties, it will be necessary to change the address to ensure there are no issues for emergency and delivery services.
- 9.13.** If the access to a property changes and the Local Authority is informed via complaints from other residents, the Local Authority will write to the property owner

explaining the policy and, if possible, offer any possible options. However, the address will ultimately have to change.

9.14. To request a change to an address, the 'Change a Property name' form should be completed on the relevant Local Authority website.

9.15. There will be no charge to change a business name – if notified of a business name change, where possible, we will allocate a property number.

10. Street Nameplates

10.1. All costs for the supply and erection of street nameplates and additional signage for new streets will be borne by the property developer. There are detailed specifications for street nameplates, and their locations, and the Local Authority must be contacted for advice.

10.2. Maintenance of street nameplates and signage becomes the responsibility of the Local Authority when a street becomes adopted.

10.3. It is not lawful to erect a street nameplate until the street name has been confirmed in writing by Strata on behalf of the relevant Local Authority: Note: Contravention attracts a fine under the provisions of the Criminal Justice Act 1982 (Section 37(2) Standard Scale Level 1 offences). A daily penalty rate also applies in this case.

10.4. For private streets, the developer is responsible for the initial supply and installation of the street name plates. Thereafter the property owners are jointly liable for the maintenance and replacement of the signs.

APPENDIX A - Departments and agencies informed by the Local Authority

Valuation Office Agency
Address Development Centre
Plymouth Land Registry Survey Services
West Country Ambulance Service
Devon Fire & Rescue Service
Devon and Cornwall Constabulary
Devon County Council Highways

Other organisations are informed via the NLPG

Internally:
Planning Administration, including Land Charges
Electoral Registration
Council Tax

APPENDIX B - Statutory Legislation

Terms Explained and Statutory Context

Definition of a street

- The naming of a street includes any road, square, court, alley or thoroughfare, within the limits of the Towns Improvements Clauses Act 1847 or relates to any thoroughfare which when named will be included in an official postal address.

Public Health Act 1925

Section 19 (Adoptive Provision)

- Provides Local Authority with the duty to ensure that the name of every street, which is maintained at public expense, is shown in a conspicuous position and also to alter or renew it if it becomes illegible.
- Anyone found guilty of damaging or removing a sign is liable to prosecution.

The Public Health Acts Amendment Act 1907

Section 21

- The Local Authority may, with the consent of two-thirds in number and value of the ratepayers in any street, alter the name of such street- or any part of such street.
- The Local Authority may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.

Town Improvement Clauses Act 1847

Section 64

- The Local Authority shall from time to time cause the houses and buildings in all or any of the streets to be marked with numbers as they think fit, and shall cause to be put up or painted on a conspicuous part of some house, building, or place, at or near each end, corner, or entrance of every such street, the name by which such street is to be known.
- Should any person destroy, deface or put up another number or name other than the official one, then that person shall be liable to prosecution in the Magistrates Court and the penalty of a fine under the provisions of Criminal Justice Act 1982 for every such offence.

Section 65

The Occupiers of houses and other buildings in streets must mark their houses with such numbers as approved by the Local Authority and shall renew such numbers as often as they become obliterated or defaced. Where an occupier fails to do this in, within one week after notice for that purpose from the Local Authority, they shall be liable to a fine in the magistrates' court if it is decided to pursue them and the Local Authority shall cause such numbers to be marked or to be renewed, as the case may require. The expense thereof shall be repaid to them by such occupier and shall be recoverable as damages.

Power to charge under Section 93 of the Local Government Act 2003

This provides power for best value **authorities**, as defined in the **Local Government Act 1999**, to charge for discretionary services. ... An **authority** may charge where the person who receives the service has agreed to its provision.

The Local Authority can charge for changing property names, changing street names and changing existing street numbering by virtue of section 64 and 65 of the 1847 Act coupled with section 93 of the 2003 Act.

APPENDIX C - Potential street name suffixes

Street names should ideally end with one of the following suffixes:

Street	(for any thoroughfare)
Road	(for any thoroughfare)
Way	(for major roads and pedestrian routes)
Avenue	(for residential roads)
Drive	(for residential roads)
Grove	(for residential roads)
Lane	(for residential roads)
Gardens	(for residential roads) subject to there being no confusion with any local open space
Place	(for residential roads)
Crescent	(for a crescent shaped road)
Court/Close	(for a cul-de-sac only)
Square	(for a square only)
Hill	(for a hillside road only)
Circus	(for a large roundabout)
Vale	(for residential roads)
Rise	(for residential roads)
Row	(for residential roads)
Wharf	(for residential roads)
Mews	(for residential roads)
Mead	(for residential roads)
Meadow	(for residential roads)
View	(for residential roads)

All new pedestrian ways should end with one of the following suffixes:

Walk
Path
Way

APPENDIX D - Complaints Process

Complaints directed to the team via email, letter or phone call will be dealt with by the relevant site.

If escalated or ongoing, they will be reviewed by the Team leader and may be passed onto the Authority Primary Contact for consideration in order to settle the issue.

Complaints received through the Councils standard complaints process will be dealt with by the relevant authority using their standard process.

APPENDIX E - Other relevant information

Who is Responsible for Delivery of Street Naming and Numbering?

The Street Naming and Numbering Team within Strata Service Solutions in consultation with Planning, Council Tax and the Development Control Committee.

Performance Monitoring

The Street Naming and Numbering Officers will pass all requests for new street names to the relevant Ward Councillors or Town or Parish Council. On receipt of their recommendation the process is normally completed within 30 working days.

All requests for property name changes will be dealt with in 10 working days.

The Local Authorities are not responsible for outside agencies updating their address databases.

Links related Policies/Strategies, Procedures and Legislation

The NLPG and LLPG

The LLPG and NLPG will be updated to include all authorised new street names, building names and numbering. The LLPG and NLPG are maintained in accordance with British Standard BS7666 "Spatial Data-sets for geographical referencing".

The LLPG and NLPG are growing in importance as increasingly these databases are being used by many government agencies, including the emergency services. Strata is in the process of integrating the LLPG with its other property based information systems. All changes to, or additions of, addresses will also be made in the LLPG. This information is then distributed internally within each Local Authority and passed to the NLPG for National distribution.

UK General Data Protection Regulation

We require your personal information to provide you with a Street Naming & Numbering service and will use it to process your enquiry. All information that you provide to us will only be processed in line with the Data Protection Act 2018, the UK General Data Protection Regulation and any other applicable legislation. For further information on processing of data please see the website of the relevant Local Authority.

We will retain applicant information (names/telephone numbers/email addresses) for 6 years.

Outcomes

A modern Street Naming and Numbering policy which is clear and easily understandable by our staff, developers and members of the public

Appropriate involvement of all interested groups

Address and street number systems which comply with the needs of the Royal Mail and emergency services.

Addresses entered and maintained in our systems in British Standard 7666 format

Recoverable costs for house renaming and where developers seek to renumber and/or rename after their initial proposals have been dealt with.

Competitions/Public Consultation to name a street

The relevant Street Naming and Numbering Officer must be contacted by the proposer before proceeding.

The proposer will be responsible for:

- Contacting Ward Councillors for Exeter, or Town/Parish Councils for the Districts to confirm they are in agreement.
- For running the competition/consultation and collating the naming suggestions.
- Liaising with the relevant Ward Councillors/Town Parish Council's throughout the process.

The street naming and numbering guidelines set out in this policy should be taken into account when submitting the final suggested street names for consideration.

Policy Consultation

This policy has been written by the Street Naming and Numbering Team in consultation with Corporate Directors and Legal Services.

Equality Impact Considerations

Our policy has been written to be neutral towards all religious and ethnic groupings.

Policy Review

This policy will be reviewed every three years. Charges and standard correspondence will be reviewed on an annual basis by Strata Management and the Street Naming and Numbering Team.

Related Policies and Strategies

- Equality and Diversity Policy
- Customer First Policy

Contact information:

Exeter City Council

Email street.naming@exeter.gov.uk

Tel: 01392 265259

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

East Devon District Council

Email snn@eastdevon.gov.uk

Tel: 01395 571723

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

Teignbridge District Council

Email street.naming@teignbridge.gov.uk

Tel: 01626 215128

<https://www.teignbridge.gov.uk/planning/street-names-and-numbers/street-naming-and-numbering/>

Equality Impact Assessment

Assessment Of:	
<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input checked="" type="checkbox"/> Changing
Directorate: Place	Assessment carried out by: Ian Perry
Service Area: Street Naming and Numbering	Job Role: Head of Development Management
Version / Date of Sign Off by Director:	

Step 1: What do we want to do?

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the Policy Officer early for advice.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

Following a Notice of Motion in 2021, Full Council resolved to:

- encourage local historic societies to identify street names of particular historic significance and develop signage to explain the history behind the street's name.
- Review the street naming and numbering procedure to reflect the recent LGA advice note relating to requests from the public to change the public realm.

The Council subsequently approved the Street Naming and Numbering policy at Executive on 7 May 2024.

The policy is a joint policy between Teignbridge, East Devon and Exeter City.

The proposal for consideration is for amendments to the Policy to be approved and adopted to bring it in line with changes that have been included following the consideration of the LGA advise note "Responding to calls for public realm changes" from 12 June 2020 as well as issues that have arisen in practise.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community	<input type="checkbox"/> Teignbridge workforce
---	---	--

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by your manager.

