



## **Tiverton Almshouse Trust**

### **Self-assessment form 2023/2024**

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Y	Complaint policy section 1.2	
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.	Y	Complaint policy section 1.3	
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.	Y	Complaint policy sections 1.5 & 1.6	To ensure consistency across the charity, training session arranged / run on 27/05/25 to clarify to team members the new policy + for example, the difference between a service request and a complaint. For 2025, the Office Manager will be collating a record all

				complaints and service requests.
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.	Y	Complaint policy section 1.7	There is now / ongoing a monthly agenda'd management meeting item for progress regarding ongoing service requests.
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.	Y	Complaint policy section 1.8	As an addition to the residents survey for 2025, information included in the survey narrative as to how residents can pursue a complaint if they wish to.

## 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	Y	Complaint policy section 2.1	
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• 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.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Y	Complaint policy section 2.2	
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Y	Complaint Policy section 2.3	

	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 take on the complaint.	Y	Complaint Policy section 2.4	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	Complaint Policy section 2.1	



### 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.	Y	Complaint policy sections 1.4, 4.1 & 4.2	<p>The following channels are available to residents should they wish to make a complaint:</p> <ul style="list-style-type: none"> <li>- Complaints policy and procedures on the Trust website.</li> <li>- Daily Warden call with each resident.</li> <li>- CEO monthly drop-in at all sites.</li> <li>- Suggestion / compliments / complaints slips + post box at each site.</li> <li>- Information on how to make a complaint in Residents Handbook.</li> <li>- Information on how to make a complaint in monthly newsletter.</li> <li>- Residents can call the office during working hours and speak to a team member or leave a message for a call back within 24 hours (48 hours at weekends).</li> </ul>

				<ul style="list-style-type: none"> <li>- Residents can e-mail the Trust during working hours and receive a response within 24 hours (48 hours at weekends).</li> <li>- via the annual residents survey.</li> <li>- via the annual residents survey de-brief session.</li> <li>- Giving a compliment and/or making a complaint referenced in the TAT Strategy document for 2025-2028.</li> </ul> <p>As part of the communication process for each of these, the Trust will ensure that any / all agreed reasonable adjustments are in place and kept under active review.</p>
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.	Y	Complaint policy sections 1.4 & 5	A complaint can be made to any member of the Trust team. To ensure consistency across the charity, training session arranged / run on 27/05/25 to clarify to team members the new policy + for example, the difference between a service request and a complaint.
3.3	High volumes of complaints must not be seen as a negative, as they can be	Y	Complaint policy section 4.3	

	indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			
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.	Y	Complaint policy section 4.4	Complaints policy available on the Trust's website. A copy is available to all residents posted prominently on the residents notice board in all locations. 'How to make a complaint' added as a regular section in the monthly residents newsletter.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	Complaint policy section 4.4	Complaints policy available on the Trust's website. A copy is available to all residents posted prominently on the residents notice board in all locations. 'How to make a complaint' added as a regular section in the monthly residents newsletter. Wherever the policy is published / made available there will be additional information as follows: <i>The contact details for the Housing Ombudsman Service are:</i>



				<p>Telephone: 0300 111 3000</p> <p>Email: <a href="mailto:info@housing-ombudsman.org.uk">info@housing-ombudsman.org.uk</a></p> <p>Website: <a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a></p> <p>Address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET</p>
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.	y	Complaint policy section 4.5	
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.	y	Complaint policy sections 7.2, 8.5, 8.7 & Section 13	

## 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.	Y	Complaint policy Section 5&6	<p>Wherever the policy is published / made available there will be additional information as follows:</p> <p>The Tiverton Almshouse Trust Complaints Officer is:</p> <p>Mrs Nicola Askew, Housing Manager, Tiverton Almshouse Trust.</p> <p>Telephone number: 01884 251444</p> <p>Address: The Market House, 18A Bampton St, Tiverton EX16 6AA</p> <p><a href="mailto:HousingManager@tivertonalmshouse.org.uk">HousingManager@tivertonalmshouse.org.uk</a></p> <p>The Tiverton Almshouse Trust Appeals Officer is:</p> <p>Mr Patrick Dummett, Chief Executive Officer, Tiverton Almshouse Trust.</p> <p>Telephone number: 01884 251444.</p> <p>Address: The Market House, 18A Bampton St, Tiverton EX16 6AA</p>

