Appendix A: Self-assessment form

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	Refer https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf under section 2.1	
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a	Yes	Refer link in section 1.2. Definitions section refers to Service Requests, which may then be escalated to a Formal Complaint.	Trustees have also met with PDRHA complaints key contact and received assurances that the

	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.			word "complaint" is not required for it to be treated, and reported, as such.
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	Refer link in section 1.2, PDRHA covers this under section 2.2 of their policy	See 1.3

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	Refer link in Section 1.2. Definition of complaint under section 2.3.	Wording exactly matches requirement
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	Yes	Refer link in Section 1.2 of this document. The PDRHA policy only refers to a Survey after the complaint has been closed (Section 6.10)	Only reference to Survey is after the complaint is closed.

	about 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	Refer Section 3 of PDRHA complaints policy per https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Lists reasons for a complaint to be rejected and guides complainant as to acceptable response timescales	Meets HO guidance
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.	Yes	Refer 2.1. Exceptions are in line with HO guidelines, with some additions around ASB and complaints about subjects which are outside PDRHA's control.	Meets HO guidance

	Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • 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	Yes	Per section 3.2 of complaints policy (refer link under section 2.1 of this document): "We will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so."	Meets HO guidance

	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.			
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	Yes	Refer 3.0 of the policy as per link in Section 2.1 of this document: "If we decide not to accept a complaint, an explanation will be provided to the customer setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Housing Ombudsman." AND repeated at https://www.peakdistrictrha.org.uk/media/uefhjymq/pub25-complaints-process.pdf **You can contact the Housing Ombudsman at anytime during the process for advice and support: www.housing-ombudsman.org.uk**	Meets HO guideance

	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	as per link in Section 2.1 of this document. Section 3 of policy states complaints will be considered on their own merits.	Meets HO guideance

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	Section 5 of complaints policy offers multiple methods of contact, and Section 10 addresses the implications of the Equality Act 2010: https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO guidance
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	Yes	Refer link to PDRHA Complaints Policy in Section 3.1 of this document. There is a complaints contact, but this person is not the only recipient of complaints and per Section 5 there are multiple methods of engaging PDRHA on a complaint. Per section 8, and specifically 8.3, all employees are expected to have a collaborative approach to complaints.	Meets HO guidance

	appropriate person within the landlord.			
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	Refer link to PDRHA Complaints Policy in Section 3.1 of this document. Section 8.1 of policy: "We will use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery. "	Meets HO guidance
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	Refer https://www.peakdistrictrha.org.uk/media/uefhjymq/pub25-complaints-process.pdf which gives a quick less formal way to understand the policy. This is accessed via the Complaints link on the PDRHA website. Note: Sir Robert Coke Almshouses have previously identified to PDRHA that their policies referred their sister organisation. This has now been resolved and residents only see one organisation throughout the complaints procedure.	Meets HO guidance
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information	Yes	Refer link to PDRHA Complaints Policy in Section 3.1 of this document. Section 8.1.2 refers.	Meets HO guidance

	about the Ombudsman and this Code.			
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	Refer link to PDRHA Complaints Policy in Section 3.1 of this document. Introduction, and last paragraph of Section 5.1 make it clear that assistance is available and that a representative may be used provided the resident gives permission. The wording has been improved to make it easier to understand.	Meets HO guidance.
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	Both Quick Guide and Policy refer to Housing Ombudsman and provide internet link to access it's web pages.	Meets HO guidance.

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	Sir Robert Coke Almshouses Trustee representative: Christopher Ward Reporting via PDRHA Contact: Sue Haywood This has been shared in previous years via email with the Housing Ombudsman	Sir Robert Coke Almshouses do not employ anyone; solely volunteers. The properties are reported by Peak District Rural Housing Association with a dedicated report published on their website and supplied to Trustees for monitoring purposes. It is reviewed by them at least annually as part of the AGM agenda.
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	Yes	Refer Section 8 of Policy: https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Per 8.1.1 complaints results are monitored at Board level within PDRHA. Policy has been improved to better reflect HO guidance.	Meets HO guidance.

	resolve disputes promptly and fairly.			
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	Refer 4.2 above. The Trustees of Sir Robert Coke Almshouses maintain contact with PDRHA and ensure complaints are discussed, as a minimum, at the AGM. We have face to face meetings with PDRHA, and continue to work with them to maintain and improve their service to our residents.	Meets HO guidance.

