

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Commentary	Evidence
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	The organisation’s complaints policy adopts the Housing Ombudsman’s definition of a complaint in full. This definition is embedded into complaint handling processes and guidance to ensure expressions of dissatisfaction are recognised and handled appropriately, regardless of how they are made.	Complaints 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 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	Customers do not need to use the word ‘complaint’ for their concern to be treated as such. Colleagues are trained to recognise expressions of dissatisfaction and offer customers the opportunity to make a formal complaint. Complaints submitted by third parties or representatives are accepted in line with the policy, subject to appropriate consent.	Complaints Policy.
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 distinguishes between service requests and complaints. Where dissatisfaction is expressed about the handling of a service request, this is logged as a complaint, even if the service request itself is ongoing. Service requests are recorded, monitored, and reviewed separately.	Complaints Policy Service Request & Complaint Definitions

Code provision	Code requirement	Comply: Yes / No	Commentary	Evidence
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	Service delivery continues alongside complaint handling. Raising a complaint does not pause or delay action to address the underlying service issue.	Complaints Policy
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	Where dissatisfaction is identified through surveys or feedback, customers are made aware of how they can pursue a formal complaint if they wish. Clear signposting is included in feedback processes.	Complaints Policy

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 are accepted unless there is a valid reason not to do so. Each complaint is considered on its own merits, and decisions to refuse a complaint are clearly evidenced and explained.	Complaints Policy Exclusion Letter Templates
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	The complaints policy clearly sets out fair and reasonable circumstances where a matter may be excluded, including time limits, legal proceedings, or issues previously considered through the complaints process.	Complaints Policy

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary Explanation
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 received within 12 months are accepted unless excluded on other grounds. Discretion is applied where there are good reasons for accepting complaints outside this timeframe.	Complaints Policy Case Handling Guidance
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	Where a complaint is not accepted, residents are provided with a written explanation, including reasons for the decision and information on their right to refer the matter to the Housing Ombudsman.	Complaint Policy Exclusion Letter Templates
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Our Complaints Policy outlines the circumstances in which we may not accept a complaint. Blanket exclusions are not applied. All complaints are assessed individually, taking account of customer circumstances.	Complaints Policy

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary and 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 submitted through any of our communication channels, including phone, email, and social media. (see page 5) To protect privacy and confidentiality, any complaints received via social media will be responded to through a private message. We are committed to ensuring that all customers can access and participate in the complaints process. As outlined in our Reasonable Adjustments section, we will make any necessary adjustments to support tenants in raising and progressing their concerns.	Complaints Policy
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	Complaints can be received through any of our communication channels, and this includes to our colleagues.	
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	Complaint volumes are actively monitored and understood as a potential indicator of accessibility and awareness, not as a negative measure of performance.	Annual Complaints Report

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary and Explanation
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	Our Complaints Policy is on our website with an easy read version breakdown on our website, setting out the two-stage process, expectations, and response times. These versions were developed with input and approval from our Complaints Working Group, which includes involved customers. In addition, we offer clear details about our complaints process online. This information can be translated into other languages or adapted to meet accessibility needs, such as large print or screen reader compatibility.	Website link Complaints Policy
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	The policy explains how complaint information is publicised and includes information about the Housing Ombudsman and the Complaint Handling Code. (see page 5)	Website link Complaints Policy
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	Customers are entitled to be represented or accompanied at meetings and may appoint a representative to act on their behalf. (see page 6)	Complaints Policy
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	Customers are provided with clear information on their right to access the Housing Ombudsman and how to do so.	Complaints Policy Complaint Letter Templates

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	We have a dedicated Complaints Team responsible for overseeing the handling of all complaints received. This team ensures that our approach is fully compliant with the Housing Ombudsman's Complaint Handling Code. Within this structure, we have a Housing Ombudsman Service Manager who acts as the main point of contact for liaison with the Ombudsman. Overall responsibility for our complaints handling processes, performance, and organisation-wide awareness training sits with the Head of Customer Experience.	Team Structure Role Descriptions
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	Our Complaints Team has access to all staff and regularly liaises with senior colleagues, Heads of Service, and Directors to support effective complaint handling. The team is empowered to take swift and fair action to resolve complaints. This may include arranging complaint meetings, conducting case reviews, escalating issues or actions, and constructively challenging findings from service areas. In areas experiencing high volumes of complaints, such as repairs, we liaise closely with relevant managers to enable prompt resolution and maintain service standards.	Complaints Policy