If 'Yes' complete the rest of this assessment.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
--	------------------------------------	-----------------

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics (listed in 2.2).

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data - from national research, local data or previous consultations and engagement activities.

Outline whether there are any over or under representation of equality groups within your service - don't forget to benchmark to local population where appropriate.

For workforce / management of change proposals you will need to look at the diversity of the affected team(s) using available evidence such as the employee profile data. Identify any under/over-representation for age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. Please see: [Equality Act 2010 \(legislation.gov.uk\)](https://legislation.gov.uk).

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Agenda for Executive on 7th May 2024 - 10:00am - Teignbridge District Council	Summarises the decision taken by Executive to adopt the Policy
Agenda for Full Council on Monday, 22nd February 2021. 10:00am - Teignbridge District Council	Summarises the decision taken by Full Council
Agenda for Full Council on Tuesday, 28th July 2020. 2:15pm - Teignbridge District Council	Outline the Notice of Motion presented to and agreed by Full Council
Local Government Association report – Responding to calls for public realm changes - June 2020	Guidance in relation to requests to change street names
Additional comments: The matter under consideration is an update to the already adopted policy	

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input type="checkbox"/> Race
<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sex	<input type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps please state this clearly with a justification.

For workforce related proposals all relevant information on characteristics may need to be sought from HR (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require action to address and identify the information needed.

There have been two Notice of Motions that are linked above. Neither have been undertaken, therefore there is a gap in knowledge of any street names that cause concern for the community. However, we are also not aware of any complaints received by the Council.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this has been of Teignbridge's diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to HR for advice on how to consult and engage with employees. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups, trades unions as well as affected staff.

Best practice guidance nationally was developed with full reference to all users' needs and our policy follows this model.

All town and Parish Councils were consulted on the original policy. Ten responses were received.

No further feedback has been sought on the changes proposed to the policy as these are minor in nature.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Consultation Officer for help in targeting particular groups.

The policy review follows the guidance from the LGA, this document recommends ensuring community engagement when there are strong feelings for change. No further engagement is required at this time but appropriate consideration will be given to engagement should further amendments be considered in future.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal.

3.1 Does the proposal have any potentially adverse impacts on people on the basis of their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS <i>(highlight any potential issues that might impact all or many groups)</i>	
No adverse impacts on any group are expected.	
There is potential for impacts upon many of the protected characteristics, for example the suggestion of naming a street after an author who held beliefs that would impact upon one of the protected characteristics. However, it is most likely to be the ones noted below.	
PROTECTED CHARACTERISTICS	
Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	Part of the concerns relate to connection to place and history
Mitigations:	If concerns are raised ensure community engagement to identify concerns and possible solutions
Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Neutral <input type="checkbox"/>
Potential impacts:	This has the potential to have an impact in relation to race due to the nature of national concerns raised in the 2020 report.
Mitigations:	Policy reviewed to include considerations from the LGA guidance
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	There may be links to religion or belief
Mitigations:	Policy reviewed to include considerations from the LGA guidance
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	

OTHER RELEVANT CHARACTERISTICS

Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/> Neutral <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Other group(s) <i>Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Rural/Urban Communities, Homelessness, Digital Exclusion, Access To Transport</i>	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people on the basis of their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

Introducing opportunities to change / highlight street names where these are or may be considered problematic will support all three strands of the PSED. There is the opportunity to engage communities with protective characteristics and also engage groups such as local history groups which could foster good relations between those with protective characteristics and those that do not

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This content should be used as a summary in reports, where this full assessment is included as an appendix.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
The updated policy provides an opportunity to have a positive impact on people currently impacted by, particularly, historic street names that recognise those about whom we are

learning more through additional study and scrutiny of the past. It also ensures that new street names avoid problems in the future through providing a policy approach to street naming that minimises the risk and likelihood of inappropriate street names being proposed or used for new streets.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Review any emerging guidance and include in Policy recommendations for local engagement where necessary	Head of Development Management	Ongoing
Thorough investigation and response to any concerns raised over existing street names	Head of Development Management	Ongoing

4.3 How will the impact of your proposal and actions be measured?

How will you know if have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective and your approach is still appropriate. Include the timescale for review in your action plan above.

This will be measured through complaints and feedback

4.4 Is there an opportunity to promote positive attitudes and good relations between different groups and communities?

Yes, through engagement with groups in the community

Step 5: Review & Sign-Off

EIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek review and feedback from management before requesting it to be signed off. All working drafts of EIAs and final signed-off EIAs should be saved in G:\GLOBAL\EIA. Once signed-off please add the details to the 'EIA Register' of all council EIAs saved in the same directory.

Reviewed by Service Manager: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Instead was reviewed by:	Strategic Leadership Team Sign-Off:
Date: 19th March 2025	Date:

This page is intentionally left blank

Teignbridge District Council
Executive
8th April 2025
Part i

Teignbridge Housing Complaints Handling Report and Annual Tenant Satisfaction Measures.

Purpose of Report

This report seeks the agreement of the Executive to approve The Housing Service self-assessment carried out in accordance with the Housing Ombudsman's complaint handling code, which became statutory on 1st April 2024 and to approve updates to the Housing Complaints Policy following the self-assessment.

As a social housing landlord, Teignbridge District Council has been requested by the Housing Ombudsman to demonstrate compliance with the Housing Ombudsman's code by 25th April 2025 and has therefore made amendments to the Housing Complaints Policy to ensure that we are fully compliant following the self-assessment being carried out.

The report also provides Members with details of the Housing Complaints Performance Information and the outcome of the 2023/2024 Tenant Satisfaction Survey required to be carried out by the Regulator for Social Housing. The outcomes are required to be published.

Recommendations

That the Executive resolves to –

1. Note and approve the Housing Ombudsman annual Self Assessment forms for financial years 2023/2024 and 2024/2025.
2. Note and approve annual complaints performance reports for financial years 2023/2024 and 2024/2025.
3. To note the outcomes of the Annual Tenant Satisfaction Measures Report.
4. To Approve the Revised Complaints Policy.
5. That the Portfolio Holder for Housing and Homelessness is appointed as the Executive Member responsible for Housing complaints.

Financial Implications

There are no financial implications to this report. However, failure to adhere to the Code and a subsequent finding of Maladministration against the Council could lead to the payment of compensation.

Martin Flitcroft
Chief Finance Officer and Director of Corporate Services
Email: martin.flitcroft@teignbridge.gov.uk

Legal Implications

Failure to comply with the regulations could render the Council open to the Ombudsman serving the Council a Type 3a Complaint Handling Failure Order.

Paul Woodhead
Head of Legal and Democratic Services and Monitoring Officer.
Email: paul.woodhead@teignbridge.gov.uk

Environmental/ Climate Change Implications

There is no Environmental and Climate Change implication to this report.

Report Author

Graham Davey, Housing Enabling and Development Manager
Email: graham.davey@teignbridge.gov.uk

Executive Member

Councillor Richard Buscombe, Portfolio Holder for Housing and Homelessness.

1.0 Introduction

1. The annual completion of the council's self-assessment against the Housing Ombudsman's complaint handling code has been carried out by the Housing Enabling and Development Manager and the Housing Compliance Officer. The opportunity has also been taken to update the Housing Complaints Policy. The report requests approval for the self-assessment for the current financial year and the previous year retrospectively.

2. The process is to comply with the Social Housing (Regulation) Act 2023 which now places a duty on the Housing Ombudsman to monitor compliance with the statutory complaint handling code. This means that the Housing Ombudsman is required to ensure that all landlords meet the standards set out in the code for complaint handling.

3. With some minor revisions made to the Complaints Policy the Council can continue to demonstrate compliance with the requirements of the code.

4. The Council is required to submit its self-assessment of the code to the Housing Ombudsman, in addition it is also necessary to publish on our website.

5. The Housing Ombudsman code of practice also requires the Council to appoint an elected Member responsible for Housing complaints and further guidance produced by

the Housing Ombudsman states that this person should be the Councillor with oversight on the Executive for Housing. It is therefore considered appropriate for this to be the Executive Portfolio Holder for Housing.

2. Background.

2.1 The Council received correspondence from the Housing Ombudsman on 12 March 2025 requesting that the Council publish the following documentation.

The landlord's published 2023/24 self-assessment;

The landlord's published annual complaints performance and service improvement report for 2023-24;

The landlord's published governing body's response (or equivalent) to the report;

The landlord's published complaints policy

2.2. Officers have therefore taken the opportunity to conduct the process for the 2024-2025 documentation at the same time.

2.3. The documentation required is set out in a prescribed format as follows -

Appendix A - The landlord's published 2023/24 self-assessment.

Appendix B - The landlord's published 2024/25 self-assessment;

Appendix C – Complaints performance report for 2023/2024.

Appendix D – Complaints performance report for 2024/2025.

Appendix E* – Revised Complaints Policy having regard to the self-assessment.

*Minor amendments are in highlighted text.

2.4. The original Complaints Policy was approved by the Executive in October 2024. The revisions add clarification rather than make changes to the previously approved policy. The highlighted comments in the 2024/2025 self-assessment reflect the analysis of the document and these form the basis of the clarification to the Complaints Policy.