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	Single policy with multiple access methods is maintained by Peak District Rural Housing Association	CAH and PDRHA Policies have been reviewed and updated as part of this process.
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 Process diagram is available next to the "Raise a complaint" button on the PDRHA website and give an overview of the process: https://www.peakdistrictrha.org.uk/media/uefhjymq/pub25-complaints-process.pdf	Meets HO guidance.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the	Yes	Refer 5.2	Meets HO guidance.

	complaint 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) 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	All complaints at Stage 1 and Stage 2 are managed by PDRHA under their published complaints policy. Sir Robert Coke Almshouses are referenced within the PDRHA policy providing clarity to residents.	Meets HO guidance.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Annual reports received specific to the CAH properties, with latest report being on the PDRHA website (https://www.peakdistrictrha.org.uk/media/nzddmanz/pdrha-annual-complaint-handling-and-service-improvement-report-2025-26-managed-homes-almshouses-only.pdf) and regular contact maintained between Trustees and PDRHA, including email and face-to-face meetings.	Meets HO guidance.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out	Yes	Refer 6.4 of the PDRHA Complaints Policy: https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO Guidance

	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.		In turn this refers to the Complaints Process document which expresses "We will: ask you for details and clarify what you would like as a resolution" Note: Policy updated to consistently refer to Complaints Process rather than intermixing with Complaints Procedure, which was confusing.	
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	Refer 6.6.2 of the PDRHA Complaints Policy: https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO guidance.
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;	Yes	Section 6.6.3 of the PDRHA policy refers. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Wording has been improved to reflect HO guidance.	Meets HO guidance.

	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.			
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	https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Sections 6.6.5 and 6.7.6 refer.	Meets HO guidance.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any	Yes	https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Section 10 refers.	Meets HO guidance.

	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.			
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	https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Section 3 refers.	Meets HO guidance.
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	Yes	Refer section 8 of the PDRHA Complaints Policy: https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	A separate report has been generated showing no complaints received for the three properties in the latest

	the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			reporting year. Refer Section 5.5 for link.
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	See 6.3 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf This section has been added to reflect HO guidance.	Meets HO guidance.
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	Yes	See 3.8 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO guidance.

	restrictions in place and must keep restrictions under regular review.			
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	See Section 10 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO guidance.

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	See Section 6.2 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO requirement
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	See Section 6.6.2 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Internal target is 3 working days	Exceeds HO requirement

6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	See Section 6.6.3 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Target is 10 working days	Meets HO requirement
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	See Section 6.6.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Stated limit is 10 working days and response to resident and examples of acceptable exceptions are laid out.	Meets HO requirement
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	See Section 6.6.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Suitable reference to Housing Ombudsman is made in the last paragraph	Meets HO requirement
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not	Yes	See Section 6.6.4 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Exceeds HO requirement

	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.		Meets requirement. Also states which area is responsible for providing updates.	
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	See Section 6.6.4 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Wording updated to reflect “all points”	Meets HO requirement
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	Yes	See Section 6.6.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Specifically addresses this point.	Meets HO requirement

	new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	See Section 6.6.4 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf The policy requires a response be provided but is not prescriptive as to the content	Meets HO requirement

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	See Section 6.7.1 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Per the Complaints Process Stage 2 is the final stage. Refer: https://www.peakdistrictrha.org.uk/media/uefhjymq/pub25-complaints-process.pdf	Meets HO requirement
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	See Section 6.7.3 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Policy references a limit of 5 working days	Meets HO requirement
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	See Section 6.7.2 and 6.7.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Review is undertaken by a senior management lead, not connected to the initial complaint, to understand why the complaint was not resolved at Stage 1.	Meets HO requirement

