2025/26 self-assessment against the Housing Ombudsman Complaint Handling Code

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *We use the Housing Ombudsman's definition of a complaint:* *'An expression of dissatisfaction, however made, about the standard of service, our actions or lack of action, our own staff, or those acting on our behalf, affecting a resident or group of residents.'*
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states:

	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.			*Customers don't have to use the word 'complaint' for it to be treated as such.* *We accept complaints made by advocates authorised to act on a customer's behalf and we'll record and respond to these in the same way as a complaint made directly by a customer.*
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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *A complaint is different to an appeal or a service request.* *A service request is when a customer asks us to do something, or makes us aware of an issue for the first time. This could include reporting a repair, raising a concern, or asking for a service.*
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	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *A service request will become a complaint if the customer tells us they are dissatisfied with:* • *Our response*

	service request if the resident complains.			• *The quality, timeliness, or outcome of the service* • *How we communicated or managed the issue*
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.	Yes		When our data and insight team enters into a conversation with a customer who has expressed dissatisfaction in a survey to get more detail, if they feels it's the right thing to do, they will suggest the complaints process.
	Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes		We include a link in our wider surveys to our website: magna.org.uk/contact-us/complaints.

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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy explains that we deal with complaints fairly and act independently with an open mind. This ensures we consider each complaint on its own merits. Our Customer Complaints Policy explains when we will not consider a matter as a complaint.
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	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *We will not consider a matter as a complaint where:* • *There is already an alternative, appropriate appeal procedure available, such as in the allocation of properties or the first-tier tribunal service. However, we will accept a complaint about our handling of the matter.*

	Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy.			• *Legal proceedings have been started. These are defined as details of the claim such as the Claim Form and Particulars of claim, having been filed at court. Legal proceedings exclude the pre-action protocol or mediation stage.* • *It has already been considered under our* customer 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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *We will not consider a matter as a complaint where:* • *The issue happened over 12 months ago, or the customer should reasonably have been aware of the issue over 12 months ago (except where complaints concern safeguarding or health and safety issues), unless there are good reasons why the complaint was made outside this time limit.*

				If the problem is recurring, we' will consider any older reports as part of the background to the complaint if this helps to resolve the issue.
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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *If we decide not to accept a complaint, we'll explain our reasons to the complainant and advise them of the right to take the decision to the Ombudsman.* We have templates available for our complaints team to use when communicating this decision with customers.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes		Covered in points 2.1 to 2.4 above.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	magna.org.uk/contact-us/complaints customercomplaints@magna.org.uk magna.org.uk/about-us/policy/customer-complaints-policy	We offer a range of ways for customers or their advocates to complain and will ensure that arrangements are made when necessary to support customers through the complaints process. Our Customer Complaints Policy states: *We accept complaints in a variety of ways, including:* • *On our website: magna.org.uk/contact-us/complaints.* • *By post: Customer complaints team, Magna Housing, Everdene House, Railway Triangle Industrial Estate, Poundbury Road, Dorchester, Dorset DT1 2PJ.* • *By email: customer.complaints@magna.org.uk.* • *By phone: 0800 358 6025.*

				• *In-person or when speaking with any of our colleagues.*
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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *We accept complaints in a variety of ways, including:* • *In-person or when speaking with any of our colleagues.* We have an e-learning module about our complaints process which all colleagues are required to complete annually. We have a dedicated page on our intranet site that provides awareness of the complaints process to all 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		Our aim is to ensure that we take ownership of complaints at the first point of contact, that we do all we can to resolve the concern as quickly as possible with the customer and that we learn from complaints as a way of improving the customer experience.
3.4	Landlords must make their complaint policy available in a clear and accessible format for	Yes	magna.org.uk/about-us/policy/customer-complaints-policy.	Our Customer Complaints Policy is published on our website where

	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.			speech, reading and translation support is available. Our Customer Complaints Policy explains what happens during the two stages of our complaints process and the timeframes for us responding to complaints.
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	magna.org.uk/about-us/policy/customer-complaints-policy.	Our Customer Complaints Policy states: *We'll publish this policy, our self-assessment against the Housing Ombudsman's Complaint Handling Code and our annual complaints report annually on our website: magna.org.uk/contact-us/complaints.* *Customers can discuss their complaints with the Housing Ombudsman Service at any stage and refer their complaint to be investigated by the Housing Ombudsman Service after receiving their stage two complaint response. Their contact details are:* • *0300 111 3000.* • *housing-ombudsman.org.uk.*

				• *Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.*
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		Our Customer Complaints Policy states: *We accept complaints made by advocates authorised to act on a customer's behalf and we'll record and respond to these in the same way as a complaint made directly by a customer.* Operating procedures refer to meetings to discuss complaints and the complainants right to have a friend/carer or observer at the meeting to provide support and/or to speak on their behalf.
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	s3.eu-west-1.amazonaws.com/magna2020/files/Spring-2025-Opendoor-magazine-online-version.pdf - page 15. magna.org.uk/contact-us/complaints.	We do this through Opendoor, our customer magazine, on our website and in our acknowledgement and response communication to customers at both stages of the complaints process.

