

Appendix A: Self-assessment form

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>	Yes	GSA Complaints Policy March 2026 v11, Section 4. GSA Complaints Procedure (v10 March 2026), Section 2.	Our complaints policy and procedure includes wording that fully reflects the code. Our templates and training materials reflect the Code definitions.
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	GSA Complaints Policy March 2026 v11, Section 2. GSA Complaints Procedure (v10 March 2026), Section 4 and 8.	As per previous comment.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in	Yes	GSA Complaints Policy March 2026 v11, Section 4.	Our complaints policy and procedure include wording that fully reflects the code.

	<p>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.</p>		<p>GSA Complaints Procedure (v10 March 2026), Section 2.</p>	<p>This is also reiterated through our e-learning module on complaint handling.</p>
1.5	<p>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.</p>	<p>Yes</p>	<p>GSA Complaints Policy March 2026 v11, Section 4.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 2.</p>	<p>Our complaints policy and procedure include wording that fully reflects the code.</p> <p>This is also reiterated through our bespoke training module on complaint handling.</p>
1.6	<p>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.</p>	<p>Yes</p>	<p>GSA Complaints Policy March 2026 v11, Section 3.</p>	<p>Referenced in policy.</p>

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	GSA Complaints Policy March 2026 v11, Section 3. GSA Complaints Procedure (v10 March 2026), Section 5.2.	Our policy is clear that each complaint must be individually considered. In any circumstance where there is a policy exclusion, we would explain this to the customer.
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: <ul style="list-style-type: none"> 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	GSA Complaints Policy March 2026 v11, Section 3.	Wording in the GSA policy is fully aligned to the Code requirements.

	<p>Particulars of Claim, having been filed at court.</p> <ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	<p>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.</p>	Yes	GSA Complaints Policy March 2026 v11, Section 3.	<p>Reflected in policy wording and included in related training materials.</p> <p>Examples for the basis of discretion are:</p> <ul style="list-style-type: none"> Individual personal circumstances such as illness where the delay in raising the complaint relates directly to GSA Where the customer was not aware of the issues and could not reasonably have been expected to have made the complaint sooner
2.4	<p>If a landlord decides not to accept a complaint, an explanation must be</p>	Yes	GSA Complaints Policy March 2026 v11, Section 3.	Included in policy wording.

	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.		GSA Complaints Procedure (v10 March 2026), Section 5.2.	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	GSA Complaints Policy March 2026 v11, Section 3. GSA Complaints Procedure (v10 March 2026), Section 5.2.	This is clear in policy wording.

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	Yes	GSA Complaints Policy March 2026 v11, Section 6 and 9. Easy-read version referenced in Section 12. GSA Complaints Procedure (v10 March 2026), Section 4.	The Complaints Policy is clear that we will meet our obligations under Equality Act 2010. Our policy on Reasonable Adjustments also references

	under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.		<p>GSA Reasonable Adjustments Policy reasonable-adjustments-policy.pdf</p> <p>Reasonable Adjustment website information. Reasonable adjustments GreenSquareAccord</p>	<p>obligations under Equality Act and how we fulfil this.</p> <p>This is also covered in training on Reasonable Adjustments which forms part of our training on meeting the needs of customers who may have individual needs or vulnerabilities.</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.	Yes	<p>GSA Complaints Policy March 2026 v11, Section 2.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 4.</p>	Reflected in policy and procedure wording and reinforced through training.
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	Yes	Commitment to complaints included in GSA Complaints Policy March 2026 v11, Section 2.	We actively promote our complaints policy as an opportunity to gain customer feedback and make service improvements.

	process. Low complaint volumes are potentially a sign that residents are unable to complain.			This tone is set through the wording of our policy and procedure, and our website content.
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	<p>We have a dedicated page on our website that covers complaints.</p> <p>This includes a summary of the process with links to our policy and procedure.</p> <p>Make a complaint - GreenSquareAccord</p> <p>complaints-policy.pdf</p> <p>A one-page Customer Complaints Procedure document is sent to our customers with every Stage 1 and Stage 2 acknowledgement and response letter.</p> <p>An easy-read complaint procedure is also available on our website.</p>	<p>Our website complaint page gives a summary of our process.</p> <p>In addition to our internal procedure, we have a one-page summary for customers that is issued when we acknowledge and respond to complaints.</p>
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information	Yes	Commitment to complaints included in GSA Complaints Policy March 2026 v11, Section 2.	Included in policy wording.