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	See Section 6.7.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Review is undertaken by a senior management lead, not connected to the initial complaint.	Meets HO requirement
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	See Section 6.7.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Response to be provided within 20 days.	Meets HO requirement
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	See Section 6.7.6 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Wording is very similar to the HO requirement	Meets HO requirement
6.16	When an organisation informs a resident about	Yes	As 6.15 of this document.	Meets HO requirement

	an extension to these timescales, they must be provided with the contact details of the Ombudsman.			
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	Section 6.7.5 of the PDRHA Complaints Policy refers. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf	Meets HO requirement
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	See Section 6.7.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Policy wording now refers “all aspects”	Meets HO requirement
6.19	Landlords must confirm the following in writing to the resident at the	Yes	See Section 6.7.5 of the PDRHA Complaints Policy.	Meets HO requirement

	completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Policy wording has been tightened to reflect HO guidance.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	See Section 8.1.2 and 8.2 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Requires all operational managers to engage with the process at individual complaint and wider service levels.	Meets HO Requirement

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	See Section 7 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Provides for a structure of remedies and includes consideration of goodwill and compensation measures.	Meets HO guidance

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	See Section 7.2 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Specifically references reflection of impact the issue has had on the resident.	Meets HO guidance
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	See Section 7.5 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Policy wording has been improved to reflect HO guidance.	Meets HO guidance
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	See “Purpose” Section of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Refers HO Code 2024 and the Regulator of Social Housing	Meets HO guidance

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	Yes	Reporting, including self assessment against HO Complaints Handling Code: https://www.peakdistrictrha.org.uk/about-us/our-performance/complaints-and-service-improvements/ [Scroll to bottom for different report types] Learning: https://www.peakdistrictrha.org.uk/your-home/customer-voice/you-said-we-did/ Specific report published for Sir Robert Coke Almshouses: https://www.peakdistrictrha.org.uk/media/nzddmanz/pdrha-annual-complaint-handling-and-service-improvement-report-2025-26-managed-homes-almshouses-only.pdf	Meets HO guidance

	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.			
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	Since this is common with other communication with the residents, Sir Robert Coke Almshouses publish both Self Assessment and Landlord's Governing Body Response via PDRHA website. https://www.peakdistrictrha.org.uk/about-us/our-performance/complaints-and-service-improvements/	As agreed wiyth HO on 19th Oct 2026
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A	No such change in the last reporting cycle	N/A

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	There is no ongoing investigation but the Trustees would comply with any request from the HO in this regard.	N/A
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.	N/A	No such issue	N/A

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	See Section 8.1.3 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Specifically puts this onus on operational managers within the organisation.	Meets HO guidance
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	See Section 8.1 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Reflects HO wording within the policy	Meets HO guidance
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from	Yes	See Section 8.1.2 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf Reflects reporting to “stakeholders such as: customers, staff and Board”	Meets HO guidance

	complaints to stakeholders, such as residents' panels, staff and relevant committees.			
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	See Section 8.1.1 of the PDRHA Complaints Policy. Also Section 8.2. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf PDRHA have appointed their Company Secretary as the Member responsible for complaints. Trustees of Coke Almshouses have appointed their Chair of Trustees to maintain oversight.	Meets HO guidance
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	Sir Robert Coke Almshouses have appointed a MRC from their board of Trustees.	Meets HO guidance
9.6	The MRC will be responsible for ensuring the governing body receives regular	Yes	See Section 8.1.1 of the PDRHA Complaints Policy.	Meets HO guidance

	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.			
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	See Section 8.1.1 of the PDRHA Complaints Policy.	Meets HO guidance

	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	See Section 8.3 of the PDRHA Complaints Policy. https://www.peakdistrictrha.org.uk/media/0kxaab0i/complaints-policy-pdrha.pdf PDRHA have also referenced Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.	Exceeds HO guidance