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	magna.org.uk/about-us/policy/customer-complaints-policy.	We have a dedicated Complaints team consisting of a Complaints Resolutions Lead, Senior Complaints Advisors and Complaints Advisors. Our Customer Complaints Policy states: *The Complaints Resolution Lead is responsible for the delivery of operating procedures relating to customer complaints, for maintaining accurate data, liaison with the Ombudsman and reporting on complaints in line with governance arrangements.*
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 Resolution Lead has access to senior colleagues for the purposes of: • Reporting. • Investigating. • Conducting lessons learnt exercises and reviews.

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		Colleagues in the complaints team have completed relevant training courses available through the Housing Ombudsman Service Learning Hub. We have an e-learning module about our complaints process which all colleagues are required to complete annually. We have a dedicated page on our intranet site that provides awareness of the complaints process to all colleagues.

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	magna.org.uk/about-us/policy/customer-complaints-policy	We have a single Customer Complaints 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	As above.	We expect all our colleagues to make every effort to resolve customer issues and to fix problems at the first point of contact so that complaints do not drag on. Personal contact with customers and early ownership of problems is central to our approach. However, we will also give customers the choice to make a complaint if they are expressing dissatisfaction. Our complaints process has two stages.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process	N/A	N/A	N/A

	unduly long and delay access to the Ombudsman.			
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	N/A	N/A	N/A
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	N/A	N/A
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	magna.org.uk/about-us/policy/customer-complaints-policy	We'll contact the customer personally to understand the nature of the complaint and to see if it can be resolved quickly. If any aspect of the complaint is unclear, we'll ask the complainant for clarification and the full definition and resolution will be agreed and confirmed in our acknowledgement. When we acknowledge the complaint, we'll set out our understanding of the complaint and the outcomes the customer is seeking.

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	Covered above.	Covered above.
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 d. consider all relevant information and evidence carefully.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Our dedicated complaints advisors have undertaken nationally recognised disputes resolution training to support them to: • Deal with complaints on their merits. • Act independently and with an open mind. • Take measures to deal with conflicts of interest. • Consider evidence and information carefully. • Keep the complaint confidential as far as possible.
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	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	The complaint will be responded to in writing, within 10 working days (20 working days for stage two) of the acknowledgement, by which time the answer to the complaint should be known. If it isn't known

	for keeping them informed about their complaint.			and, in exceptional circumstances, we may extend the response time. This will not exceed a further 10 days (20 working days for stage two) without good reason. Any outstanding actions required to address the complaint will be expedited where possible and tracked and regular updates will be provided to the complainant. If agreement over an extension at either stage cannot be reached, we'll provide the customer with the Housing Ombudsman's contact details so that they can challenge our response.
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	magna.org.uk/about-us/policy/customer-complaints-policy	We'll show sensitivity towards customers and their circumstances in all cases and make reasonable adjustments where needed, to ensure all customers are able to easily access and use the complaints process. To ensure that the complaints service is equitable and inclusive, we'll provide extra support, where needed, to customers who wish to make a complaint and who have physical, mental or language challenges.

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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *If we decide not to accept a complaint, we'll explain our reasons to the complainant and advise them of the right to take the decision to the Ombudsman. We will not consider a matter as a complaint where:* • *There is already an alternative, appropriate appeal procedure available, such as in the allocation of properties or the first-tier tribunal service. However, we will accept a complaint about our handling of the matter.* • *Legal proceedings have been started. These are defined as details of the claim such as the Claim Form and Particulars of claim, having been filed at court. Legal proceedings exclude the pre-action protocol or mediation stage.* • *It has already been considered under our customer complaints policy.*

				• *The issue happened over 12 months ago, or the customer should reasonably have been aware of the issue over 12 months ago (except where complaints concern safeguarding or health and safety issues), unless there are good reasons why the complaint was made outside this time limit.*
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		Our housing management system has been configured to record complaints stages, key dates and outcomes at each stage. Supporting documentation is saved to our electronic document management (EDM) system.
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	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	We expect all our colleagues to make every effort to resolve customer issues and to fix problems at the first point of contact so that complaints do not drag on. Personal contact with customers and early ownership of problems is central to our approach.

	complaints process without the need for escalation.			
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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy states: *If a customer makes the same, or similar, complaint repeatedly without good reason, or appears to be raising a complaint with no grounds in order to cause disruption, annoyance or harassment, we reserve the right to close the complaint or refuse to investigate it.* *We have an unacceptable customer behaviour policy and procedure in place for managing unacceptable behaviour from customers and/or their representatives. Any restrictions placed on contact due to unacceptable behaviour is proportionate* and kept under regular review.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Any restrictions placed on contact due to unacceptable behaviour is proportionate and kept under regular review.

