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Section 1: Definition of a complaint

Code Provision	Code Requirements	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 actions by the landlord, its own staff or those acting on its behalf, affecting a resident or group of residents'.	Yes	CLHA Complaints Policy ('The complaints policy') section 4.2 CLHA's Complaints Policy can be found here: Camden_Living__Housing_Association_Complaints_Policy_-_August_2026.pdf This is included in CLHA 's document for tenants *'Guide to making a complaint'- this can be found on our website here:* CLHA_How_to_make_a_complaint_guide_for_tenants_August_2026.pdf	Note: the updated Policy will be uploaded onto the website following Board's approval of the updated policy on 21 July 2026. The Guide to making a complaint will be reviewed following Board's approval of the Policy
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	Yes	The complaints policy clearly stages this. (Section 4.2).	CLHA's service provider, Camden Council is aware of CLHA's Complaints Policy.

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	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.		Section 4.3 of the Complaints Policy states that if a resident expresses dissatisfaction about how their service request was handled, they will have the option for it will be treated as 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 recorded, monitored and reviewed regularly.	Yes	The complaints policy clearly defines a service request (4.3). CLHA's KPI framework includes Service Requests – this will be reported on when Camden Council, the Service Provider has systems in place to record and report on them.	Camden Council staff and CLHA's Head of Operations understand the complaints policy and process and how to apply this requirement where needed. CLHA is continuing to work with Camden Council to log and report on service requests. Currently CLHA is kept informed on service-related activity through the monthly contract meetings. The contract

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				meetings are part of the governance arrangements as provided for in the Housing and Property Management Services Agreement between CLHA and the Service Provider, LB Camden.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	This is clearly stated in the Complaints Policy in Section 4.3.	Camden Council staff and CLHA's Head of Operations understand the complaints policy and CLHA internal process and how to apply this requirement where needed.
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	CLHA received feedback in the TSM survey carried out in March 2026. It has been agreed in the contract meetings (minutes available upon request) that the Service Provider will arrange for feedback to be followed up and this may include logging issues as formal complaints if required by the resident	No further comment.

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Section 2: Exclusions

Code Provision	Code Requirements	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	The Complaints Policy (Section 5) sets out the circumstances in which the matter will not be treated as a complaint. To date, no complaints have been received. Section 5 clearly states that a full explanation will be provided – this is stated again in Section 8.5.	No complaints have been received to date and as such it is not possible to evidence that this has been put into practice.
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 12 months ago	Yes	The Complaints Policy sets out the circumstances in which the matter will not be treated as a complaint. (see Section 5 of the policy). The exclusions reflect those within the Code.	No further comment.

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	• 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 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	This is a CLHA policy and a clearly stated provision within the Complaints Policy document (Section 5).	No further comment.
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	Yes	The Complaints Policy Sections 5 and 8.5 states that we will explain the reasons why a complaint has been excluded and Section 8.5 states clearly that the tenant will	CLHA will comply with any Housing Ombudsman request/instruction.

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	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.		be given Ombudsman Contact details at this point.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	The Complaints Policy Section 5.1 states that every case will be treated on its own merit when considering whether to accept cases that are more than 12 months old.	In the case of other exclusions we will provide support and guidance to the resident, such as where the complaint is clearly about a council service, in which case it is outside the jurisdiction of CLHA. As a general principle, CLHA and Camden Council as the Service Provider both understand the need to take an individual approach to each complaint.

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Section 3: Accessibility and awareness

Code Provision	Code Requirements	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	Complaints can be made in any way, including by telephone, online or in writing. The Complaints Policy has a dedicated section (6) which clearly states that it welcomes requests for communications in different formats and will always try to accommodate these. CLHA has a published 'Adjustments to Services' Policy which can be found here: 16__CLHA_APPEND3_ADJUSTMENTS_TO_SERVICES_for_PDF_1.pdf	CLHA's Adjustments to Services Policy sets out our approach to ensuring that residents find it easy to request and receive services. This is one of the ways we deliver outcomes set out in the Equality, Diversity and Inclusion Policy. In terms of making a complaint the website provides information on how tenants can make a complaint. CLHA tenants can communicate through Camden Council's customer services team, or they can complain direct to Camden Living Housing Association.