2.5. Members will be pleased to note that for the last 2 financial years there have been **no complaints made to Teignbridge Council in respect of its role as a landlord of social housing.**

2.6. All appendices, when approved by this Committee will be published on the Council's website.

3. Tenant Satisfaction Measures

3.1. In April 2023 the Regulator of Social Housing introduced the Transparency, Influence and Accountability Standards which requires all Registered Providers to generate and report on tenant satisfaction measures (TSM's)

3.2. For the first time in financial year (2024/2025) landlords of less than 1,000 homes are required to conduct Tenant Perception Surveys to generate a set of Tenant Satisfaction Measures which have to be published.

3.3. Because larger Registered providers had to conduct this prescribed survey in financial year 2023/2024 year the results have been published and therefore provide Teignbridge with a benchmark against which we can assess our performance as a landlord.

3.4. The 12 questions are detailed below detailing the Teignbridge results and the national results for comparison purposes.

3.5. For larger landlords a sample of tenants are selected with roughly a 10% of all tenants being required to be considered as a representative sample.

3.6. Teignbridge surveyed all our tenants and received a 27.08% response rate. The survey was conducted online (with a hard copy option) and was anonymous.

3.7. Teignbridge results exceeded the national average in 11 of the 12 national indicators.

**3.8. Whilst this is an anonymous survey Officers have assumed that the lower than average score for Question 12 relates to incidences of fly tipping surrounding some of our properties. This will be further investigated and acted upon.

Teignbridge Tenant Satisfaction Survey Results for 2023/2024			
Code	Issue	Teignbridge level of satisfaction	National level of satisfaction
TP01	Overall Satisfaction	84.6%	71.3%
TP02	Satisfaction with Repairs	83.3%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	83.3%	67.4%
TP04	Satisfaction that the home is well maintained	90%	70.8%
TP05	Satisfaction that the home is safe	90%	76.7%
TP06	Satisfaction that the landlord listens to tenant's views and acts upon them	80%	60.4%

TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	90%	70.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	90%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	100%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	85.7%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution towards neighbourhoods	80%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	**50%	57.8%

This page is intentionally left blank

Appendix A

Self-assessment form for 2023/2024

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	Within policy 2. Definitions and scope 2.1	We follow the Housing Ombudsman definition of a complaint. A complaint is 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 customer or group of customers
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	Within policy 4. Policy Processing complaints 4.9	Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.
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			A service request can come from a customer or someone who might have visited their home. For example, reporting a repair issue, or to report incidents of anti-social behaviour or other neighbourhood complaints. A service request is not a complaint and will be logged and forwarded to the relevant

	are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Within policy 2.Definitions and scope 2.3	department for action. However, service requests can become formal complaints when, for example a customer is not satisfied with the way their service request has been handled.
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	Within policy 2.Definitions and scope 2.3	A service request is not a complaint and will be logged and forwarded to the relevant department for action. However, service requests can become formal complaints when, for example a customer is not satisfied with the way their service request has been handled.
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	Within policy 2.Definitions and scope 2.4	An expression of dissatisfaction made through a general customer survey is not a complaint.

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	Yes	Within Policy 4.Policy	We reserve the right to refuse a complaint in the following circumstances:

	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		Exclusions 4.27	<p>The issue is an initial service request, for example and enquiry or repair request. It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available.</p> <p>The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures.</p> <p>There is a Housing Disrepair Protocol in progress.</p> <p>Legal proceedings connected to the claim have commenced</p>
2.2	<p>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:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. 	Yes	Within Policy 4.Policy Exclusions 4.27	<p>We reserve the right to refuse a complaint in the following circumstances:</p> <p>The issue is an initial service request, for example and enquiry or repair request. It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or</p>

	<ul style="list-style-type: none"> 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. 			<p>significant new information becomes available.</p> <p>The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures.</p> <p>There is a Housing Disrepair Protocol in progress.</p> <p>Legal proceedings connected to the claim have commenced</p>
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	Within Policy 4.Policy Exclusions 4.26	Early complaints give us the best opportunity to resolve an issue quickly, we will not normally consider a complaint made more than twelve months after the issue of the complaint happened.
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	Within Policy 4.Policy	<p>We reserve the right to refuse a complaint in the following circumstances:</p> <p>The issue is an initial service request, for example and enquiry or repair request. It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or</p>

			<p>Exclusions</p> <p>4.27</p> <p>4.28</p> <p>4.29</p>	<p>significant new information becomes available.</p> <p>The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures.</p> <p>There is a Housing Disrepair Protocol in progress.</p> <p>Legal proceedings connected to the claim have commenced.</p> <p>4.28 For some services there are alternative statutory appeal or tribunal processes in place which must be used rather than the complaints procedure. These services include:</p> <p>Appeals against the refusal of planning permission or planning enforcement.</p> <p>Appeals against statutory notices.</p> <p>Housing benefit appeals.</p> <p>Homelessness decisions.</p> <p>4.29 We will not accept complaints made in a vexatious manner. A vexatious complaint may be:</p> <p>Obsessive, harassing, abusive, malicious or repetitive behaviour.</p>
--	--	--	---	--

				<p>Insisting on unrealistic or unreasonable outcomes.</p> <p>Designed to cause disruption.</p> <p>Demanding redress without serious purpose or merit.</p> <p>This list is not exhaustive. We will always aim to fully understand the perspective of the complainant and gather all available facts so that genuine issues of concern are addressed.</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Within Policy 4.Policy Receiving complaints 4.5	<p>We are committed to be fair, accruable and transparent, and to promote equality of opportunity to make sure that all customers are treated fairly. We recognise that our residents may have vulnerabilities, and in considering each complaint we will make reasonable adjustments as required.</p> <p>Customers are free to seek support and advice from other organisations or agencies, and we will signpost to these as appropriate.</p>

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	Yes	Within Policy 4.Policy Receiving complaints	Any customer can make a complaint in the way that best suits them. This includes in writing, by email, by webmail, verbally to an officer, by telephone or through social media.

	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.		4.1	(Complaints received by social media will be handled through our usual process and outside of the social media or any other public platform).
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	Within policy 4. Policy Receiving complaints 4.1 Processing complaints 4.9	Any customer can make a complaint in the way that best suits them. This includes in writing, by email, by webmail, verbally to an officer, by telephone or through social media. (Complaints received by social media will be handled through our usual process and outside of the social media or any other public platform). Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.
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.	NA	NA	No complaints to date
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	Yes	Within Policy 4. Policy Processing complaints	If all or part of the complaint is not resolved to the customer's satisfaction, it will be progressed to Stage 2 of the complaints process.

	will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.		Stage 2 complaints 4.13	<p>4.14 All complaints involving a third-party response (for example, a contractor or another organisation working on our behalf) will also be dealt with at Stage 2 of the process, without first being dealt with at Stage 1. We aim to avoid a customer having to make the same complaint to two organisations in all circumstances.</p> <p>4.15 All requests for a Stage 2 complaint must be logged, defined and acknowledged within 5 days of receipt.</p> <p>4.16 A customer may be asked to clearly state why they disagree with a decision and what more they want to put things right but is not obliged to provide this before a further investigation is made.</p> <p>4.17 The person involved at Stage 1 must not be involved in investigation or review of a Stage 2 complaint.</p> <p>4.18 A final response should be provided within 20 days of the acknowledgement.</p>
--	--	--	----------------------------	---

				4.19 An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant.
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	Within Policy 5. Monitoring and Review 5.4	The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code. ¹ Each year, we will self-assess our service against the Code and will produce an Annual Complaints and Performance Improvement Report
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	Within Policy 4. Policy Receiving complaints 4.3	Elected members, organisations and people who advocate for other people can also make a complaint on behalf of somebody else, but we must have signed authority from the person concerned to deal with the representative
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	Within Policy 4. Policy	If the complaint remains unresolved at the end of our complaints process, the customer has the following options available:

¹ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

			Processing complaints Housing Ombudsman 4.20	<p>They can use the Housing Ombudsman's Early Resolution Service. This is an alternative process to formal investigation, where they will work with the customer and us to resolve the dispute as fairly and quickly as possible.</p> <p>The customer can refer their complaint to the Housing Ombudsman for a formal investigation.</p>
--	--	--	--	--

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	Refer to Teign Housing and First Point of Contact	In process of recruiting a Housing Compliance Officer
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	Refer to Housing Compliance Officer governed by JD	

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	Within Policy 5. Monitoring and Review 5.6 5.7	Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website. We will review this policy, procedures and any staff training requirement at least every five years to ensure that it continues to operate within best practice, achieve measurable results and to achieve continuous service improvement.
-----	---	-----	---	---

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	Complaints 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	Within Policy 4. Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.

