

<b>Housing Ombudsman Complaint Handling Code</b>		
<b>Stage</b>	<b>Action Required</b>	<b>Time Issues</b>
<b>Definition of a complaint</b>	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	Within 12 months of issue, excludes legal proceedings
<b>Stage 1 Received and Response</b>	Acknowledge, define and log	5 Working Days
	Issue full stage 1 response (any extension of time limit must provide the resident with Ombudsman contact details)	10 Working Days of complaint being acknowledged, can only be extended no more than 10 days with good reason explained to resident
<b>Stage 2 Received and Response</b>	Acknowledge, define and log	5 Working Days
	Issue full stage 2 response (any extension of time limit must provide the resident with Ombudsman contact details), this stage is the final response	20 Working Days of complaint being acknowledged, can only be extended no more than 20 days with good reason explained to resident

<b>Actions Required for Repairs</b>
Investigate hazards within 14 days
Start fixing within a further 7 days
Emergency repairs within 24 hours
Clear records, no dither or delay

<b>Sanctions by Regulator of Social Housing</b>
Issue of unlimited fines
Entering properties within only 48 hours' notice to make emergency repairs in most of the severe cases

<b>Regulatory Measure</b>	<b>Comments</b>
Safety and Quality	Provide safe and good-quality homes along with good-quality landlord services
Tenancy	Fair allocation, letting of homes and managing tenancies
Neighbourhood and Community	Engage with other parties so tenants live safely in neighbourhoods and homes
Transparency, Influence and Accountability	Open, fair, respectful, access services, raise concerns, influence decision making, hold landlord to account

<b>Grade</b>	<b>Description</b>
C1	Delivering the consumer standards outcomes overall. RP shown that it identifies when issues occur and puts plans in place to remedy them help prevent them happening again
C2	Some weaknesses in how the RP is delivering against the consumer standards outcomes and improvement is needed
C3	Serious failings in how the RP is delivering against the consumer standards outcomes and significant improvement is needed
C4	Very serious failings in how the RP is delivering against the consumer standards outcomes. RP must make fundamental changes so that improved outcomes are delivered