

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 1: Definition of a complaint

Code Provision	Code Requirements	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 actions by the landlord, its own staff or those acting on its behalf, affecting a resident or group of residents’.	Yes	<p>Feldon Housing Limited Complaints Policy (‘The complaints policy’) section 4.2– attached as Appendix 1</p> <p>Feldon Housing document for tenants ‘<i>Guide to making a complaint</i>’-attached as Appendix 2</p>	Policy and Tenants Guide to making a complaint include the definition.
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	<p>Feldon Housing has not to date, received a complaint or an expression of dissatisfaction with the service it provides.</p> <p>The complaints policy and tenants guide stipulate this requirement.</p>	<p>The complaints policy defines a complaint as any expression of dissatisfaction.</p> <p>The tenants guide to complaints explains that Felton will give tenants the opportunity to make a complaint when they express any dissatisfaction with the service.</p> <p>The Housing Manager has been trained on the complaints policy and process and understands to</p>

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

				apply this requirement where needed.
1.4	Landlords must recognise the difference between a service request and a complaint . This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	The complaints policy clearly defines a service request (4.3). Feldon operates a log of service requests.	The Housing Manager has been trained on Feldon’s approach to handling complaints. Managing service requests was referenced within the training. Feldon Housing has 8 tenants, and they live in the same village community as the Housing Manager. Therefore, there is regular face to face interaction where any requests are dealt with in a personal way.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	The tenants guide makes it clear that we will continue to deal with a service request, even after a complaint has been raised. To date, no complaints under the policy definition have been raised, and we are therefore unable to demonstrate that service requests actions	The Housing Manager has been trained on Feldon’s approach to handling complaints. Managing service requests was referenced within the training.

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

			continue to be delivered after a complaint has been raised.	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Feldon Housing has not received an expression of dissatisfaction through a survey. Feldon Housing has 8 tenants, and they live in the same village community as the Housing Manager. Therefore, there is regular face to fact interaction where any requests are dealt with in a personal way.	Where Felton runs surveys going forward it will include information on how tenants can complain.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 2: Exclusions

Code Provision	Code Requirements	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	The policy sets out the circumstances in which the matter will not be treated as a complaint. To date, no complaints have been received.	No further comment.
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"> • the issue giving rise to the complaint occurred over 12 months ago • legal proceedings have started - this is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court 	Yes	The policy sets out the circumstances in which the matter will not be treated as a complaint. (see Section 5 of the policy). The exclusions reflect those within the Code.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<ul style="list-style-type: none"> • matters that have previously been considered under the 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	The complaints policy and tenants guide make it clear that complaints in most cases will be excluded if they are more than 12 months old.	No further comment.
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	The complaints policy section 8.4 states that we will explain the reasons why a complaint has been excluded.	In the event that a complaint is excluded but the Ombudsman determines that the complaint must be investigated, Feldon Housing will comply with this requirement.
2.5	Landlords must not take a blanket approach to excluding complaints;	Yes	The complaints policy section 5 sets out the reasons why a	The Housing Manager understands the need to take

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	they must consider the individual circumstances of each complaint.		complaint may be excluded. Feldon Housing has not received a formal complaint, nor excluded a complaint and is therefore unable to demonstrate through an example that a blanket approach was not applied.	an individual approach to each complaint.
--	--	--	--	---

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 3: Accessibility and awareness

Code Provision	Code Requirements	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	Feldon Housing owns and manages 8 homes within the same neighbourhood in a small village. The Housing Manager is frequently on-site and has built a relationship with the tenants. He therefore knows all of the individual requirements of the tenants. All the tenants know who the Housing Manager is and will request services directly to the Housing Manager. This would apply in the case of a complaint.	<p>No further comment.</p> <p>Feldon Housing has a draft ‘Adjustment to Services’ Policy, and a draft Equality, Diversity and Inclusion Policy’, awaiting Board approval.</p> <p>These apply to all services, including the complaints process.</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	The Housing Manager is regularly on site and tenants know who they can go to with any issue, including when they need to make a complaint.	No further comment.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Yes	Feldon Housing has not received a complaint about the service during 2024-5.	Feldon Housing would view any complaint in a positive way. This is communicated in the