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	Within Policy 4.Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.14	All complaints involving a third-party response (for example, a contractor or another organisation working on our behalf) will also be dealt with at Stage 2 of the process, without first being dealt with at Stage 1. We aim to avoid a customer having to make the same complaint to two organisations in all circumstances.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Within Policy 4.Policy Receiving complaints 4.3	Elected members, organisations and people who advocate for other people can also make a complaint on behalf of somebody else, but we must have signed authority from the person concerned to deal with the representative acting on their behalf, and be sure that the matter is being raised in the best interest of the customer/s concerned.
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	Yes	Within Policy 4.Policy Processing complaints 4.10	An investigation of the issues must be made by the appropriate officer, who will aim to agree an action with the customer to address their concerns and resolve their issues where a complaint is fully or partially upheld. A full response including lessons learned

	any aspect of the complaint is unclear, the resident must be asked for clarification.			and actions taken must be sent to the customer within 10 working days of the acknowledgement.
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	Within Policy 4. Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <p>The complaint stage. The complaint definition. The decision on the complaint. The reasons for any decisions made. The details of any remedy offered to put things right. Details of any outstanding actions. Details of how to escalate the matter if the complainant is not satisfied with the response.</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position; take measures to address any actual or perceived conflict of interest; and 	Yes	Within Policy 1. Purpose 1.2	This policy ensures that when customers contact us with a complaint or to tell us they are not satisfied with any aspect of our services, we have a clear and straightforward process to investigate the issue thoroughly, to make things right, and to avoid problems in the future.

	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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.19	An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant
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	Within Policy 4.Policy Receiving complaints 4.5	We are committed to be fair, accruable and transparent, and to promote equality of opportunity to make sure that all customers are treated fairly. We recognise that our residents may have vulnerabilities, and in considering each complaint we will make reasonable adjustments as required. Customers are free to seek support and advice from other organisations or agencies, and we will signpost to these as appropriate.
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	Within Policy 4.Policy Exclusions 4.27 4.28 4.29	We reserve the right to refuse a complaint in the following circumstances: The issue is an initial service request, for example and enquiry or repair request. It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or

				<p>significant new information becomes available.</p> <p>The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures.</p> <p>There is a Housing Disrepair Protocol in progress.</p> <p>Legal proceedings connected to the claim have commenced.</p> <p>4.28 For some services there are alternative statutory appeal or tribunal processes in place which must be used rather than the complaints procedure. These services include:</p> <p>Appeals against the refusal of planning permission or planning enforcement.</p> <p>Appeals against statutory notices.</p> <p>Housing benefit appeals.</p> <p>Homelessness decisions.</p> <p>4.29 We will not accept complaints made in a vexatious manner. A vexatious complaint may be:</p> <p>Obsessive, harassing, abusive, malicious or repetitive behaviour.</p>
--	--	--	--	--

				<p>Insisting on unrealistic or unreasonable outcomes.</p> <p>Designed to cause disruption.</p> <p>Demanding redress without serious purpose or merit.</p> <p>This list is not exhaustive. We will always aim to fully understand the perspective of the complainant and gather all available facts so that genuine issues of concern are addressed.</p>
5.12	<p>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.</p>	Yes	<p>Within Policy</p> <p>5. Monitoring and Review</p> <p>5.2</p> <p>5.5</p>	<p>We will log all complaints on a database to provide tracking information on the progress of individual complaints and to extract key performance indicators.</p> <p>Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant Satisfaction Measures published by the Regulator.²</p>
5.13	<p>Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints</p>	Yes		<p>Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range</p>

²Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

	process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.		Within Policy 4. Policy Processing Complaints 4.21	<p>of actions may be taken. These include but may not be limited to:</p> <p>An officer contacts the complainant to discuss the issue and explain any actions proposed.</p> <p>An apology and acknowledgement of where things have gone wrong is offered to the complainant.</p> <p>A decision is reconsidered or changed.</p> <p>A record is amended or corrected.</p> <p>A policy, procedure or practice is reviewed and changed.</p> <p>An issue is dealt with and concluded – for example a repair is carried out or completed.</p> <p>Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.</p>
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	ASB Policy and Procedure	Available on request
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Within Policy	<p>This Policy also complies with other relevant legislation including:</p> <p>Localism Act 2011.</p> <p>Housing Act 1996 (schedule 2).</p> <p>General Data Protection Act 2018.</p>

	for the provisions of the Equality Act 2010.		3. Legal and Regulatory Requirements 3.3	Equality Act 2010. Social Housing (Regulation) Act 2023.
--	--	--	---	---

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	Within Policy 4.Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.
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	Within Policy 4.Policy Processing complaints 4.9	Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working</u>	Yes	Within Policy 4.Policy	An investigation of the issues must be made by the appropriate officer, who will aim to agree an action with the customer to address

	<u>days</u> of the complaint being acknowledged.		Processing complaints 4.10	their concerns and resolve their issues where a complaint is fully or partially upheld. A full response including lessons learned and actions taken must be sent to the customer within 10 working days of the acknowledgement.
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.	Yes	Within Policy 4.Policy Processing complaints 4.11	Where the investigation is complex, the response time may be extended by a further 10 working. Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made within the extended timescale unless there are exceptional circumstances
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	Within Policy 4.Policy Processing complaints 4.11	Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made within the extended timescale unless there are exceptional circumstances
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	Within Policy 4.Policy Responding to complaints 4.23	We will ensure that all complaints receive a written response, which clearly shows the following; The complaint stage. The complaint definition. The decision on the complaint. The reasons for any decisions made.

				<p>The details of any remedy offered to put things right.</p> <p>Details of any outstanding actions.</p> <p>Details of how to escalate the matter if the complainant is not satisfied with the response.</p> <p>Outstanding actions will be clearly shown within the written response.</p>
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	Within Policy 4.Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <p>The complaint stage.</p> <p>The complaint definition.</p> <p>The decision on the complaint.</p> <p>The reasons for any decisions made.</p> <p>The details of any remedy offered to put things right.</p> <p>Details of any outstanding actions.</p> <p>Details of how to escalate the matter if the complainant is not satisfied with the response.</p>
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	Yes	Within Policy 4.Policy Processing complaints 4.12	Additional complaints raised within the investigation period will be included in the same complaint unless they are unrelated or will unreasonably delay the outcome of the complaint. In such instances they will be logged as a separate complaint.

	unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> 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	Within Policy 4.Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <p>The complaint stage. The complaint definition. The decision on the complaint. The reasons for any decisions made. The details of any remedy offered to put things right. Details of any outstanding actions. Details of how to escalate the matter if the complainant is not satisfied with the response.</p>

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.	Yes	Within Policy 4.Policy Processing complaints	If all or part of the complaint is not resolved to the customer's satisfaction, it will be progressed to Stage 2 of the complaints process.

	Stage 2 is the landlord's final response.		Stage 2 complaints 4.13	
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.15	All requests for a Stage 2 complaint must be logged, defined and acknowledged within 5 days of receipt.
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.16	A customer may be asked to clearly state why they disagree with a decision and what more they want to put things right but is not obliged to provide this before a further investigation is made.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.17	The person involved at Stage 1 must not be involved in investigation or review of a Stage 2 complaint.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Within Policy 4.Policy	A final response should be provided within 20 days of the acknowledgement

			Processing complaints Stage 2 complaints 4.18	
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.19	An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant.
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	Within Policy 4.Policy Processing complaints Stage 1 complaints 4.11	Where the investigation is complex, the response time may be extended by a further 10 working. Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made within the extended timescale unless there are exceptional circumstances.
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	Yes	Within Policy 4.Policy Processing complaints 4.23	We will ensure that all complaints receive a written response, which clearly shows the following; The complaint stage. The complaint definition. The decision on the complaint. The reasons for any decisions made.

	appropriate updates provided to the resident.			<p>The details of any remedy offered to put things right.</p> <p>Details of any outstanding actions.</p> <p>Details of how to escalate the matter if the complainant is not satisfied with the response.</p>
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	<p>Within Policy</p> <p>4.Policy</p> <p>Responding to complaints</p> <p>4.23</p>	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <p>The complaint stage.</p> <p>The complaint definition.</p> <p>The decision on the complaint.</p> <p>The reasons for any decisions made.</p> <p>The details of any remedy offered to put things right.</p> <p>Details of any outstanding actions.</p> <p>Details of how to escalate the matter if the complainant is not satisfied with the response.</p>
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; 	Yes	<p>Within Policy</p> <p>4.Policy</p> <p>Responding to complaints</p> <p>4.23</p> <p>4.24</p>	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <p>The complaint stage.</p> <p>The complaint definition.</p> <p>The decision on the complaint.</p>

	<p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>			<p>The reasons for any decisions made.</p> <p>The details of any remedy offered to put things right.</p> <p>Details of any outstanding actions.</p> <p>Details of how to escalate the matter if the complainant is not satisfied with the response.</p> <p>Clear guidance will be included to explain how customers can escalate a complaint if they remain dissatisfied.</p>
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Within Policy 4. Policy Housing Ombudsman 4.20</p>	<p>If the complaint remains unresolved at the end of our complaints process, the customer has the following options available:</p> <ul style="list-style-type: none"> i. They can use the Housing Ombudsman's Early Resolution Service. This is an alternative process to formal investigation, where they will work with the customer and us to resolve the dispute as fairly and quickly as possible. ii The customer can refer their complaint to the Housing Ombudsman for a formal investigation.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>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:</p> <ul style="list-style-type: none"> • 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	Within Policy 4.Policy Actions from complaints 4.21	<p>Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of actions may be taken. These include but may not be limited to:</p> <p>An officer contacts the complainant to discuss the issue and explain any actions proposed.</p> <p>An apology and acknowledgement of where things have gone wrong is offered to the complainant.</p> <p>A decision is reconsidered or changed.</p> <p>A record is amended or corrected.</p> <p>A policy, procedure or practice is reviewed and changed.</p> <p>An issue is dealt with and concluded – for example a repair is carried out or completed.</p> <p>Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Within Policy 4.Policy Actions from complaints 4.22	Compensation and redress offered will be in line with the <i>Housing Ombudsman Compensation Policy – Guidance for Landlords</i> and will reflect the impact of the incident on the customer.
7.3	The remedy offer must clearly set out what will happen and by when, in	Yes	Within Policy	Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of

	agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.		4.Policy Actions from complaints 4.21	<p>actions may be taken. These include but may not be limited to:</p> <p>An officer contacts the complainant to discuss the issue and explain any actions proposed.</p> <p>An apology and acknowledgement of where things have gone wrong is offered to the complainant.</p> <p>A decision is reconsidered or changed.</p> <p>A record is amended or corrected.</p> <p>A policy, procedure or practice is reviewed and changed.</p> <p>An issue is dealt with and concluded – for example a repair is carried out or completed.</p> <p>Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.</p>
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Within Policy 4.Policy Actions from complaints 4.22	<p>Compensation and redress offered will be in line with the <i>Housing Ombudsman Compensation Policy – Guidance for Landlords</i> and will reflect the impact of the incident on the customer.</p>

