Appendix A: Self-assessment form Freebridge Community Housing 2026 / 2027

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: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	***Policy*** *The complaint definition as stated within the Ombudsman code is included within the Freebridge Community Complaints and compliments policy* ***page 2 Section Definition of a complaint*** **Leaflet** Compliments, comments and complaints leaflet section **When we get something wrong page 3**
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Customer do not have to use the word complaints for it to be treated as such as set out within the FCH complaints policy and Leaflet. Defi* *Freebridge Community Complaints and compliments policy* ***page 2 /4 Definition of a complaint / representation***

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 recorded, monitored and reviewed regularly.	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf Service Recovery Process	*A definition of a complaint and service request is included within FCH complaints policy.* *We have also introduced a Service Recovery process within the dedicated CX team to help proactively manage service requests and potential opportunities to recovery the service before escalating to a complaint* *Freebridge Community Complaints and compliments policy* ***page 2 Definition of a complaint***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*The reasoning behind the raising of complaints is included within FCH complaints policy and Leaflet.* *Freebridge Community Complaints and compliments policy* ***page 2 Definition of a complaint***

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	Yes	TSM Transactional surveying contains information of how to raise a complaint	**All FCH surveys provide customers with information on how to make a complaint within the introduction.**

	their services, they also must provide details of how residents can complain.			

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH complaints policy sets out the circumstances under which a complaint will not be accepted* *Freebridge Community Complaints and compliments policy* ***page 2 What we consider not to be a complaint***
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	***The circumstances that complaints will not be considered is clearly defined within the FCH Policy and Leaflet*** *Freebridge Community Complaints and compliments policy* ***page 2/3 What we consider not to be a complaint***

	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.			
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Complaints acceptance and timelines are set out in both the policy and leaflet.* *Freebridge Community Complaints and compliments policy* ***page 3 What we consider not to be a complaint***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Our response to matters outside of the complaints process is defined within the FCH complaints policy and leaflet.* *Freebridge Community Complaints and compliments policy* ***page 3 What we consider not to be a complaint***
2.5	Landlords must not take a blanket approach to excluding complaints; they	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH Policy States that each complaint will be considered on an individual basis.*

	must consider the individual circumstances of each complaint.			

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	*Customers can make a complaint in person at any of our offices, by phone, email, in writing, via the tenant web portal or through social media.* complaints-and-compliments-policy-2026.pdf Customer Experience Team	*We now have a dedicated **Customer Experience team** in addition to our social media presence & complaints might come through the CX team in the first instance and then be handed off to the complaints team* *Freebridge Community Complaints and compliments policy **page 4 Contacting us***
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	*Staff have received a briefing on complaints procedures and on-going through our Wednesday learning hour to continue to educate & give full transparency*	*Forms part of the 2026-2027 objectives for all staff to understand the official complaints process.*
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.	Yes	*This message is reinforced through staff briefings*	*A quarterly report regarding complaints performance is submitted to the chair of the Insight Panel as well as FCH Leadership team in order to provide comparison data on complaints and track Performance. Also via the MRC regular meetings and via the Ops Committee meetings to ensure full transparency and scrutiny*

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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH complaints policy and process are available on our website along with easy read leaflets.*
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Ombudsmen contact email under further options* *Freebridge Community Complaints and compliments policy* ***page 9 Further options***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH policy states:* *Complaints sent by a third party or representative will be handled in line with this policy, after the necessary consent has been obtained from the customer concerned.* *Freebridge Community Complaints and compliments policy* ***page 4 Representation***
3.7	Landlords must provide residents with information on their right to access the	Yes	complaints-and-compliments-policy-2026.pdf	*Ombudsmen contact email under further options*

	Ombudsman service and how the individual can engage with the Ombudsman about their complaint.		complaints-leaflet-fch0071.pdf *Freebridge Community Complaints and compliments policy* ***page 9 Further options***