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	Section 1.1 of the Customer Complaints Procedure. magna.org.uk/about-us/policy/customer-complaints-policy	Our aim is to ensure that we take ownership of complaints at the first point of contact, that we do all we can to resolve the concern straight away with the customer so that it doesn't escalate to a formal complaint and that we learn from complaints as a way of improving the customer experience. We'll contact the customer personally to understand the nature of the complaint and to see if it can be resolved quickly. The complaint will be responded to in writing, within 10 working days of the acknowledgement, by which time the answer to the complaint should be known.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within**	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Formal complaints will be logged on our housing management system and will be acknowledged in writing within five working days of receipt.

	five working days of the complaint being received.			
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Complaints are responded to in writing, within 10 working days of the acknowledgement, by which time the answer to the complaint should be known. If it isn't known and, in exceptional circumstances, we may extend the response time. This will not exceed a further 10 days without good reason. Any outstanding actions required to address the complaint will be expedited where possible and tracked and regular updates will be provided to the complainant.
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	As above.	As above.
6.5	When an organisation informs a resident about an extension to these timescales, they must be	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	If we need an extension of time at either stage, we'll provide the customer with the Housing

	provided with the contact details of the Ombudsman.			Ombudsman's contact details so that they can challenge our response.
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	magna.org.uk/about-us/policy/customer-complaints-policy	Any outstanding actions required to address the complaint will be expedited where possible and tracked and regular updates will be provided to the complainant.
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	magna.org.uk/about-us/policy/customer-complaints-policy	All points in the original complaint (and as agreed at the acknowledgement stage), will be answered and responses at stage one and stage two will confirm the following: • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. • The details of any remedy offered to put things right. • Details of any outstanding actions and

				• If this is at stage one, details of how to escalate to stage two or at stage two, how to escalate to the housing ombudsman if the complainant remains dissatisfied.
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	magna.org.uk/about-us/policy/customer-complaints-policy	If a customer raises additional points and these are relevant to the investigation, they may be included in the stage one investigation if the response hasn't been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint will 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;	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	All points in the original complaint (and as agreed at the acknowledgement stage), will be answered and responses at stage one and stage two will confirm the following: • The complaint stage. • The complaint definition. • 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.			• The reasons for any decisions made. • The details of any remedy offered to put things right. • Details of any outstanding actions and • If this is at stage one, details of how to escalate to stage two or at stage two, how to escalate to the housing ombudsman if the complainant remains dissatisfied.

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	magna.org.uk/about-us/policy/customer-complaints-policy	If the customer remains dissatisfied (that is they want to appeal) and provided that they contact us within 30 days of the stage one response being completed, the complaint will be escalated to stage two unless an exclusion ground (set out in section 3) now applies.
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	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	The escalation request will be logged as a stage two complaint on our housing management system within five working days of the escalation request.

	escalation request being received.			
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	magna.org.uk/about-us/policy/customer-complaints-policy	We'll set out our understanding of the outstanding issues and the outcomes the customer is seeking. If any aspect of the complaint is unclear, we'll ask the complainant for clarification and the full definition and resolution will be agreed and confirmed in writing.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	A stage two complaint will be reviewed by a head of service or senior manager in conjunction with relevant colleagues and, where necessary, the complainant. If a head of service/director has previously investigated the complaint or the complaint is about the head of service/director, it'll be investigated independently by another head of service/director or the Chief Executive.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	The complaint will be responded to within 20 working days of the acknowledgement.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	Any request for a longer period to account for exceptional circumstances, will not exceed 20

	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.			further working days. The reasons for this will be explained in writing and a new response deadline will be given.
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	magna.org.uk/about-us/policy/customer-complaints-policy	If we need an extension of time at either stage, we will provide the customer with the Housing Ombudsman's contact details so that they can challenge our response.
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	magna.org.uk/about-us/policy/customer-complaints-policy	Any outstanding actions required to address the complaint will be expedited where possible and tracked and regular updates will be provided to the complainant.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy,	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	All points in the original complaint (and as agreed at the acknowledgement stage), will be answered and responses at stage

	law and good practice where appropriate.			one and stage two will confirm the following: • The complaint stage. • The complaint definition. • The decision on the complaint. • The reasons for any decisions made. • The details of any remedy offered to put things right. • Details of any outstanding actions and; • If this is at stage one, details of how to escalate to stage two or at stage two, how to escalate to the housing ombudsman if the complainant remains dissatisfied.
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;	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	As above.

	f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman 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.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy	A stage two complaint will be reviewed by a head of service or senior manager in conjunction with relevant colleagues and, where necessary, the complainant.