Section 8: Putting things right

79

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	Yes	Within Policy 5. Monitoring and Review 5.3 5.4 5.6	<p>The number of complaints received and handled within Complaint Handling Code timescales will be reported annually to the Regulator of Housing in accordance with any reporting requirements set.³</p> <p>5.4 The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code.⁴ Each year, we will self-assess our service against the Code and will produce an Annual Complaints and Performance Improvement Report.</p> <p>5.6 Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.</p>

³ Gov.uk, *Regulatory Standards for Landlords, Tenant Satisfaction Measures – Technical Requirements CH01 and CH02*, <https://www.gov.uk/government/publications/tenant-satisfaction-measures-technical-requirements#perception>, sourced April 2024.

⁴ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

	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 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	Within Policy 5. Monitoring and Review 5.5 5.6	Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant Satisfaction Measures published by the Regulator. ⁵ Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Within Policy 5. Monitoring and Review 5.8	The policy and all associated procedures will alternatively be reviewed immediately following any change to government policy, regulation or legislation, or as operational issues require.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Within Policy 5. Monitoring and Review 5.4	The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code. ⁶ Each year, we will self-assess our service against the Code and will produce and Annual Complaints and Performance Improvement Report.

⁵Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

⁶ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

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	Within Policy 5. Monitoring and Review 5.8	The policy and all associated procedures will alternatively be reviewed immediately following any change to government policy, regulation or legislation, or as operational issues require.
-----	---	-----	---	---

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	Within Policy 1. Purpose 1.4	It ensures we monitor complaints, to ensure we learn from them, improve our learning where we can, to improve our services, practices and procedures.
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	Within Policy 1. Purpose 1.5	It helps to ensure we have a positive approach to receiving complaints, that we resolve complaints in a timely fashion, and that we are open and accountable to our customers.
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	Yes	Within Policy 5. Monitoring and Review 5.5 5.6	Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the

	stakeholders, such as residents' panels, staff and relevant committees.			Tenant Satisfaction Measures published by the Regulator. ⁷ 5.6 Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.
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	Part of the Housing Enabling and Development Manager role	
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	Housing and Homelessness Portfolio Holder	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's	Yes	Housing and Homelessness Portfolio Holder	Monthly PH meetings held with Head of Housing

⁷Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

	complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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. 	Yes	Quarterly Reports to Overview and Scrutiny Committee	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 	Yes	Complaints Procedure	

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
--	--	--	--	--

Appendix B:

Self-assessment form for 2024/2025

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	Within policy 2. Definitions and scope 2.1	We follow the Housing Ombudsman definition of a complaint. A complaint is 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 customer or group of customers
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	Within policy 4. Policy Processing complaints 4.9	Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days. Add - 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 a complaint .
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 are not complaints, but must be	Yes	Within policy	A service request can come from a customer or someone who might have visited their home. For example, reporting a repair issue, or to report incidents of anti-social behaviour or other neighbourhood complaints. A service request is not a complaint and will be logged and forwarded to the relevant department for action. However, service requests can become formal complaints

	recorded, monitored and reviewed regularly.		2.Definitions and scope 2.3	when, for example a customer is not satisfied with the way their service request has been handled.
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	Within policy 2.Definitions and scope 2.3	A service request is not a complaint and will be logged and forwarded to the relevant department for action. However, service requests can become formal complaints when, for example a customer is not satisfied with the way their service request has been handled. Add - to say that must not stop their efforts to address the service request if the resident complains
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	Within policy 2.Definitions and scope 2.4	An expression of dissatisfaction made through a general customer survey is not a complaint. Need to add opportunity for tenants to pursue a complaint when completing dissatisfaction through a survey

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	Yes	Within Policy 4.Policy	We reserve the right to refuse a complaint in the following circumstances:

	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		Exclusions 4.27	<p>The issue is an initial service request, for example and enquiry or repair request.</p> <ul style="list-style-type: none"> • It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available. • The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures. • There is a Housing Disrepair Protocol in progress. • Legal proceedings connected to the claim have commenced
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:	Yes	Within Policy 4.Policy	<p>We reserve the right to refuse a complaint in the following circumstances:</p> <ul style="list-style-type: none"> • The issue is an initial service request, for example and enquiry or repair request. • It duplicates another complaint already made or in the process of

	<ul style="list-style-type: none"> • 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. 		Exclusions 4.27	<p>investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available.</p> <ul style="list-style-type: none"> • The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures. • There is a Housing Disrepair Protocol in progress. • Legal proceedings connected to the claim have commenced
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	Within Policy 4. Policy Exclusions 4.26	Early complaints give us the best opportunity to resolve an issue quickly, we will not normally consider a complaint made more than twelve months after the issue of the complaint happened.
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			We reserve the right to refuse a complaint in the following circumstances:

	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	<p>Within Policy</p> <p>4. Policy Exclusions</p> <p>4.27</p> <p>4.28</p> <p>4.29</p> <p>Responding to Complaints</p> <p>4.24</p>	<ul style="list-style-type: none"> • The issue is an initial service request, for example and enquiry or repair request. • It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available. • The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures. • There is a Housing Disrepair Protocol in progress. • Legal proceedings connected to the claim have commenced. <p>4.28 For some services there are alternative statutory appeal or tribunal processes in place which must be used rather than the complaints procedure. These services include:</p>
--	---	-----	--	---

				<ul style="list-style-type: none"> • Appeals against the refusal of planning permission or planning enforcement. • Appeals against statutory notices. • Housing benefit appeals. • Homelessness decisions. <p>4.29 We will not accept complaints made in a vexatious manner. A vexatious complaint may be:</p> <ul style="list-style-type: none"> • Obsessive, harassing, abusive, malicious or repetitive behaviour. • Insisting on unrealistic or unreasonable outcomes. • Designed to cause disruption. • Demanding redress without serious purpose or merit. <p>This list is not exhaustive. We will always aim to fully understand the perspective of the complainant and gather all available facts so that genuine issues of concern are addressed.</p> <p>4.24 Clear guidance will be included to explain how customers can escalate a complaint if they remain dissatisfied.</p> <p>Nothing to say If the Ombudsman does not agree that the exclusion has been fairly</p>
--	--	--	--	--

				applied, the Ombudsman may tell the landlord to take on the complaint
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Within Policy 4.Policy Receiving complaints 4.5	We are committed to be fair, accruable and transparent, and to promote equality of opportunity to make sure that all customers are treated fairly. We recognise that our residents may have vulnerabilities, and in considering each complaint we will make reasonable adjustments as required. Customers are free to seek support and advice from other organisations or agencies, and we will signpost to these as appropriate.

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	Within Policy 4.Policy Receiving complaints 4.1	Any customer can make a complaint in the way that best suits them. This includes in writing, by email, by webmail, verbally to an officer, by telephone or through social media. (Complaints received by social media will be handled through our usual process and outside of the social media or any other public platform).
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	Yes	Within policy 4. Policy Receiving complaints 4.1	Any customer can make a complaint in the way that best suits them. This includes in writing, by email, by webmail, verbally to an officer, by telephone or through social media. (Complaints received by social media will be

	to the appropriate person within the landlord.		Processing complaints 4.9	<p>handled through our usual process and outside of the social media or any other public platform).</p> <p>Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.</p>
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.	NA	NA	No complaints to date
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	Within Policy 4. Policy Processing complaints Stage 2 complaints 4.13	<p>If all or part of the complaint is not resolved to the customer's satisfaction, it will be progressed to Stage 2 of the complaints process.</p> <p>4.14 All complaints involving a third-party response (for example, a contractor or another organisation working on our behalf) will also be dealt with at Stage 2 of the process, without first being dealt with at Stage 1. We aim to avoid a customer having to make the same complaint to two organisations in all circumstances.</p>

				<p>4.15 All requests for a Stage 2 complaint must be logged, defined and acknowledged within 5 days of receipt.</p> <p>4.16 A customer may be asked to clearly state why they disagree with a decision and what more they want to put things right but is not obliged to provide this before a further investigation is made.</p> <p>4.17 The person involved at Stage 1 must not be involved in investigation or review of a Stage 2 complaint.</p> <p>4.18 A final response should be provided within 20 days of the acknowledgement.</p> <p>4.19 An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant.</p>
3.5	The policy must explain how the landlord will publicise details of the	Yes	Within Policy	The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code. ¹ Each year, we will self-

¹ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

	complaints policy, including information about the Ombudsman and this Code.		5. Monitoring and Review 5.4	assess our service against the Code and will produce an Annual Complaints and Performance Improvement Report
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	Within Policy 4. Policy Receiving complaints 4.3	Elected members, organisations and people who advocate for other people can also make a complaint on behalf of somebody else, but we must have signed authority from the person concerned to deal with the representative
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	Within Policy 4. Policy Processing complaints Housing Ombudsman 4.20	<p>If the complaint remains unresolved at the end of our complaints process, the customer has the following options available:</p> <ul style="list-style-type: none"> i. They can use the Housing Ombudsman's Early Resolution Service. This is an alternative process to formal investigation, where they will work with the customer and us to resolve the dispute as fairly and quickly as possible. ii The customer can refer their complaint to the Housing Ombudsman for a formal investigation.