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	As per Corporate structure chart	*Dedicated customer complaints team has been established comprising 3 complaints handlers and a dedicated manager.* *Complaints data is collated and presented to FCH leadership team and board for scrutiny.*
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	Evidenced	*The complaints team receive corporate customer service training and role profiles set out role requirements clearly.* *Procedures are in place which set out how complaints are investigated, and the co-operation required from business leads to resolve.*
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	Yes	As per Corporate structure chart Lessons Learned Group Framework LLG TOR	*The complaints team is comprised of 3 full time dedicated complaints handlers and a Complaints Manager. The responsibilities of colleagues with regards to complaints and learnings are*

	core service and must be resourced to handle complaints effectively			*set out within regular management briefings. We also now have embedded Lessons Learned Group to formally review complaints and learn from these, sharing the learnings business wide and putting proactive measures in place via actions that come from this. This is also shared with the MRC and ops committee meetings*

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-and-compliments-policy-2026.pdf	*FCH has one complaint and compliments 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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH operates a clear 2 stage process as defined within the complaint and compliments policy and leaflet*

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	complaints-and-compliments-policy-2026.pdf	*FCH operates a clear 2 stage process as defined within the complaint and compliments policy and leaflet*
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	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH operates a clear 2 stage process as defined within the complaint and compliments policy and leaflet*

	expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	complaints-leaflet-fch0071.pdf complaints-and-compliments-policy-2026.pdf	*Our response to complaints received by a third party is defined within the FCH policy.*
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Complaint definition detailed in Stage 1 and stage 2 "How the complaint will be dealt with" section located* *Freebridge Community Complaints and compliments policy* ***page 6/8 Stage 1 / Stage 2*** ***The acknowledgement letter sets out the understanding of the complaint and if this is unclear or does not meet the brief from the customer then contact is made for clarification***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Complaint definition detailed in Stage 1 and stage 2 "How the complaint will be dealt with" section located* *Freebridge Community Complaints and compliments policy* ***page 6 Stage 1***

				A clear acknowledgment template is in place to ensure clarity of the complaint that requires investigation.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Requirements set out within FCH complaints procedure	*Complaints are viewed with full impartiality*
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	complaints-and-compliments-policy-2026.pdf	*Agreements which fall outside of the timescales detailed:* *Freebridge Community Complaints and compliments policy* ***page 6 Extension of the complaint*** ***Contact agreements are made by the complaints team and documented on the complaints resolution forms.***

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	complaints-and-compliments-policy-2026.pdf	*As per FCH policy statement full considerations are made as per the Equality Act 2010*
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	complaints-and-compliments-policy-2026.pdf	*Reasons for the non-escalation of a complaint are documented within the FCH policy*
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	Complaints Tracker	*FCH operates a complaints tracker and document storage to ensure all correspondence is collated within one location relating to each complaint*.
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	Yes	Detailed in complaints handling procedure	*FCH procedures state that a resolution to the complaint must be made as reasonably practicable.*

	at any stage of the complaints process without the need for escalation.			
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	Unacceptable behaviour policy dealing-with-unreasonably-persistent-complainants-and-abusive-individuals-policy.pdf	*FCH has a clear violent and aggression policy*
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	Unacceptable behaviour policy dealing-with-unreasonably-persistent-complainants-and-abusive-individuals-policy.pdf	*FCH has a clear violent and aggression policy*

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	Detailed in the procedure complaints-leaflet-fch0071.pdf complaints-and-compliments-policy-2026.pdf	*FCH procedure states that a resolution to the complaint must be made as reasonably practicable* *Freebridge Community Complaints and compliments policy*
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy **page 6 Stage 1***
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Detailed in the complaint's policy **page 6 Stage 1***
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Complaint Extension rationale* *Freebridge Community*

	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.			*Complaints and compliments policy* ***page 6 Stage 1***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 6*** **Ombudsman details are present within all FCH written communications with regards to complaints.**
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	complaints-leaflet-fch0071.pdf complaints-and-compliments-policy-2026.pdf	*Freebridge Community Complaints and compliments policy* ***page 6 Extension of the complaint*** **The complaints responses adhere to the 10-working day timeframe with updates on any outstanding actions provided after the letter is issued**
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	Detailed in the procedure	Complaint response templates set out clearly the need to address all points raised within the complaint
6.8	Where residents raise additional complaints during the investigation,	Yes	complaints-and-compliments-policy-2026.pdf	Related and unrelated complaints section

	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.		complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 7*** ***Freebridge will respond to all points raised in the complaint.***
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	complaints-and-compliments-policy-2026.pdf	Letter templates are reviewed in conjunction with our communication colleagues to ensure plain language is used and correspondence contains. Plain language is also trained as part of all colleague's customer service input.