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			CLHA has a published Equality, Diversity and Inclusion Policy', which can be found here: 0_1_240116.7_CLHA_-_Equality_and_Diversity_Policy_10th_January_2024_1.pdf	
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	CLHA's website makes it easy for tenants to find out how to make a complaint. 3.1 above sets out how CLHA is committed to making adjustments for residents who wish to communicate about complaints in different ways. This is covered in the Complaints Policy, Section 6. Section 7.1 of the Complaints Policy sets out our commitment to ensuring that all staff, Board Members and service providers are responsible for the implementation of the Policy.	Complaints can be made in anyway, including by telephone, online or in writing. CLHA's Service Provider is a registered social landlord in its own right and customer-facing staff are aware of their responsibilities in terms of receiving complaints and sharing relevant information with the team which handles complaints administration. All CLHA staff are clear about their responsibilities in this area.

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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	CLHA has not received a complaint about the service to date, however we welcome complaints. This position is clearly stated at the outset through our published Complaints Policy, Section 1.1.	CLHA has not received any formal complaints – however with only 34 homes we do not consider this to be a warning sign that residents feel unable to complain. A resident engagement event is being held in September and in addition to providing an opportunity to understand residents' experience of living in a CLHA home, we will use this opportunity to ensure that residents understand how they complain if they need to.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the 2-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Complaints Policy clearly explains the 2-stage process including time frames for acknowledging and responding to complaints. Please refer to Section 8 of the Complaints Policy. There are different ways to access the Policy – the main channel is via the CLHA website,	No further comment.

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			however we welcome requests for the Policy to be made available in different formats. This is stated in the Complaints Policy Section 6.5. In addition to the Complaints Policy we have published a simple tenants guide to complaints which also includes the 2-stage process. The guide can be found here: CLHA_How_to_make_a_complaint_guide_for_tenants_August_2026.pdf	
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	CLHA's website contains the Complaints Policy, a simple guide to making a complaint, details of the Housing Ombudsman Service, what it does and how residents can get in touch with the Housing	No further comment.

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			Ombudsman. Our self-assessment is published on our website. The complaints policy Section 6.5 explains that the Policy is contained on the website and that residents can ask for the Policy in different formats. Section 6.6. of the Policy explains that we also publish information about the Housing Ombudsman and how we are meeting our legal obligations.	
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	Section 8.1 of the complaints Policy offers the opportunity for the tenant to be supported or use an advocate if they wish, which can include their involvement in all aspects of the process.	The Complaints Policy has been updated to explicitly include representatives being present at meetings as required.
3.7	Landlords must provide residents with information on their right to access the	Yes	Section 8.24 of the complaints policy provides up to date	No further comment.

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	Ombudsman service and how the individual can engage with the Ombudsman about their complaint.		contact details for the Housing Ombudsman and makes it clear in Section 4.6 that tenants can approach the Housing Ombudsman at any time. The same information is also located directly on our website.	

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Section 4: Complaint handling staff

Code Provision	Code Requirements	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	The Service Provider has a team which receives complaints. CLHA takes responsibility for ensuring that complaints are properly investigated. This role ('Complaints Officer') has been assigned to CLHA's Chief Company Officer.	No further comment.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	The Complaints Officer who has access to staff at all levels both within CLHA and across the Service Provider organisation (LB Camden).	CLHA's Chief Company officer will work with Camden Council (Service Provider Representative) to ensure relevant Camden Council staff support CLHA in the resolution of complaints.

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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	The Service Provider is in its own right, a Registered Provider of Social Housing and therefore familiar with the need to promote a positive complaints handling culture. Contract meetings are held monthly between CLHA's Chief Company Officer and the Service Provider lead contact. Minutes are available on request. Complaints are covered at each meeting. There have been no registered complaints since CLHA started operating in April 2025.	The CLHA Board is clear about its role in promoting a learning culture and Board Members have received training on their duties as Board Members in this area.