	about the Ombudsman and this Code.			
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	GSA Complaints Policy March 2026 v11, Section 6 and 9. GSA Complaints Procedure (v10 March 2026), Section 4 and 8.	In place and referenced within policy and procedure.
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	Commitment to complaints included in GSA Complaints Policy March 2026 v11, Section 2 and Appendix 1. GSA Complaints Procedure (v10 March 2026), Section 5.	Template response letters also include information around access to the Ombudsman service. Written explanation included in Stage 2 response letters to signpost to the next stage. The Customer Complaints Procedure document sent to residents when we acknowledge and respond to complaints provides this information.

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	GSA Complaints Policy March 2026 v11, Section 5 and 6.	We have a dedicated team who oversees complaints. There is a dedicated postholder who leads on liaison with the Ombudsman.
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	GSA Complaints Policy March 2026 v11, Section 5	Included in section on roles and responsibilities.
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	Yes	GSA Complaints Policy March 2026 v11, Section 2 and 7 Our commitments to learning from complaints is clear	We have several ways where we learn from complaints. This includes a learning dashboard, quarterly learning logs shared with colleagues and

	core service and must be resourced to handle complaints effectively		throughout our policy and procedure and reflected in our Annual Complaint and Service Improvement report. GSA Complaints Procedure (v10 March 2026), Section 3 and 12.	<p>reflective learning sessions where complaints (or housing ombudsman determination) indicate serious shortfalls.</p> <p>All colleagues undertake mandatory complaints training while additional internal/ HOS training is attended by our complaints handling teams.</p>
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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	Policy included on website: complaints-policy.pdf	There is one policy in place.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not	Yes	This is clear in our website summary of complaints:	Our policy and procedure have two stages.

	appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.		Make a complaint - GreenSquareAccord GSA Complaints Procedure (v10 March 2026), Section 5.1.	
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	This is clear in our website summary of complaints: Make a complaint - GreenSquareAccord GSA Complaints Procedure (v10 March 2026), Section 5.1.	We operate a two-stage process.
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 are handled internally as detailed GSA Complaints Policy March 2026 v11, Section 6.	All complaints are handled internally.

5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	As above.	As above.
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	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.4.	This is made clear in our process that is now published on our website.
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	GSA Complaints Policy March 2026 v11, Section 6.	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; 	Yes	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.5.	This expectation is made clear in our policy. It forms part of the induction and training of complaint handling staff.

	<ul style="list-style-type: none"> c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 			
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	GSA Complaints Policy March 2026 v11, Section 6	<p>This requirement is covered in our procedures. Complaint handlers are required to maintain records of communication with customers, including communicating updates.</p> <p>Checks are undertaken as part of our quality assurance processes.</p>
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	<p>GSA Complaints Policy March 2026 v11, Section 6 and 9.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 4.</p> <p>GSA Reasonable Adjustments Policy reasonable-adjustments-policy.pdf</p>	This is also covered in training on Reasonable Adjustments which forms part of our training on meeting the needs of customers who may have individual needs or vulnerabilities.

			Reasonable Adjustment website information. Reasonable adjustments GreenSquareAccord	
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	GSA Complaints Policy March 2026 v11, Section 6.	This expectation is made clear in our policy.
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	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.7.	We have a dedicated internal SharePoint site, accessed by complaint handling staff, where all complaint records are held. We will commence a process of transferring to CRM in 2026/2027 to enhance our case management approach/ Investigation training for complaint handling staff includes recording requirements.

				Further session on the importance of consistent and comprehensive record-keeping was undertaken with the complaints handling team in March 2026.
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	GSA Complaints Policy March 2026 v11, Section 6.	Processes in place to support early resolution where possible.
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	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 11. Unacceptable Behaviour Policy available on website. Microsoft Word - Unacceptable Behaviour Policy	Made clear in GSA complaints and Unacceptable Behaviour policies and procedures.

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	As above.	Made clear in GSA complaints and Unacceptable Behaviour policies and procedures.
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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	GSA Complaints Policy March 2026 v11, Section 6.	Processes in place to support early resolution where possible
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.3. Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord	Made clear in policy, procedure and training content. Monitored via quality assurance and monitoring processes.