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	Refer to Teign Housing and First Point of Contact Refer to the Housing Compliance Officer	Housing Compliance Officer now in post
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	Refer to Housing Compliance Officer governed by JD	
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	Within Policy 5. Monitoring and Review 5.6 5.7	Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website. We will review this policy, procedures and any staff training requirement at least every five years to ensure that it continues to operate within best practice, achieve measurable

				results and to achieve continuous service improvement.
--	--	--	--	--

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	Complaints 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	Within Policy 4. Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.
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	Within Policy 4. Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right. Update policy to state more than two stages is not acceptable under any circumstances to avoid making the process unduly long and delay access to the Ombudsman.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator)	Yes	Within Policy 4. Policy	All complaints involving a third-party response (for example, a contractor or another organisation working on our behalf) will also

	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.		Processing complaints Stage 2 complaints 4.14	be dealt with at Stage 2 of the process, without first being dealt with at Stage 1. We aim to avoid a customer having to make the same complaint to two organisations in all circumstances.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Within Policy 4.Policy Receiving complaints 4.3	Elected members, organisations and people who advocate for other people can also make a complaint on behalf of somebody else, but we must have signed authority from the person concerned to deal with the representative acting on their behalf, and be sure that the matter is being raised in the best interest of the customer/s concerned.
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	Within Policy 4.Policy Processing complaints 4.10	An investigation of the issues must be made by the appropriate officer, who will aim to agree an action with the customer to address their concerns and resolve their issues where a complaint is fully or partially upheld. A full response including lessons learned and actions taken must be sent to the customer within 10 working days of the acknowledgement.
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	Within Policy 4.Policy Responding to complaints 4.23	We will ensure that all complaints receive a written response, which clearly shows the following; <ul style="list-style-type: none"> • The complaint stage. • The complaint definition.

				<ul style="list-style-type: none"> • The decision on the complaint. • The reasons for any decisions made. • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response. <p>We will add to the policy clarity regarding what we are, and not responsible for.</p>
5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ol style="list-style-type: none"> deal with complaints on their merits, act independently, and have an open mind; give the resident a fair chance to set out their position; take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully. 	Yes	Within Policy 1.Purpose 1.2	<p>This policy ensures that when customers contact us with a complaint or to tell us they are not satisfied with any aspect of our services, we have a clear and straightforward process to investigate the issue thoroughly, to make things right, and to avoid problems in the future.</p>
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	Yes	Within Policy 4.Policy Processing complaints	<p>An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the</p>

	keeping them informed about their complaint.		Stage 2 complaints 4.19	reason(s) and expected timescale must be clearly explained to the complainant
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	Within Policy 4. Policy Receiving complaints 4.5	We are committed to be fair, accruable and transparent, and to promote equality of opportunity to make sure that all customers are treated fairly. We recognise that our residents may have vulnerabilities, and in considering each complaint we will make reasonable adjustments as required. Customers are free to seek support and advice from other organisations or agencies, and we will signpost to these as appropriate.
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	Within Policy 4. Policy Exclusions 4.27 4.28 4.29	<p>We reserve the right to refuse a complaint in the following circumstances:</p> <ul style="list-style-type: none"> • The issue is an initial service request, for example and enquiry or repair request. • It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available. • The issue is an accident or incident. This will be dealt with as a compliance issue through our

				<p>Health and Safety or other appropriate policy and procedures.</p> <ul style="list-style-type: none"> • There is a Housing Disrepair Protocol in progress. • Legal proceedings connected to the claim have commenced. <p>4.28 For some services there are alternative statutory appeal or tribunal processes in place which must be used rather than the complaints procedure. These services include:</p> <ul style="list-style-type: none"> • Appeals against the refusal of planning permission or planning enforcement. • Appeals against statutory notices. • Housing benefit appeals. • Homelessness decisions. <p>4.29 We will not accept complaints made in a vexatious manner. A vexatious complaint may be:</p> <ul style="list-style-type: none"> • Obsessive, harassing, abusive, malicious or repetitive behaviour. • Insisting on unrealistic or unreasonable outcomes. • Designed to cause disruption.
--	--	--	--	--

				<ul style="list-style-type: none"> • Demanding redress without serious purpose or merit. <p>This list is not exhaustive. We will always aim to fully understand the perspective of the complainant and gather all available facts so that genuine issues of concern are addressed.</p>
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	Within Policy 5. Monitoring and Review 5.2 5.5	<p>We will log all complaints on a database to provide tracking information on the progress of individual complaints and to extract key performance indicators.</p> <p>Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant Satisfaction Measures published by the Regulator.²</p>
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	Within Policy 4. Policy	Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of actions may be taken. These include but may not be limited to:

²Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

			Processing Complaints 4.21	<ul style="list-style-type: none"> • An officer contacts the complainant to discuss the issue and explain any actions proposed. • An apology and acknowledgement of where things have gone wrong is offered to the complainant. • A decision is reconsidered or changed. • A record is amended or corrected. • A policy, procedure or practice is reviewed and changed. • An issue is dealt with and concluded – for example a repair is carried out or completed. • Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.
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	ASB Policy and Procedure	Available on request
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	Within Policy	<p>This Policy also complies with other relevant legislation including:</p> <ul style="list-style-type: none"> • Localism Act 2011. • Housing Act 1996 (schedule 2). • General Data Protection Act 2018.

			3. Legal and Regulatory Requirements 3.3	<ul style="list-style-type: none"> Equality Act 2010. Social Housing (Regulation) Act 2023.
--	--	--	--	---

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	Within Policy 4.Policy Processing complaints 4.7	Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.
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	Within Policy 4.Policy Processing complaints 4.9	Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working</u>	Yes	Within Policy 4.Policy	An investigation of the issues must be made by the appropriate officer, who will aim to agree an action with the customer to address

	days of the complaint being acknowledged.		Processing complaints 4.10	their concerns and resolve their issues where a complaint is fully or partially upheld. A full response including lessons learned and actions taken must be sent to the customer within 10 working days of the acknowledgement.
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.	Yes	Within Policy 4.Policy Processing complaints 4.11	Where the investigation is complex, the response time may be extended by a further 10 working. Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made within the extended timescale unless there are exceptional circumstances
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	Within Policy 4.Policy Processing complaints 4.11	Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made within the extended timescale unless there are exceptional circumstances
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	Within Policy 4.Policy Responding to complaints 4.23	We will ensure that all complaints receive a written response, which clearly shows the following; <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint.

				<ul style="list-style-type: none"> • The reasons for any decisions made. • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response. <p>Outstanding actions will be clearly shown within the written response.</p>
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	Within Policy 4. Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. Add -Referencing the relevant policy, law and good practice where appropriate • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response.

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	Within Policy 4.Policy Processing complaints 4.12	Additional complaints raised within the investigation period will be included in the same complaint unless they are unrelated or will unreasonably delay the outcome of the complaint. In such instances they will be logged as a separate complaint.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> 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	Within Policy 4.Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. Add -Referencing the relevant policy, law and good practice where appropriate • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response.

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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.13	If all or part of the complaint is not resolved to the customer's satisfaction, it will be progressed to Stage 2 of the complaints process.
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.15	All requests for a Stage 2 complaint must be logged, defined and acknowledged within 5 days of receipt.
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.16	A customer may be asked to clearly state why they disagree with a decision and what more they want to put things right but is not obliged to provide this before a further investigation is made. –Add Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.17	The person involved at Stage 1 must not be involved in investigation or review of a Stage 2 complaint.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.18	A final response should be provided within 20 days of the acknowledgement
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	Within Policy 4.Policy Processing complaints Stage 2 complaints 4.19	An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant.
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	Within Policy 4.Policy Processing complaints Stage 1 complaints	Where the investigation is complex, the response time may be extended by a further 10 working. Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman. Responses must be made

			4.11	within the extended timescale unless there are exceptional circumstances.
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 provided to the resident.	Yes	Within Policy 4.Policy Processing complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. Add -Referencing the relevant policy, law and good practice where appropriate • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response.
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	Within Policy 4.Policy Responding to complaints 4.23	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint.

				<ul style="list-style-type: none"> • The reasons for any decisions made. Add -Referencing the relevant policy, law and good practice where appropriate • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	<p>Within Policy 4.Policy Responding to complaints 4.23 4.24</p>	<p>We will ensure that all complaints receive a written response, which clearly shows the following;</p> <ul style="list-style-type: none"> • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. Add -Referencing the relevant policy, law and good practice where appropriate • The details of any remedy offered to put things right. • Details of any outstanding actions. • Details of how to escalate the matter if the complainant is not satisfied with the response.