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Section 5: The complaint handling process

Code Provision	Code Requirements	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	There is a single Complaints Policy in place. The Complaints Policy complies with the Code. Section 7.2 of the Policy commits to treating residents fairly, including not treating residents differently after they complain.	No further comment.
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	There is no stage 0. The Policy explains that CLHA will aim to deal with service requests promptly and at first point of contact where possible. (Section 4.3).	No further comment.
5.3	A process with more than 2 stages is not acceptable under any circumstances as this will make the	Yes	CLHA operates a 2-stage process, as set out in the complaints policy. Please refer to Section 8.	No further comment.

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	complaint process unduly long and delay access to the Ombudsman.			
5.4	Where a landlord's complaint response is handled by a third party (such as a contractor or independent adjudicator) at any stage, it must form part of the 2-stage complaints process set out in this Code. Residents must not be expected to go through 2 complaints processes.	Yes	There is a clear 2-stage process as set out in the Complaints Policy. Any actions by either CLHA or its Service Provider, Camden Council, are encompassed within the 2-stage complaints process.	Camden Council is contracted to run the service by CLHA as set out in the management agreement. Camden Council's role is to pass any complaints which come into the council to the Chief Company Officer, and to support the investigation by providing any information as requested by CLHA. All these actions take place within the two-stage process set out in the Complaints Policy.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	The Complaints Policy was created in liaison with Camden Council, the Service Provider – Camden Council is also a registered provider and is obligated under the same way under the Code.	There are monthly contract meetings in place – this will review any complaints received to ensure they have been handled in accordance with the Code.
5.6	When a complaint is logged at stage 1 or escalated to stage 2, landlords must set out their understanding of	Yes	Section 8.3 of the policy states that we will seek to understand the reason for the complaint	No further comment.

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	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.		when a complaint is first made and this will be clearly set out in both Stage 1 and Stage 2 acknowledgement letter (Sections 8.10 and 8.23)	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	The complaints policy (Section 8.10/8.20) sets out that we will explain in the Stage 1/Stage 2 acknowledgement letter what parts of the complaint are being excluded, where this applies.	No further comment.
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	Yes	CLHA will take a fair and personalised approach to managing the services to its tenants on all matters. There have been no complaints to date and as such we cannot demonstrate an example. The complaints policy sets out CLHA's approach to handling complaints fairly, Section 7.2.	No further comment.

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	c. take measures to address any actual or perceived conflict of interest 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	This is stipulated in the complaints policy, sections 6.4 (keeping residents updated) and sections 8.11 and 8.21.	No further comment.
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	CLHA has an Adjustment to Services Policy, and an Equality and Diversity and Policy. Both policies set out CLHA's commitment to making reasonable adjustments to services. The Adjustment to Services Policy can be found here: 16__CLHA_APPEND3_ADJUSTMENTS_TO_SERVICES_for_PDF_1.pdf	No further comment.

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			The Equality and Diversity Policy can be found here: 0_1_240116.7_CLHA_-_Equality_and_Diversity_Policy_10th_January_2024_1.pdf	
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	The Complaints Policy clearly explains when we will exclude a complaint (Section 5). This will be applied when determining which part of the complaint will be investigated and the reasons for not investigating any part of the complaint which falls within the exclusions. This is also included in our tenants guide to making a complaint. Also refer to Sections 8.10 and 8.23 of the Policy.	The Complaints Policy has been updated to specifically reference where 'parts of the complaint' are excluded – previously this referenced the whole complaint.