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	complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 7 Escalation to stage 2***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 8 Stage 2***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 8 stage 2*** ***Customers are not required to explain reasoning for escalations***
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	yes	As detailed in the Policy	Heads of Service or complaints manager to complete stage 2 complaints not previously involved with the stage 1 complaint
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	yes	complaints-and-compliments-policy-2026.pdf	*Freebridge Community Complaints and compliments policy* ***page 8 Stage 2***
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	complaints-and-compliments-policy-2026.pdf	*Freebridge Community*

	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.			*Complaints and compliments policy* ***page 8/9 Stage 2***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Detailed in the stage 2 extension letter* *Freebridge Community Complaints and compliments policy* ***page 9 Further options***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Freebridge Community Complaints and compliments policy* ***page 8 Stage 2***
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	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*FCH will respond to all points raised by the customer within the complaint*
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Letter templates are reviewed in conjunction with our communication team to ensure plain language is used.*

	b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.			*Plain language is also trained as part of a Complaints Handlers training referencing vulnerabilities)* *Feedback is received from our Service Champion and tenant panel who review stage 1 and stage 2 complaints at their quarterly meetings, providing feedback to the complaints team*
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Stage 2 complaints are investigated by Heads of Service or the Customer Complaints manager*

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons;	Yes	Detailed within the procedure complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Detailed within the procedure and set out in the template responses*

	• 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.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	complaints-and-compliments-policy-2026.pdf complaints-leaflet-fch0071.pdf	*Detailed within the procedure with guidance for compensation being set out in the FCH compensation policy in the handbook*
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	As per our response letter template	*All offers will be followed up appropriately*
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	compensation-policy-2026.pdf	*Detailed within the compensation policy in the Handbook*

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Evidenced on the website Our Reports | Freebridge Community Housing | Freebridge Community Housing -	*Annual complaints performance paper completed and submitted to FCH board. All relevant documentation added to the Freebridge Website*

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	Our Reports | Freebridge Community Housing | Freebridge Community Housing	*Annual complaints performance paper completed and submitted to FCH board. All relevant documentation added to FCH website*
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	*Self-assessments published on Freebridge website* Our Reports | Freebridge Community Housing | Freebridge Community Housing	*Self-assessments published on Freebridge website*
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Yes	
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	Yes, with Communications team to inform customers	

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	Our Reports | Freebridge Community Housing | Freebridge Community Housing	*Learnings from complaints are reported to the board, leadership team and available online through the annual performance report*
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	**LLG TOR** As a thread through our complaints policy and procedures Lessons Learned Group	*Complaints performance reported to FCH leadership team and board as well as scrutinised by the Customer Service Champions (Tenant panel) Approx 8 members quarterly.* *Complaints reviewed monthly via the LLG and actions and improvements shared to prevent & mitigate repeating*
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	As set out in the quarterly and annual complaints performance reports from 2026-2027	*Reported in annual report, via website, via service champions and to board. Anon case studies presented to Service Champions for scrutiny with learnings shared.*
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	As referenced within the chair (who is also a FCH board member) of the Customer Ambassadors job description.	*Information provided to the chair through quarterly performance reports*

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	Complied	*Role profile for the chair of the Customer Voice Panel includes this responsibility*
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Complied	*Chair of the Ambassadors group (who is also a FCH Board member) has responsibility through the quarterly performance reports and scrutiny over 2026 / 2027*
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and	Yes	Complied	Quarterly reporting and scrutiny from engagement tenant groups, FCH leadership team and the MRC will be issued from 2026 / 2027

	d. annual complaints performance and service improvement report.			
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Detailed within the business objectives	The following objective is in all frontline staff and manager annual objectives: Being informed of your responsibilities within our complaints and compliments policy and process, to assist customers when things go wrong.