				Clear guidance will be included to explain how customers can escalate a complaint if they remain 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	Within Policy 4.Policy Housing Ombudsman 4.20	<p>If the complaint remains unresolved at the end of our complaints process, the customer has the following options available:</p> <ul style="list-style-type: none"> i. They can use the Housing Ombudsman's Early Resolution Service. This is an alternative process to formal investigation, where they will work with the customer and us to resolve the dispute as fairly and quickly as possible. ii The customer can refer their complaint to the Housing Ombudsman for a formal investigation.

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	Yes	Within Policy 4.Policy	Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of

	<p>out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • 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. 		<p>Actions from complaints 4.21</p>	<p>actions may be taken. These include but may not be limited to:</p> <ul style="list-style-type: none"> • An officer contacts the complainant to discuss the issue and explain any actions proposed. • An apology and acknowledgement of where things have gone wrong is offered to the complainant. • A decision is reconsidered or changed. • A record is amended or corrected. • A policy, procedure or practice is reviewed and changed. • An issue is dealt with and concluded – for example a repair is carried out or completed. • Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>Within Policy 4.Policy Actions from complaints 4.22</p>	<p>Compensation and redress offered will be in line with the <i>Housing Ombudsman Compensation Policy – Guidance for Landlords</i> and will reflect the impact of the incident on the customer</p>
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	<p>Within Policy 4.Policy Actions from complaints 4.21</p>	<p>Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of actions may be taken. These include but may not be limited to:</p>

				<ul style="list-style-type: none"> • An officer contacts the complainant to discuss the issue and explain any actions proposed. • An apology and acknowledgement of where things have gone wrong is offered to the complainant. • A decision is reconsidered or changed. • A record is amended or corrected. • A policy, procedure or practice is reviewed and changed. • An issue is dealt with and concluded – for example a repair is carried out or completed. • Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Within Policy 4.Policy Actions from complaints 4.22	Compensation and redress offered will be in line with the <i>Housing Ombudsman Compensation Policy – Guidance for Landlords</i> and will reflect the impact of the incident on the customer.

Section 8: Putting things right

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	Yes	Within Policy 5. Monitoring and Review 5.3 5.4 5.6	<p>The number of complaints received and handled within Complaint Handling Code timescales will be reported annually to the Regulator of Housing in accordance with any reporting requirements set.³</p> <p>5.4 The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code.⁴ Each year, we will self-assess our service against the Code and will produce and Annual Complaints and Performance Improvement Report.</p> <p>5.6 Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.</p>

³ Gov.uk, *Regulatory Standards for Landlords, Tenant Satisfaction Measures – Technical Requirements CH01 and CH02*, <https://www.gov.uk/government/publications/tenant-satisfaction-measures-technical-requirements#perception>, sourced April 2024.

⁴ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

	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 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	Within Policy 5. Monitoring and Review 5.5 5.6	Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant Satisfaction Measures published by the Regulator. ⁵ Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Within Policy 5. Monitoring and Review 5.8	The policy and all associated procedures will alternatively be reviewed immediately following any change to government policy, regulation or legislation, or as operational issues require.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Within Policy 5. Monitoring and Review 5.4	The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code. ⁶ Each year, we will self-assess our service against the Code and will produce and Annual Complaints and Performance Improvement Report.

⁵Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

⁶ Housing Ombudsman, Complaint Handling Code 2024, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

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	Within Policy 5. Monitoring and Review 5.8	The policy and all associated procedures will alternatively be reviewed immediately following any change to government policy, regulation or legislation, or as operational issues require.
-----	---	-----	--	---

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	Within Policy 1. Purpose 1.4	It ensures we monitor complaints, to ensure we learn from them, improve our learning where we can, to improve our services, practices and procedures.
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	Within Policy 1. Purpose 1.5	It helps to ensure we have a positive approach to receiving complaints, that we resolve complaints in a timely fashion, and that we are open and accountable to our customers.
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	Yes	Within Policy 5. Monitoring and Review 5.5 5.6	Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant

	stakeholders, such as residents' panels, staff and relevant committees.			Satisfaction Measures published by the Regulator. ⁷ 5.6 Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.
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	Housing Compliance Officer appointed	
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	Housing and Homelessness Portfolio Holder	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's	Yes	Housing and Homelessness Portfolio Holder	Monthly PH meetings held with Head of Housing

⁷Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

	complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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. 	Yes	Quarterly Reports to Overview and Scrutiny Committee	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 	Yes	Complaints Procedure	

	complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.			
--	--	--	--	--

Appendix C

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 2023 / 2024

1. Introduction

This is our first annual complaints report for the period -

1st April 2023 to the 31st March 2024.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to the Portfolio Holder to improve our services to residents.

2. Executive Committee's Response

The Council's Executive have reviewed and approved this years' Annual Complaints Report.

We appoint a Housing Compliance Officer to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we will follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 st April 2023 to 31 st March 2024	Nil	Nil

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure.

5. Types of Complaints Received

If we refuse to accept a complaint, we will always write to the tenant and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st April 2023 – 31st March 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code by contacting The Housing Compliance Officer or visiting our website. Details below.

Housing Compliance Officer
Teignbridge District Council
Forde House
Newton Abbot
Devon
TQ12 4XX
01626 215304
07725752322

kelly.trays@teignbridge.gov.uk

www.teignbridge.gov.uk

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Appendix D
ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT
REPORT – 2024 / 2025

1. Introduction

This is our first annual complaints report for the period -

1st April 2024 to the 31st March 2025.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to the Portfolio Holder to improve our services to residents.

2. Executive Committee's Response

The Council's Executive have reviewed and approved this years' Annual Complaints Report.

We appoint a Housing Compliance Officer to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we will follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 st April 2024 to 31 st March 2025	Nil	Nil

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure.

5. Types of Complaints Received

If we refuse to accept a complaint, we will always write to the tenant and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st April 2024 – 31st March 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code by contacting The Housing Compliance Officer or visiting our website. Details below.

Housing Compliance Officer
Teignbridge District Council
Forde House
Newton Abbot
Devon
TQ12 4XX
01626 215304
07725752322

kelly.trays@teignbridge.gov.uk

www.teignbridge.gov.uk

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Appendix E

Housing

Housing Complaints Policy

April 2025 Teignbridge District Council



Document	Housing Complaints Policy	
Date Approved	Date	October 2024
Expiry Date	Date	April 2030
Approval Route	Approval body/group	Council Executive Committee
Lead Officer	Name	Graham Davey
Change Dates	Date April 2025	Council Executive Committee

1. Purpose

- 1.1 We aim to provide homes and services that meet our customer needs and aspirations, to continuously adapt and improve customer service and customer satisfaction. But we acknowledge that at times we can get things wrong.
- 1.2 This policy ensures that when customers contact us with a complaint or to tell us they are not satisfied with any aspect of our services, we have a clear and straightforward process to investigate the issue thoroughly, to make things right, and to avoid problems in the future.
- 1.3 This policy ensures we follow the Housing Ombudsman Code of Conduct and meet the expectations of the Regulator of Social Housing.
- 1.4 It ensures we monitor complaints, to ensure we learn from them, improve our learning where we can, to improve our services, practices and procedures.
- 1.5 It helps to ensure we have a positive approach to receiving complaints, that we resolve complaints in a timely fashion, and that we are open and accountable to our customers.

2. Definitions & Scope

- 2.1 We follow the Housing Ombudsman's definition of a complaint.

A **complaint** is 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 customer or group of customers.

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 a complaint.

- 2.2 Customers can make a complaint if they consider that we have:
 - done something wrong.
 - behaved unfairly or impolitely.
 - not carried out a service to an agreed standard.
 - not responded to their request for a service within our stated timescale.
- 2.3 A **service request** can come from a customer or someone who might have visited their home. For example, reporting a repair issue, or to report incidents of anti-social behaviour or other neighbourhood complaints.

A service request is not a complaint and will be logged and forwarded to the relevant department for action. However, service requests can become formal complaints when, for example a customer is not satisfied with the way their request has been handled. We will not stop our efforts to address the service request if the resident complains.

- 2.4 An expression of dissatisfaction made through a general customer survey is not a complaint. **We will ensure there is an opportunity for tenants to pursue a complaint when completing dissatisfaction through a survey.**
- 2.5 This policy applies to any tenants, applicants, or other residents who receive services or have applied to receive services from us. We have referred to them collectively as **customers** throughout this document.

3. Legal and Regulatory Requirements

- 3.1 As a result of The Social Housing (Regulation) Act 2023, the Housing Ombudsman issued a Complaint Handling Code which will be statutory from 1st April 2024. This code was introduced to enable 'a positive complaints culture across the social housing sector'. All social landlords are expected to have a Housing Complaints Policy, and this policy incorporates guidance from the Housing Ombudsman Service. It follows the Dispute Resolution Principles of Being Fair; Putting things Right; and Learning from Outcomes.
- 3.2 The policy recognises and complies with the Regulatory Standards of the Regulator of Social Housing. The Transparency, Influence and Accountability standard introduced in April 2024 provides: 'Outcomes that landlords must deliver about being open with tenants and treating them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.'¹
- 3.3 This Policy also complies with other relevant legislation including:
- Localism Act 2011.
 - Housing Act 1996 (schedule 2).
 - General Data Protection Act 2018.
 - Equality Act 2010.
 - Social Housing (Regulation) Act 2023.