				<a href="mailto:CEO@tivertonalmshouse.org.uk">CEO@tivertonalmshouse.org.uk</a>
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.	Y		<p>The Complaints Officer and Appeals Officer sit as part of the weekly Trust management meeting and monthly full team meeting should there be a complaint issue to discuss. In addition, they have access to the Chief Executive monthly resident drop-ins at all sites if there is a need for either visibility or to discuss a specific resident issue. Both, as members of the senior management team, have the authority and autonomy to act to resolve disputes promptly and fairly.</p>
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	Y	Complaint policy section 5.4	<p>A complaint can be made to any member of the Trust team. To ensure consistency across the charity, training session arranged / run on 27/05/25 to clarify to team members the new policy + for example, the difference between a service request and a complaint. As part of the new Tiverton Almshouse Trust Strategic Plan 2025-28 'Putting Your Trust In Us', the organisation overtly publicises as one of its 5 Core Values, <i>'Honesty: The Trust is committed to be accountable in all aspects of its work. We will embrace uncertainty and never fail to challenge the status quo'</i>. In addition, the Trust has as one of its 4 strategic objectives, <i>'Service delivery that meets needs and expectations: the primary role of service delivery will be to ensure that all services</i></p>

				<i>provided meets the needs and expectations of our resident, tenant and key stakeholder populations'.</i>
--	--	--	--	--

## 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.	Y	One Almshouse 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.	Y	Complaint policy section 7 & 8	
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.	Y	As above	The Trust will ensure that the policy is enacted rigorously so as to have only the two stages as determined by the Housing 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.	Y	The complaint policy section 7.4	Complaints in the main will be handled, as per the process, by the Complaints and Appeals Officers.



	Residents must not be expected to go through two complaints processes.			<p>The Complaints Officer may delegate the management and investigation of the complaint to another individual. At Tiverton Almshouse Trust, this will only be delegated to either the Chief Executive or the Office Manager.</p> <p>Should the complaint being made directly or indirectly involve any of the named roles above, the Trust has access to an independent, external HR provider who will handle the process on behalf of the Trust.</p>
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	As above	<p>Should the complaint being made directly or indirectly involve any of the named roles above, the Trust has access to an independent, external HR provider who will handle the process on behalf of the Trust.</p> <p>The Chief Executive will be meeting with the external HR provider to update / brief them on the policy on 22/05/25.</p>



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.	Y	Complaint policy sections 7.1 & 8.3	
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.	Y	Complaint policy sections 7.1 & 8.3	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind.</li> <li>b. give the resident a fair chance to set out their position.</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Y	Complaint policy section 6	
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.	Y	Complaint policy section 7.2 & 8.5	

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.	Y	Complaint policy section 4.1 & 4.2	The Trust will maintain an active log of all complaints and resident led service requests which will be reviewed on a monthly basis by the management team. Any agreed reasonable adjustments will be recorded as part of the loge and kept under active review by the management team.
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.	Y	Complaints policy section 2	
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.	Y		The Trust will keep a copy of all complaints made in line with GDPR requirements and policy regarding the retention of information within its Data Privacy policy. Hard copies of any / all correspondence will be kept in a locked filing cabinet within the Office Managers office. Each case will have its own individual file.