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	magna.org.uk/about-us/policy/customer-complaints-policy magna.org.uk/about-us/policy/compensation-policy-2 **'Apologies'** section of operating procedures	Our Customer Complaints Policy states: *Any remedy offered will reflect the extent of any and all service failures, and the level of detriment caused to the customer as a result. The remedies offered may include:* • *Acknowledging where things have gone wrong.* • *Providing an explanation, assistance or reasons.* • *Apologising.* • *Acting if there has been a delay.* • *Reconsidering or changing a decision.* • *Amending a record.* • *Providing a financial remedy.* • *Changing policies, procedures or practices.* *We aim to treat customers fairly in circumstances where compensation may be*

				appropriate. Levels of compensation or other payments may be determined by law, tenancy agreements or by the individual set of circumstances, as detailed in our Compensation Policy.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy **'Apologies'** section of operating procedures.	As above.
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	**'Apologies'** section of operating procedures.	We'll acknowledge and apologise for any failure identified, give an explanation and, where possible, inform the customer of the changes made or actions taken to prevent the issue from happening again.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	magna.org.uk/about-us/policy/customer-complaints-policy magna.org.uk/about-us/policy/compensation-policy-2 **Compensation** section of the procedure refers	As above.

			to HOS remedies 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;	Yes	Our annual complaints performance and service improvement report, including a comment from the Chair of our Strategic Board is published on our website: magna.org.uk/contact us/complaints.	Our Customer Complaints Policy will be reviewed by the Director of Customer Operations and the Executive Board followed by consideration and approval by the Strategic Board annually alongside our self-assessment against the Housing Ombudsman's Complaint handling Code and our annual review of complaints. Outcomes of complaints investigated by the Housing Ombudsman Service will be reported to the Strategic Board by the MRC.

	e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.			
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Our annual complaints performance and service improvement report, including a comment from the Chair of our Strategic Board is published on our website: magna.org.uk/contact us/complaints.	We'll publish information for customers and others on complaints and how we use complaints to improve our services annually.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	In practice.	Following a significant restructure, merger and/or change in procedures, our Complaints Resolution Lead will ensure a new self-assessment is completed and approved by the Board.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	In practice.	If asked to review and update the self-assessment following an Ombudsman investigation, our Complaints Resolution Lead will ensure a new self-assessment is completed and approved by the Board.

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	In practice.	If we're unable to comply with the Code due to exceptional circumstances, our Complaints Resolution Lead will ensure that we inform the Ombudsman, provide information to residents who may be affected, and publish this on our website. We'll also provide a timescale for returning to compliance with the Code.

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	In practice.	For us to understand the areas of our services where customers are dissatisfied, learn from this and improve our services we will: • Contact every customer who makes a formal complaint to ask them how we dealt with it. • Review lessons learnt from complaints through our Complaints and Service Improvement Working Group. • Our complaints advisors will work with service managers to identify if there are any underlying reasons for things going wrong. • Learning and changes made because of complaints will be recorded formally and progress will be discussed at Leadership level at least every six months.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes.	Yes	In practice.	Service leads and managers will be involved in the lessons learnt process and will be expected to

	Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.			make immediate changes where necessary. Insight from complaints themes and service failures will be considered when devising the annual internal audit programme and any structural or process changes (if not urgent) will be considered at budget setting time and when agreeing the future year's projects and plans.
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	In practice.	Learning and changes made as a result of complaints will be recorded formally and we will review complaints and lessons learnt for themes which will be discussed at Leadership level at least every six months. Magna will report complaints performance annually to the Regulator of Social Housing as part of the Tenant Satisfaction Measures reporting. We'll publish information for customers and others on complaints and how we use complaints to improve our services annually.

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	magna.org.uk/about-us/policy/customer-complaints-policy	Our Customer Complaints Policy details the responsibilities of our Director of Customer Operations, Head of Customer Contact and Community Support, and Complaints Resolution Lead for our complaint handling.
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	magna.org.uk/about-us/policy/customer-complaints-policy	The **Chief Executive,** as a member of the Strategic Board, is the Member Responsible for Complaints (MRC) supporting a positive complaint handling culture. The MRC is responsible for ensuring the Strategic Board receives regular information on complaints that provides insight on Magna's complaint handling performance including outcomes of complaints investigated by the Housing Ombudsman Service.

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	As above.	As above.
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 above.	As above.

9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	**'The role of the complaints team'** section of operating procedures.	