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	Our Complaint Handlers responsible for managing complaints possess the necessary skills, experience, and training to handle issues effectively. When a complaint is logged, our Complaint Handlers proactively engage with the complainant to gain a full understanding of the issue and work towards a fair and balanced resolution	Develop mandatory online training for colleagues via our Learning & Development platform Organisational Customer Experience programme. HQN delivered refresher training for our complaint handlers in September 2025. Internal reset sessions have taken place
-----	---	-----	--	--

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	Amplius operates a single complaints policy covering all complaints within the scope of the Housing Ombudsman's Complaint Handling Code. Customers are not treated differently as a result of making a complaint and complaint handling is embedded as a core service.	Complaint Policy
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Within our Complaints Policy, early resolution is encouraged where appropriate; however, complaints are formally logged without the use of additional stages such as 'informal' or 'stage 0'. This ensures clarity for customers and timely access to the complaints process.	Complaint Policy Complaint Handling Process
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	The complaints process consists of two stages only. Stage 2 represents the organisation's final response and provides customers with clear access to the Housing Ombudsman where dissatisfaction remains.	Complaints Policy
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, including those relating to contractors, are handled by our centralised Complaints Team. We do not outsource responsibility for complaint handling to external parties. Our Complaint Handlers work collaboratively with contractors throughout the investigation process to ensure a thorough and fair resolution.	Complaints Policy Complaint Team Structure Job Descriptions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Amplius remains responsible for complaint handling outcomes, including where services are delivered by third parties. Expectations are set through contracts and monitored to ensure compliance with the Complaint Handling Code.	Complaints 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	When a complaint is logged or escalated, Amplius sets out its understanding of the complaint and the outcomes the customer is seeking. Where any aspect is unclear, clarification is sought at an early stage.	Complaints Policy Acknowledgement Letter Template Case Management Guidance
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	Complaint acknowledgements clearly confirm which elements fall within Amplius responsibility and identify any areas where third-party or external responsibility applies.	Acknowledgement templates Complaint Letter Templates
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 consider all relevant information and evidence carefully.	Yes	Complaints are handled on their merits with an open and impartial approach. Complaint handlers consider all relevant information and evidence and take steps to manage any actual or perceived conflicts of interest.	Complaint handling guidance Training Materials

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 – with improvement actions ongoing	Where responses cannot be provided within Code timescales, customers are informed, reasons are clearly explained, and suitable intervals for updates are agreed. Ombudsman contact details are provided. Work is ongoing to further improve consistency in this area.	Complaint Performance Reporting Complaint Letter templates
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 – with improvement actions ongoing	Reasonable adjustments are identified, agreed, recorded and kept under review in line with Equality Act duties. Disability and vulnerability information disclosed by customers is handled appropriately to support effective complaint handling.	Accessibility & Adjustment draft Policy awaiting approval
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 are escalated through the complaints process when requested unless valid reasons apply in line with the Code. Decisions not to escalate are clearly explained and comply with the exclusions framework.	Complaints Policy Stage 2 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 the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	A full record is maintained for each complaint, including the original complaint, correspondence, evidence considered, decisions made, outcomes and any remedies provided.	Dynamics Case Management System Record Keeping guidance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Complaints can be resolved and remedies offered at any stage of the process without requiring escalation. Remedies are proportionate and informed by the nature and impact of any service failure.	Compensation & Remedies 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 restrictions in place and must keep restrictions under regular review.	Yes	Policies and procedures are in place to manage unacceptable behaviour. Any restrictions are evidence-based, proportionate and kept under regular review.	Customer Conduct 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	Any restrictions placed due to unacceptable behaviour have regard to the Equality Act 2010 and individual circumstances, including disability and vulnerability.	Customer Conduct 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	Processes are in place to assess complaints at Stage 1 and determine whether they can be resolved quickly or require further investigation. Consideration is given to the complexity of the complaint and whether the customer is vulnerable or at risk, with most Stage 1 complaints resolved promptly through explanation, apology or resolution.	Complaint handling guidance
6.2	Complaints must be acknowledged, defined, and logged at stage 1 of the complaint's procedure <u>within five working days of the complaint being received.</u>	Yes	Stage 1 complaints are acknowledged, defined and logged within five working days of receipt. Acknowledgements confirm the complaint definition and the next steps in the process.	Acknowledgement Templates
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes with improvement actions	Amplius aims to issue full Stage 1 responses within 10 working days. While this is achieved in the majority of cases, work is ongoing to improve consistency, particularly for more complex complaints.	Annual Improvement Plan Complaint Performance Reports