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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	CLHA has a Board-approved Complaints Tracker which includes all aspects of the complaints process, actions for follow up and learning from complaints. The Tracker template is available on request.	No further comment.
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	CLHA has a 2-stage process – complaints can be remedied at either stage. The Complaints Policy clearly states that actions towards the resolution of complaints will be ongoing throughout. Please refer to Sections 8.13 and 8.21.	CLHA Housing provides an 'on hand' management service and will take a flexible and personalised approach where complaints are made.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives.	Yes	CLHA has not received any complaints and/or unreasonable complainants. To formalise its approach CLHA has a Board-	Note: As part of the website update the Managing Unacceptable Behaviour Policy will be located within the

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	Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.		approved Managing Unacceptable Behaviour Policy. The Policy can be found here: 15__APPEND2_MANAGING_UNACCEPTABLE_BEHAVIOUR_for_PDF.pdf	Complaints Section – it is currently in the Anti-social Behaviour Section.
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	CLHA's Managing Unacceptable Behaviour Policy (Section 6) makes reference to how CLHA will take into account equality issues when determining how to apply the Policy.	Note: There is a need to relocate the Managing Unacceptable Behaviour Policy on CLHA's webiste. This will be done as part of the website overhaul, currently in progress.

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Section 6: Complaint Stages

Code Provision	Code Requirements	Comply Yes/No	Evidence	Commentary/Explanation
Stage 1 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	A stated policy aim is to resolve complaints quickly and fairly. (Section 7.2). Section 6 of our Policy is clear about how we aim to support vulnerable tenants and our Adjustments to Services Policy expands upon this.	No further comment.
6.2	Complaints must be acknowledged, defined and logged at Stage 1 of the complaints procedure **within 5 working days** of the complaint being received.	Yes	CLHA's Complaints Policy states clearly that this requirement will be met. Please refer to Section 8.9 of our Complaints Policy. There have been no formal complaints to date so we are	No further comment.

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			unable to evidence that we have met this timescale.	
6.3	Landlords must issue a full response to a Stage 1 complaint **within 10 working days** of the complaint being acknowledged.	Yes	CLHA's Complaints Policy states that this requirement will be met. Please refer to Section 8.11 This is also reflected in the internal Complaints Tracker.	No further comment.
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	CLHA's Complaints Policy states that this requirement will be met. Please refer to Section 8.11	No further comment.

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6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is provided for in the complaints policy. Please refer to Section 8.11	No further comment.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This is provided for in the complaints policy. Please refer to Section 8.12	No further comment.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	This is provided for in the complaints policy. Please refer to Section 8.15	No further comment.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and	Yes	This is provided for in the complaints policy, Section 8.14	No further comment.

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	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.			
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	Yes	This is provided for in the complaints policy. Please refer to Section 8.15	The complaints policy has been updated to include reference to good practice and legislation in any decisions.

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	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response			
Stage 2 6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is provided for in the complaints policy. Please refer to Section 8.16	No further comment.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure **within 5 working days** of the escalation request being received.	Yes	This is provided for in the complaints policy. Please refer to Section 8.20	No further comment.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is provided for in the complaints policy. Please refer to Section 8.18	No further comment.

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6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is provided for in the complaints policy. Stage 2 complaints will be investigated by an Appeal Panel comprising a senior CLHA Officer who was not involved in the Stage 1 investigation, together with a Non-executive Board Member. Please refer to Section 8.17.	No further comment.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	This is provided for in the complaints policy. Please refer to Section 8.21	No further comment.
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	Yes	This is provided for in the complaints policy. Please refer to Section 8.21	No further comment.

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	good reason, and the reason(s) must be clearly explained to the resident.			
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman	Yes	This is provided for in the complaints policy. Please refer to Section 8.21 for Stage 2 Complaints.	No further comment.
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	This is provided for in the complaints policy. Please refer to Section 8.22 Related actions will be included in the Complaints Tracker.	No further comment.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.	Yes	This is provided for in the complaints policy. Please refer to Section 8.23.	The complaints policy has been updated to include reference to good practice and legislation in any decisions.

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6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage b. the complaint definition c. the decision on the complaint d. the reasons for any decisions made e. the details of any remedy offered to put things right f. details of any outstanding actions g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied	Yes	This is provided for in the complaints policy. Please refer to Section 8.23.	No further comment.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	This is provided for in the complaints policy. Please refer to Section 8.23.	No further comment.