				The Office Manager will be the owner on behalf of the Trust of a control document / spreadsheet that outlines the complaint and the date received, details and dates of all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.
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.	N	The Charity to explain how it does this. Does the charity have a compensation policy?	The Trust will work diligently to ensure all complaints are resolved within Stage One of the Complaints Policy. In 2024, of the 9 complaints made and/or service requests that potentially could have resulted in a complaint, all were resolved at Stage One of the process. The Trust does not currently have a compensation policy.
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.	Y	Complaint Policy section 3	The Trust has in place four policies and/or procedures that support the management of unacceptable behaviour from residents and/or their relatives. - The Trust licence agreement with residents includes under

				<p>conditions of occupancy, the behaviour required by all residents.</p> <ul style="list-style-type: none"> <li>- The residents handbook includes a section referring to the behaviour required by all residents.</li> <li>- The Trust's Allocation of Almshouses and Appointment and Occupation policies define to residents the circumstances in which a resident's appointment or license may need to be set aside.</li> </ul>
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.	Y	As above	<p>All complaints raised with the Trust will be reviewed on an individual basis. If any restrictions are put in place, these will proportionate and demonstrate regard for the provisions of the Equality Act 2010. The charity will ensure any restrictions will be recorded, monitored and reviewed regularly as part of the monthly management meeting and the complainant updated following the review. Any restrictions in place will not prevent the Charity from ensuring the complaint can</p>



				be taken be through the full complaints process.
--	--	--	--	--

## 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.	Y		<p>The Charity commits to engage with all residents irrespective of the complexity of the complaint and will seek to ensure there is an understanding of complaints from vulnerable or at-risk residents.</p> <p>Should a resident make a complaint but then start to behave or engage / not engage in a way that makes the process difficult to manage, the Trust, Complaints Officer or delegated individual will seek to understand and record the following:</p> <ul style="list-style-type: none"> <li>- Why is the resident behaving and/or engaging in this manner? What further background information does the Trust hold that will inform</li> </ul>



				<p>this behaviour? Is the resident / complainant vulnerable?</p> <ul style="list-style-type: none"> <li>- Seek to understand if/why a resident is voiding contact?</li> <li>- Set a positive tone with any and all engagements with the resident / complainant.</li> <li>- Look to reassure and de-escalate any uncomfortable situations that may arise.</li> <li>- Signpost residents / the complainant to other sources of advice and support.</li> <li>- Actively manage the situation - keep the resident / complainant updated.</li> <li>- Be clear and act When immediate action is needed.</li> </ul>
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Y	Complaint policy Section 7.1	
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Y	Complaint policy Section 7.2	
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	Y	Complaint policy Section 7.2	

	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.			
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.	Y	Complaint policy Section 7.2	
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.	Y	Complaint policy Section 7.3	
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.	Y	Complaint policy Section 7.8	
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	Y	Complaint policy Section 7.7	

	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: <ul style="list-style-type: none"> <li>a. the complaint stage.</li> <li>b. the complaint definition.</li> <li>c. the decision on the complaint.</li> <li>d. the reasons for any decisions made.</li> <li>e. the details of any remedy offered to put things right.</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Y	Complaint policy Section 7.8	

## 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.	Y	Complaint policy Section 8.1	
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.	Y	Complaint policy Section 8.3	

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.	Y	Complaint policy Section 8.2	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaint policy section 8.1	<p>The Tiverton Almshouse Trust Complaints Officer is:</p> <p>Mrs Nicola Askew, Housing Manager, Tiverton Almshouse Trust.</p> <p>The Tiverton Almshouse Trust Appeals Officer is:</p> <p>Mr Patrick Dummett, Chief Executive Officer, Tiverton Almshouse Trust.</p>
6.14	Landlords must issue a final response to the stage 2 <b>within 20 working days</b> of the complaint being acknowledged.	Y	Complaint policy 8.4	
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.	Y	Complaint policy section 8.5	



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.	Y	Complaint policy section 8.5	
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.	Y	Complaint policy section 8.6	
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.	Y	Complaint policy section 8.7	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage.</li> <li>b. the complaint definition.</li> <li>c. the decision on the complaint.</li> <li>d. the reasons for any decisions made.</li> <li>e. the details of any remedy offered to put things right.</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman</li> </ul>	Y	Complaint policy section 8.7	



	Service if the individual remains dissatisfied.			
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	Complaint policy section 8.4	

## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising.</li> <li>• Acknowledging where things have gone wrong.</li> <li>• Providing an explanation, assistance or reasons.</li> <li>• Acting if there has been delay.</li> <li>• Reconsidering or changing a decision.</li> <li>• Amending a record or adding a correction or addendum.</li> <li>• Providing a financial remedy.</li> </ul>	Y	Complaints policy Section 9.1	<p>In the spirit of adopting a learning mindset from service requests that could potentially turn into a complaint:</p> <ul style="list-style-type: none"> <li>- over the winter on 2023 into 2024, one almshouse residents block was impacted by an un-reliable (old) heating system feeding the flats belonging to four residents.</li> <li>- This has become the template for how the Trust addresses potentially larger and costly service requirements.</li> <li>- Over a period of 6 months, the resident block</li> </ul>

	<ul style="list-style-type: none"> <li>Changing policies, procedures or practices.</li> </ul>			<p>experienced regular, sometimes weekly, interruptions to their heating provision.</p> <ul style="list-style-type: none"> <li>- Each time these events took place the Trust team apologised to the residents in question with a plumber attending to rectify the situation within 24 hours.</li> <li>- The Chief Executive, Housing Manager, Repairs and Maintenance Manager and Warden explained to the residents (on a regular basis) that the heating system 'feeding' their block is part of a wider boiler system 'feeding' 10 properties that had become antiquated and would cost circa £100k to replace.</li> <li>- In the short term, residents were satisfied with the ongoing / short term fix regularly put in place by the visiting plumber.</li> <li>- As the winter grew colder, the residents and staff team (on call out) became more and more frustrated with the regularity of the interruptions - usually at weekends.</li> </ul>
--	---	--	--	--

				<p>- After a particularly difficult month in early 2024, as the Chief Executive I took the decision to compensate the four residents involved for the disruption to their residencies and for the costs of the additional electricity used due to the failure of their gas heating system.</p> <p>on reflection, this should have happened much quicker - and if/should the scenario occur again, the Trust will consider financial compensation earlier in the process.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	N	Complaint policy section 9.2	<p>The Trust does not currently have a compensation policy however, it is within the gift of the Chief Executive - under the Trusts delegated financial authority scheme - to compensate residents in times of loss of service. The Trust has highlighted there to be a need for a more formal policy for compensation.</p>
7.3	The remedy offer must clearly set out what will happen and by when, in agreement	N	Complaint policy section 9.3	<p>The Trust does not currently have a formal compensation</p>

	with the resident where appropriate. Any remedy proposed must be followed through to completion.			policy but aims to have one in place by the year end 2025. In the meantime, the Trust strives to find solutions to both complaints and service requests at Stage One of the process.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	N	Complaint policy section 9.4	The Trust does not currently have a formal compensation policy but aims to have one in place by the year end 2025. In the design of the policy, the Trust will ensure that it takes account of the guidance issued by the Housing Ombudsman when deciding on appropriate remedies. In the meantime, the Trust strives to find solutions to both complaints and service requests at Stage One of the process.

## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>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.</li> <li>c. any findings of non-compliance with this Code by the Ombudsman.</li> <li>d. the service improvements made as a result of the learning from complaints.</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Y	Annual complaint's performance and service improvement report providing all the information requested	The Tiverton Almshouse Trust first / formal Annual complaint's performance and service improvement report was completed May 2025 - providing all of the information as requested.



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.	Y	The board of trustee's statement must be in response to the Annual complaint's performance and service improvement report 2023/2024 Publish on the Charity's website	The Trust has its own website with dedicated section relating to complaints. <a href="http://www.tivertonalmshouse.org.uk">www.tivertonalmshouse.org.uk</a>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A	Can be N/A if no merger has taken place - but Charity to acknowledge it understands the requirement of this provision	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	Can be N/A if the Charity has not been asked to review and update the SA - but Charity to acknowledge it understands the requirement of this provision	
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	Can be N/A if this has not happened - but Charity to acknowledge it understands the requirement of this provision	