4. Policy

Receiving Complaints

- 4.1 Any customer can make a complaint in the way that best suits them. This includes in writing, by email, by webmail, verbally to an officer, by telephone or through social media. (Complaints received by social media will be handled through our usual process and outside of the social media or any other public platform).
- 4.2 Anyone who uses or is affected by our services can make a complaint. This includes individuals and groups.

¹ Gov.UK, *Regulatory Standards for Landlords: Transparency, Influence and Accountability (including Tenant Satisfaction Measures)*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, sourced April 2024.

- 4.3 Elected members, organisations and people who advocate for other people can also make a complaint on behalf of somebody else, but we must have signed authority from the person concerned to deal with the representative acting on their behalf, and be sure that the matter is being raised in the best interest of the customer/s concerned.
- 4.4 We will deal with anonymous complaints where they involve individual or public safety, alleged corruption, waste or other impropriety and where we have sufficient information to allow an investigation to proceed.
- 4.5 We are committed to be fair, accruable and transparent, and to promote equality of opportunity to make sure that all customers are treated fairly. We recognise that our residents may have vulnerabilities, and in considering each complaint we will make reasonable adjustments as required. Customers are free to seek support and advice from other organisations or agencies, and we will signpost to these as appropriate.
- 4.6 We will make details of our Complaint policy and process and of the services of the Housing Ombudsman widely and freely available to residents, including on our website, through newsletters and customer information outlets, at our offices, and through contacts with our housing staff.

Processing Complaints

- 4.7 Our approach is local resolution of the complaint as soon as possible, with a focus on putting things right.
- 4.8 Where the complaint concerns the conduct or attitude of staff, an investigation will be made by someone independent of the situation to avoid bias. A complaint in this instance is a service complaint directed at an individual staff member or a person acting on our behalf. It will not include alleged misconduct issues, which will be handled through our HR and disciplinary procedures.

Stage 1 complaints

- 4.9 Where a member of staff is aware of an area of dissatisfaction or receives a complaint from a customer or customer representative, they must log this as a Stage 1 complaint and acknowledge receipt within 5 working days.
- 4.10 An investigation of the issues must be made by the appropriate officer, who will aim to agree an action with the customer to address their concerns and resolve their issues where a complaint is fully or partially upheld. A full response including lessons learned and actions taken must be sent to the customer within 10 working days of the acknowledgement.
- 4.11 Where the investigation is complex, the response time may be extended by a further 10 working. Reasons for the extension must be clearly explained to the complainant, with information on how to contact the Housing Ombudsman.

Responses must be made within the extended timescale unless there are exceptional circumstances.

- 4.12 Additional complaints raised within the investigation period will be included in the same complaint unless they are unrelated or will unreasonably delay the outcome of the complaint. In such instances they will be logged as a separate complaint.

Stage 2 Complaints

- 4.13 If all or part of the complaint is not resolved to the customer's satisfaction, it will be progressed to Stage 2 of the complaints process.
- 4.14 All complaints involving a third-party response (for example, a contractor or another organisation working on our behalf) will also be dealt with at Stage 2 of the process, without first being dealt with at Stage 1. We aim to avoid a customer having to make the same complaint to two organisations in all circumstances.
- 4.15 All requests for a Stage 2 complaint must be logged, defined and acknowledged within 5 days of receipt.
- 4.16 Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. However, under some circumstances a customer may be asked to clearly state why they disagree with a decision and what more they want to put things right but is not obliged to provide this before a further investigation is made.
- 4.17 The person involved at Stage 1 must not be involved in investigation or review of a Stage 2 complaint.
- 4.18 A final response should be provided within 20 days of the acknowledgement.
- 4.19 An extension to this timescale can be considered where the complaint is complex. Any extension must be no more than 20 working days without good reason, and the reason(s) and expected timescale must be clearly explained to the complainant and provided with the contact details of the Housing Ombudsman.
- 4.20 More than 2 stages are not acceptable under any circumstances to avoid making the process unduly long and thus delay access to the Ombudsman.

The Housing Ombudsman can be contacted in the following ways

Web: www.housing-ombudsman.org.uk

Email: Info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston, PR2 0ET

Tel: 0300 111 3000

Housing Ombudsman

4.20 If the complaint remains unresolved at the end of our complaints process, the customer has the following options available:

- i. They can use the Housing Ombudsman's Early Resolution Service. This is an alternative process to formal investigation, where they will work with the customer and us to resolve the dispute as fairly and quickly as possible.
- ii. The customer can refer their complaint to the Housing Ombudsman for a formal investigation.

Actions from Complaints

4.21 Where a complaint is fully or partially upheld at either Stage 1 or Stage 2, a range of actions may be taken. These include but may not be limited to:

- An officer contacts the complainant to discuss the issue and explain any actions proposed.
- An apology and acknowledgement of where things have gone wrong is offered to the complainant.
- A decision is reconsidered or changed.
- A record is amended or corrected.
- A policy, procedure or practice is reviewed and changed.
- An issue is dealt with and concluded – for example a repair is carried out or completed.
- Financial compensation is offered to recompense for any inconvenience, distress or material losses caused.

4.22 Compensation and redress offered will be in line with the *Housing Ombudsman Compensation Policy – Guidance for Landlords* and will reflect the impact of the incident on the customer.

Responding to Complaints

4.23 We will ensure that all complaints receive a written response, which clearly shows the following;

- The complaint stage.
- The complaint definition. (including an explanation of what we are, and are not responsible for)
- The decision on the complaint.
- The reasons for any decisions made referencing the relevant policy, law and good practice where appropriate.
- The details of any remedy offered to put things right.
- Details of any outstanding actions.

- Details of how to escalate the matter if the complainant is not satisfied with the response.
- 4.24 Clear guidance will be included to explain how customers can escalate a complaint if they remain dissatisfied.
- 4.25 The complaint will be closed when:
- A resolution is agreed, and we have committed to taking an action or actions.
 - The investigation is complete, and a response has been sent to the complainant.
 - After sending a response and attempting to make contact with the complainant, there is no further contact after 90 days.

Exclusions

- 4.26 Early complaints give us the best opportunity to resolve an issue quickly, We will not normally consider a complaint made more than twelve months after the issue of the complaint happened.
- 4.27 We reserve the right to refuse a complaint in the following circumstances:
- The issue is an initial service request, for example and enquiry or repair request.
 - It duplicates another complaint already made or in the process of investigation. Complaints that have already been taken through our complaints process and concluded will not be re-investigated unless it is a new issue or significant new information becomes available.
 - The issue is an accident or incident. This will be dealt with as a compliance issue through our Health and Safety or other appropriate policy and procedures.
 - There is a Housing Disrepair Protocol in progress.
 - Legal proceedings connected to the claim have commenced.
- 4.28 For some services there are alternative statutory appeal or tribunal processes in place which must be used rather than the complaints procedure. These services include:
- Appeals against the refusal of planning permission or planning enforcement.
 - Appeals against statutory notices.
 - Housing benefit appeals.
 - Homelessness decisions.

4.29 We will not accept complaints made in a vexatious manner. A vexatious complaint may be:

- Obsessive, harassing, abusive, malicious or repetitive behaviour.
- Insisting on unrealistic or unreasonable outcomes.
- Designed to cause disruption.
- Demanding redress without serious purpose or merit.

This list is not exhaustive. We will always aim to fully understand the perspective of the complainant and gather all available facts so that genuine issues of concern are addressed.

If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint

5. Monitoring and Review

- 5.1 We recognise the need to monitor our complaints, both in terms of ensuring deadlines are met, and to determine the type of complaints we receive and any trends occurring.
- 5.2 We will log all complaints on a database to provide tracking information on the progress of individual complaints and to extract key performance indicators.
- 5.3 The number of complaints received and handled within Complaint Handling Code timescales will be reported annually to the Regulator of Housing in accordance with any reporting requirements set.²
- 5.4 The Housing Ombudsman has a statutory duty to monitor compliance with the Complaint Handling Code.³ Each year, we will self-assess our service against the Code and will produce an Annual Complaints and Performance Improvement Report.
- 5.5 Key performance indicators will be reported to our Governing Body and to the Regulator of Social Housing as appropriate, and at least annually. Indicators will include but may not be limited to those required under the Tenant Satisfaction Measures published by the Regulator.⁴
- 5.6 Feedback about our complaints and lessons learned will be provided in our annual report and in customer bulletins and newsletters and will be publicly available on our website.

² Gov.uk, *Regulatory Standards for Landlords, Tenant Satisfaction Measures – Technical Requirements CH01 and CH02*, <https://www.gov.uk/government/publications/tenant-satisfaction-measures-technical-requirements#perception>, sourced April 2024.

³ Housing Ombudsman, *Complaint Handling Code 2024*, <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>, sourced April 2024.

⁴ Regulator of Social Housing, *Regulatory Standards for Landlords*, <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>, accessed April 2024.

- 5.7 We will review this policy, procedures and any staff training requirement at least every five years to ensure that it continues to operate within best practice, achieve measurable results and to achieve continuous service improvement.
- 5.8 The policy and all associated procedures will alternatively be reviewed immediately following any change to government policy, regulation or legislation, or as operational issues require.