6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p>	<p>Made clear in policy, procedure and training content.</p> <p>Monitored via quality assurance and monitoring processes.</p>
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	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p>	<p>Our Customer Care team are aware of the requirement to maintain a full record of any extensions being communicated to customers.</p> <p>Monitored via quality assurance and monitoring processes.</p>
6.5	When an organisation informs a resident about an extension to these	Yes	GSA Complaints Policy March 2026 v11, Section 6.	Code requirement reflected within our procedure and

	timescales, they must be provided with the contact details of the Ombudsman.		<p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p>	included within template letters.
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	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.5.</p>	Code requirement reflected within our policy and procedure.
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	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.5.</p>	<p>Made clear in policy, procedure and training content.</p> <p>Monitored via quality assurance and monitoring processes.</p>

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	GSA Complaints Procedure (v10 March 2026), Section 5.1.	Code requirement reflected within our procedure.
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"> 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	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.5.	Code requirement reflected within our procedure and Stage 1 template letters. Monitored via quality assurance and monitoring processes.

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	<p>GSA Complaints Policy March 2026 v11, Section 6</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.1.</p>	<p>Code requirement reflected within our procedure and template letters.</p> <p>Customer Complaints Procedure (April 2024) issued to all customers with complaint responses.</p>
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.	Yes	<p>GSA Complaints Policy March 2026 v11, Section 6</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p>	Code requirement reflected within our procedure and template letters

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	GSA Complaints Policy March 2026 v11, Section 6	This is made clear in our policy and the mandatory training module that supports it.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.1.	This is made clear in our policy and procedure, and we have a split between our Stage 1 and Stage 2 teams.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	GSA Complaints Policy March 2026 v11, Section 6. Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord GSA Complaints Procedure (v10 March 2026), Section 5.3.	Code requirement reflected within our procedure and template letters. Monitored via quality assurance and monitoring processes.

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	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p> <p>Included in the summary of the complaints process on our website: Make a complaint - GreenSquareAccord</p>	<p>Code requirement reflected within our procedure.</p> <p>Our Customer Care team are aware of the requirement to maintain a full record of any extensions being communicated to customers.</p> <p>Monitored via quality assurance processes.</p>
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	<p>GSA Complaints Policy March 2026 v11, Section 6.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 5.3.</p>	Code requirement reflected within our procedure and included within template letters.
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	GSA Complaints Policy March 2026 v11, Section 6.	Code requirement reflected within our policy.

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	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.5.	Code requirement reflected within our procedure and complaint investigation training provided to relevant colleagues
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 g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	GSA Complaints Policy March 2026 v11, Section 6. GSA Complaints Procedure (v10 March 2026), Section 5.5.	Code requirement reflected within our policy, procedure and template letters. Monitored via quality assurance processes.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	GSA Complaints Policy March 2026 v11, Section 5 and 6.	These arrangements are in place and referenced in policy and training.

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"> • 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	<p>GSA Complaints Policy March 2026 v11, Section 2, 6 and 7.</p> <p>Also covered in our remedies policy, as published on our website.</p> <p>remedies-and-compensation-policy.pdf</p> <p>GSA Complaints Procedure (v10 March 2026), Section 3 and 5.6.</p>	<p>This is included in our policy, procedure and templates.</p> <p>These principles are covered in our training programmes and adherence monitored through quality assurance mechanisms.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	GSA Complaints Policy March 2026 v11, Section 6.	This is reflected in our response letters and any offers of financial redress.

			<p>Also covered in our remedies policy, as published on our website.</p> <p>Remedies and Compensation Policy V6 February 2026, section 2 and 3.2.</p>	<p>Our remedies and compensation policy and procedure have been fully updated to reflect the Ombudsman Remedies guidance.</p> <p>For relevant staff, an e-learning module on compensation is available.</p>
7.3	<p>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.</p>	Yes	<p>GSA Complaints Policy March 2026 v11, Section 6.</p>	<p>We have dashboards in place so business areas can track actions arising from complaints,</p> <p>The letter identifies the compensation process and expected timescale for compensation payment (up to 15 working days from receipt of bank details).</p> <p>We have a compensation tracker in place to track payments.</p>

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Remedies and Compensation Policy V6 February 2026, section 3.1.	Our compensation policy and procedure have been fully reviewed in line with the Ombudsman Remedies guidance published in 2026. For relevant colleagues, an e-learning module on compensation is available.
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Section 8: Putting things right