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Section 7: Putting things right

Code Provision	Code Requirements	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	Yes	Our complaints policy sets out the information which will be provided in the response letter. Please refer to Section 8.23.	No further comment.

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	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	CLHA has a Compensation and Remedies Policy which meets this requirement and is based on the Housing Ombudsman's latest guidance. The Compensation and Remedies Policy can be found here: Camden_Living_Housing_Association_Compensation_and_Remedies_Policy_May_2026.pdf There have been no complaints to date and as such we are unable to evidence how this hs been applied.	The complaints policy has been updated to include the new name for the Compensation Policy - this is now called the Compensation and Remedies Policy.

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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	There have been no complaints to date and as such we are unable to evidence how this hs been applied.	The Complaints Tracker makes provision for the monitoring of actions and will be checked weekly by the Complaints Officer.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is set out in CLHA's Compensation and Remedies Policy.	CLHA's Compensation and Remedies Policy. was updated following the Housing Ombudsman's recent changes and approved by the Board in April 2026.

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Section 8: Self-assessment, reporting and compliance

Code Provision	Code Requirements	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	Yes	This is the annual self assessment. The annual report has been produced and was approved by the Board and Member Responsible for Complaints on 21 July 2026.	Under the Complaints Handling Code CLHA is required to carry out the self-assessment and publish the Annual Complaints Performance Report within six months of the end of the accounting year. For CLHA the end of the financial year is 31 March 2026 and the deadline for publication of the documents is 30 September 2026.

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	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 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	The annual report has been produced and was approved by the Board and Member Responsible for Complaints on 21 July 2026.	No further comment.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	N/A	CLHA will ensure that where applicable, a self-assessment where be carried out.

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8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	N/A	This is not applicable because the Housing Ombudsman has not asked CLHA to update the self-assessment. In the event that the Housing Ombudsman asks CLHA to review the self-assessment CLHA will comply.
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	N/A	To date there has been no incident which has prevented CLHA from complying with the Code – in the event that such circumstances occur, CLHA understands its obligations.

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Section 9: Scrutiny and oversight: continuous learning and improvement

Code Provision	Code Requirements	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	The complaints policy sets out CLHA's approach to learning from complaints. Please refer to Section 13.	No further comment.
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	The complaints policy sets out CLHA's approach to learning from complaints. Please refer to Section 13.	Through the implementation of the complaints policy CLHA will ensure that any complaints that are received in the future inform service improvements.
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	CLHA has not to date received any complaints and as such, is unable to demonstrate this.	CLHA will take a proportionate approach to engaging with stakeholders on any service improvements raising from complaints learning.

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	stakeholders, such as residents' panels, staff and relevant committees.			
9.4	Landlords must appoint a suitably competent 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	CLHA's Chief Company Officer is accountable for complaint handling. The Chief Company Officer is a qualified Member of the Chartered Institute of Housing and understands their obligations in this regard.	No further comment.
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 (MRC).	Yes	CLHA has appointed a Member Responsible for Complaints.	No further comment.
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	Yes	To date CLHA has not received any complaints. The MRC has received a briefing on their role and a role specification, so they are clear about their obligations.	The Board was provided with Complaints Handling Training in March 2025, so that they are aware of their obligations and the obligations of the MRC.

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	handling performance. This person must have access to suitable information and staff to perform this role and report on their findings			This is being followed up with induction training for new NEDS by Altair Consultancy.
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	Yes	To date no complaints have been received by CLHA and as such it is not possible to evidence that this requirement has been met.	All relevant information will be shared at Board meetings, with case information summarised in the report of the Chief Company Officer– at such time that a complaint is received it will be entered onto the Board-approved Complaints Tracker.

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	d. the 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 c. act within the professional standards for engaging with	Yes	CLHA has a clear objective for complaint handling, as set out in the Complaints Policy. There is a process was agreed at the commencement of the Service Contract which must be followed by all parties involved in receiving, investigating and responding to complaints. This covers the role of the landlord, CLHA and the role of the Service Provider, Camden Council.	No further comment.

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	complaints as set by any relevant professional body			