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Where an extension is required due to complexity, customers are informed promptly, reasons are clearly explained, and a revised response timeframe is provided in line with the Code.	Letter templates Extension approval guidance
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	Where extensions are applied, customers are provided with the contact details of the Housing Ombudsman in line with the Code.	Extension Letter Template
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	Complaint responses are issued when the outcome is known, rather than waiting for outstanding actions to be completed. Any remaining actions are tracked and progress updates provided to customers.	Letter Templates Case handling guidance
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 with improvement actions	All points identified in the complaint definition are addressed in Stage 1 responses, with clear explanations and reference to relevant policy, law and good practice where appropriate.	Quality Assurance checks and audit guidance Letter templates

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Where additional issues are raised during Stage 1, they are incorporated into the response when related and where this does not unreasonably delay resolution. Unrelated issues are logged as new complaints where appropriate.	Case management guidance
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	Stage 1 responses clearly confirm the complaint stage, complaint definition, decision and reasons, any remedies offered, outstanding actions, and how to escalate to Stage 2 if the customer remains dissatisfied.	Letter Template

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	Where issues remain unresolved at Stage 1, complaints are progressed to Stage 2 in line with the complaints policy. Stage 2 represents Amplus final response.	Complaint Policy Complaint Handling Guidance
6.11	Requests for stage 2 must be acknowledged, defined, and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	Requests for escalation to Stage 2 are acknowledged, defined and logged within five working days of receipt.	Acknowledgement templates Dynamics data
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	Customers are not required to justify their request for Stage 2 consideration. Reasonable efforts are made during investigation to understand why the customer remains dissatisfied.	Complaints Policy Complaint Handling Guidance
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Stage 2 complaints are reviewed by a different individual to the Stage 1 investigation to ensure independence and impartiality.	Team Structure
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes with improvement actions ongoing	Amplus aims to issue Stage 2 responses within 20 working days. Where performance falls short, learning is identified and actions taken to improve consistency.	Performance Reporting Annual Improvement Plan 2026/27

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Extensions at Stage 2 are applied only where necessary, with clear reasons provided and revised timescales communicated to customers in line with the Code.	Extension Letter template
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	Where a Stage 2 extension is applied, customers are provided with the Housing Ombudsman's contact details.	Extension Letter template
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	Stage 2 responses are issued once the complaint outcome is known, with any outstanding actions clearly set out and tracked to completion.	Stage 2 outcome letter Commitment Action Plan in place to improve
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	Stage 2 responses address all matters set out in the complaint definition and provide clear reasons for decisions, referencing relevant policy, law and good practice.	Quality Assurance Reviews/performance Stage 2 outcome letter template

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a) the complaint stage. b) the complaint definition. c) the decision on the complaint. d) the reasons for any decisions made. e) the details of any remedy offered to put things right. f) details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Stage 2 responses clearly confirm the final complaint stage, decision, reasons, remedies offered, outstanding actions, and the customers right to refer the complaint to the Housing Ombudsman Service	Stage 2 outcome letter template
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Stage 2 represents Amplius final response and involves all relevant colleagues required to reach a robust and fair conclusion.	Complaints Policy