## 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.	Y	Annual complaint's performance and service improvement report	The complaints and service improvement report will sit as a standing agenda item as part of quarterly Board meetings, monthly full team meetings and the weekly management meeting / update. An iterative document is now in place to record more formally all resident led service requests and more formal complaints. Whilst the Trust will seek to resolve all at Stage One of the process, the log includes a lessons learned section for each either request or complaint made.
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.	Y	Annual complaint's performance and service improvement report	As per code provisions 4.3 and 9.1

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.	N	Annual complaint's performance and service improvement report	<p>The trust does not currently report on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees. As part of the new Tiverton Almshouse Trust Strategic Plan 2025-28 'Putting Your Trust In Us', the organisation overtly publicises as one of its 5 Core Values, <i>'Honesty: The Trust is committed to be accountable in all aspects of its work. We will embrace uncertainty and never fail to challenge the status quo'.</i></p> <p>In addition, the Trust has as one of its 4 strategic objectives; <i>'Service delivery that meets needs and expectations: the primary role of service delivery will be to ensure that all services provided meets the needs and expectations of our resident, tenant and key stakeholder populations'.</i></p> <p>The complaints and service improvement report will sit as a standing agenda item as part of quarterly Board</p>
-----	--	---	---	---

				<p>meetings, monthly full team meetings and the weekly management meeting / update.</p> <p>An iterative document is now in place to record more formally all resident led service requests and more formal complaints.</p> <p>In addition, as part of the annual impacts and reporting process to stakeholders, residents, staff and the Board, there will be a distinct section dedicated to the wider learning and improvements from complaints.</p>
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.	Y	Complaint Policy Section 10.1	<p>The Chief Executive Officer and/or Chair of the Board will assume overall oversight of complaint handling assessing any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.</p> <p>The Tiverton Almshouse Trust Complaints Officer is:</p>



				<p>Mrs Nicola Askew, Housing Manager, Tiverton Almshouse Trust.</p> <p>The Tiverton Almshouse Trust Appeals Officer is:</p> <p>Mr Patrick Dummett, Chief Executive Officer, Tiverton Almshouse Trust.</p>
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').	Y	Complaint Policy section 10.2	This individual will be Mrs Diana Hewitt, Chair of the Board, Tiverton Almshouse Trust.
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.	Y		<p>The MRC will have access to / will join both the weekly Trust management meeting and monthly full team meeting should there be a complaint issue to discuss.</p> <p>The MRC will also have access to the Chief Executive monthly resident drop-ins at all sites if there is a need for either visibility or to discuss a specific resident issue.</p>

				As MRC and Director and Chair, and as the most senior steward of the Trust, Mrs Hewitt has the authority and autonomy to act to resolve disputes promptly and fairly and report on their findings.
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance.</li> <li>b. regular reviews of issues and trends arising from complaint handling.</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Y		<p>The complaints and service improvement report will sit as a standing agenda item as part of quarterly Board meetings, monthly full team meetings and the weekly management meeting / update.</p> <p>An iterative document is now in place to record more formally all resident led service requests and more formal complaints.</p> <p>In addition, as part of the annual impacts and reporting process to stakeholders, residents, staff and the Board, there will be a distinct section dedicated to the wider learning and improvements from complaints.</p> <p>Reporting as part of the annual impacts and reporting process to stakeholders, residents, staff and the Board,</p>

				there will be a distinct section dedicated to the wider learning and improvements from complaints.
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments.</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Y		<p>As part of the new Tiverton Almshouse Trust Strategic Plan 2025-28 'Putting Your Trust In Us', the organisation overtly publicises as one of its 5 Core Values, <i>'Honesty: The Trust is committed to be accountable in all aspects of its work. We will embrace uncertainty and never fail to challenge the status quo'.</i></p> <p>In addition, the Trust has as one of its 4 strategic objectives:, <i>'Service delivery that meets needs and expectations: the primary role of service delivery will be to ensure that all services provided meets the needs and expectations of our resident, tenant and key stakeholder populations'.</i></p> <p>In addition, the Trust will include as part of the performance management process a standard objective in relation to complaint</p>

				handling - this tailored to specific roles across the Trust.
--	--	--	--	--

V1 PD/DH June 2025