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"> 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	<p>GSA Complaints Policy March 2026 v11, Section 7.</p> <p>Included on GSA website: 2025-Complaint-and-Service-Improvement-Report.pdf</p>	<p>The content of the annual report has been aligned to Code requirements and includes both quantitative and qualitative data and a summary of service improvements.</p>

	<p>e. any annual report about the landlord's performance from the Ombudsman; and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			
8.2	<p>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.</p>	Yes	<p>Foreword includes response from the governing body.</p> <p>2025-Complaint-and-Service-Improvement-Report.pdf</p> <p>GSA Complaints Procedure (v10 March 2026), Section 13.</p>	<p>The report was reviewed by the governing body and published on the website.</p>
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	<p>This updated self-assessment reflects the scheduled policy and procedure review.</p>	
8.4	<p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	Yes		<p>We will comply in full with any request to review our self-assessment following a HOS investigation.</p>
8.5	<p>If a landlord is unable to comply with the Code due to exceptional</p>	Yes	<p>We are aware of this requirement and will inform the</p>	

	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.		Ombudsman should this be required.	
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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	<p>GSA Complaints Policy March 2026 v11, Section 2, 6 and 7.</p> <p>2025-Complaint-and-Service-Improvement-Report.pdf</p> <p>GSA Complaints Procedure (v10 March 2026), Section 12.</p>	<p>We have processes in place to review complaints and look at trends and root-cause learning.</p> <p>This may be through a deep dive review of an individual case (known as an Evergreen session) or through wider analysis.</p> <p>We have developed a learning dashboard and use</p>

				<p>this to identify trends and themes.</p> <p>We now completed quarterly learning logs on learning from complaints. This includes both learning from GSA and learning from the wider sector.</p>
9.2	<p>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.</p>	Yes	<p>GSA Complaints Policy March 2026 v11, Section 2, 6 and 7.</p> <p>2025-Complaint-and-Service-Improvement-Report.pdf</p> <p>GSA Complaints Procedure (v10 March 2026), Section 12.</p>	<p>As above.</p> <p>The importance of having a clear learning culture is one that we are reinforcing across the business.</p>
9.3	<p>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.</p>	Yes	<p>GSA Complaints Policy March 2026 v11, Section 2, 6 and 7.</p> <p>2025-Complaint-and-Service-Improvement-Report.pdf</p> <p>GSA Complaints Procedure (v10 March 2026), Section 12.</p>	<p>Since April 2024 we have delivered dedicated sessions on learning to our Customer Panel and are committed to further work with the Customer Panel sub-group on complaints to make further improvements to both our complaint</p>

				<p>handling and wider customer offer.</p> <p>We have conducted colleague webinars to communicate learning from complaints and Housing Ombudsman Investigations. This has included attendance from the Housing Ombudsman</p> <p>Our quarterly learning logs are shared through the company intranet and cascaded through meeting structures.</p> <p>Individual team accountabilities are reinforced through the learning dashboard.</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,	Yes	<p>GSA Complaints Policy March 2026 v11, Section 5.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 15.</p>	This role is held by the Director of Customer Experience.

	serious risks, or policies and procedures that require revision.			A quarterly report is provided to the governing body detailing themes, trends and learning.
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	GSA Complaints Policy March 2026 v11, Section 5. GSA Complaints Procedure (v10 March 2026), Section 15.	The Chair of Operations Committee (and member of the GSA Board) is the designated MRC.
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	GSA Complaints Policy March 2026 v11, Section 5. GSA Complaints Procedure (v10 March 2026), Section 15.	The MRC receives quarterly updates at the Operations Committee and provides detail of this to the Board. The MRC has access to relevant colleagues and information to perform this role.
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	Yes	The details of the quarterly report are fully aligned to Code requirements. GSA Complaints Procedure (v10 March 2026), Section 13.	As above/

	<p>complaints, alongside complaint handling performance;</p> <p>b. regular reviews of issues and trends arising from complaint handling;</p> <p>c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
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> <p>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>	Yes	<p>GSA Complaints Policy March 2026 v11, Section 5</p> <p>This expectation is made clear through our procedure and corporate expectations.</p> <p>GSA Complaints Procedure (v10 March 2026), Section 15.</p>	<p>Our approach to embedding a clear learning framework includes:</p> <ul style="list-style-type: none"> • Our policy and procedure • Training (include use of HOS centre for learning) • Systems in place to embed learning and service improvement.

REPORT