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	Where service failure is identified, Amplus clearly acknowledges this and sets out the actions already taken or planned to put things right. This includes providing apologies, explanations, corrective actions, and financial remedies where appropriate. Complaint responses focus on accountability and restoring trust rather than defending decisions.	Complaint Letter templates Compensation Matrix Drafted Compensation & Remedies Policy
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Remedies are informed by the individual circumstances of the complaint and reflect the impact on the customer, including distress, inconvenience, time and trouble, and any additional vulnerability factors. Financial and non-financial remedies are considered proportionately.	Drafted Compensation & Remedies Policy Compensation Matrix

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Where remedies are offered, responses clearly set out what will happen and by when, and where appropriate these are agreed with the customer. Amplus monitors completion of agreed actions to ensure remedies are delivered in full.	Commitment Improvement Action Plan Dynamics records of commitments outstanding
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Amplus takes account of the Housing Ombudsman's remedies guidance when determining appropriate redress. This supports consistency, proportionality and alignment with sector good practice.	Compensation matrix Training Presentation Complaint Handling 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 a result of the learning from complaints. e) any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Amplius produces an annual complaints performance and service improvement report which includes the self-assessment against the Complaint Handling Code. The report provides qualitative and quantitative analysis of complaint handling performance, including themes, outcomes, refusals to accept complaints, and learning. It also includes Ombudsman determinations, findings of non-compliance where applicable, and service improvements arising from complaints and wider Ombudsman publications.	Annual Complaints Performance and Service Improvement Report Published self-assessment Repairing Trust gap analysis Ombudsman determinations and outcomes logs

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 complaints performance and service improvement report is presented to the governing body for scrutiny and challenge. Both the report and the governing body's response are published on Amplius website alongside the complaints policy, supporting transparency and accountability to customers.	Governing body papers and minutes Published annual complaints report Governing body response document
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Amplius undertakes a refreshed self-assessment following any significant restructure, merger or change to complaint handling procedures to ensure continued compliance with the Complaint Handling Code.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Where required following Housing Ombudsman investigations, the self-assessment is reviewed and updated to reflect learning, findings and any required changes to complaint handling practice.	
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	In the event that exceptional circumstances impact Amplius's ability to comply with the Code, such as a cyber incident, the organisation would notify the Housing Ombudsman, communicate clearly with customers, publish relevant information on its website, and set out a timescale for returning to full compliance.	

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 with improvement actions ongoing	Amplius looks beyond individual complaint outcomes to identify themes, trends and underlying causes. Learning from complaints is used to inform service improvements and reduce the likelihood of issues recurring.	Customer Experience reports Learning & Improvement Action Plans Quality & Service Improvement Plan
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	Complaints are recognised as a valuable source of intelligence. They are actively used to identify service weaknesses, inform improvement activity and support positive changes in service delivery.	Customer Experience reports Learning & Improvement Action Plans Quality & Service Improvement Plan
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	Amplius reports back on learning and improvements arising from complaints to key stakeholders, including customers, colleagues and relevant Committee/Board meetings. This supports transparency and demonstrates how feedback influences change.	Website content Committee Reports Customer Influence Panel meetings

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Our Complaints Policy assigns lead responsibility for fostering a positive complaint handling culture to our Director of Customer Operations. To strengthen this commitment, our Head of Customer Experience holds overall responsibility for the complaint handling function.	Role Descriptions Complaint Policy Committee 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	Ashleigh Webber, a member of both the Board and the Customer Experience Committee is appointed as the Member Responsible for Complaints (MRC) within Amplius, which includes Teetotal Homes.	MRC Reports
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	Our MRC receives access to appropriate data, insight and colleagues to fulfil their role effectively. This enables informed challenge and reporting to the governing body on complaint handling performance and learning. .	MRC Reports

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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 d) annual complaints performance and service improvement report.	Yes	As a minimum, the MRC and governing body receive monthly updates on complaint volumes, categories, outcomes and performance, emerging themes, Ombudsman investigation outcomes, and progress against any orders or recommendations. An annual complaints performance and service improvement report is also provided.	MRC Reports Committee Reports
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.	Yes	Complaint handling expectations are reflected in objectives for relevant colleagues. These promote collaborative working, collective responsibility for learning from complaints, and professional standards of engagement with customers.	Training materials Contractor awareness guidance Performance data

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			