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.			introduction to the complaints policy and in the tenants guide.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the 2-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 No	The complaints policy is clear and includes the 2-stage process. Feldon is developing its first website. We have published a simple tenants guide to complaints which also includes the 2-stage process. This has been provided to all tenants in a printed format. The guide explains that a copy of the full complaints policy is available upon request.	Feldon is in the processing of building its first website. We aim to launch a basic website by the end of August 2025 – this will reflect the scale of Feldon Housing operations.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	The complaints policy section 6 states our intention to make it easy for tenants to access the complaints process. The policy explains that our website is under development and that tenants	No further comment.

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

			will be provided with a copy of the tenants guide to complaints and can request a copy of the policy upon request.	
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	Section 6.1 of the complaints policy offers the opportunity for the tenant to be supported or use an advocate if they wish. This is also included in the tenants complaints guide.	No further comment.
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	Section 8.24 of the complaints policy provides contact details of the Housing Ombudsman and makes it clear in section 4.6 that tenants can approach the Housing Ombudsman at any time. This information is also in the tenants guide on complaints.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 4: Complaint handling staff

Code Provision	Code Requirements	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	The Housing Manager takes the role of Complaints Officer. The Housing Manager is also a board member, although there is an independent Member Responsible for Complaints, so as to avoid a conflict of interest. Complaints will be reported to the Board by the Housing Manager if they arise.	No further comment.
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 Housing Manager, who takes the role of Complaints Officer is the only full-time member of staff and has full access to any other staff or contractors.	No further comment.
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.	Yes	The Housing Manager has received training on the Felton approach to complaints handling. Dealing with enquiries and in the event, complaints, is a	No further comment.

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	It is important that complaints are seen as a core service and must be resourced to handle complaints effectively		core function of the Housing Manager.	
--	---	--	---------------------------------------	--

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 5: The complaint handling process

Code Provision	Code Requirements	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	There is a single policy in place.	Feldon treats all residents fairly and will not treat a tenant differently if they were to complain.
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	The Housing Manager provides a personalised service to all the tenants and always strives to deal with matters swiftly and in a way tailored to the tenant requiring assistance.	No further comment.
5.3	A process with more than 2 stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Feldon Housing operates a 2-stage process, as set out in the complaints policy.	No further comment.
5.4	Where a landlord's complaint response is handled by a third party (such as a contractor or independent adjudicator) at any stage, it must form part of the 2-stage complaints	Yes	Feldon Housing is run by a full-time manager and an assistant when they are away. There is no scenario at the current time	No further comment.

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	process set out in this Code. Residents must not be expected to go through 2 complaints processes.		where a third party would deal with a tenant’s complaint.	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	This is not applicable, see response above (5.4)	Feldon Housing would ensure this, should the situation ever arise where a third party were to manage a complaint.
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	Section 8.3 of the policy states that we will seek to understand the reason for the complaint when a complaint is first made.	No further comment.
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	The complaints policy clearly explains when we will exclude a complaint. This will be applied when determining which part of the complaint will be investigated and the reasons for not investigating any part of the complaint which falls within the exclusions.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <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 c. take measures to address any actual or perceived conflict of interest d. consider all relevant information and evidence carefully 	Yes	<p>Feldon Housing takes a fair and personalised approach to managing the services to its tenants on all matters. There have been no complaints in 2024-5 and as such we cannot demonstrate an example. The complaints policy sets out Feldon’s approach to handling complaints fairly, Section 7.2.</p>	No further comment.
5.9	<p>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.</p>	Yes	<p>This is stipulated in the complaints policy, sections 6.4 (keeping residents updated) and sections 8.11 and 8.21.</p>	No further comment.
5.10	<p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments</p>	Yes	<p>Feldon’s Housing Manager knows all of the tenants and their individual needs. Services are provided in a personalised way. Feldon has a draft Adjustment to</p>	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.		Services Policy, which is subject to Board approval and a draft updated Equality, Diversity and Inclusion Policy. The policies will ensure that Feldon’s approach is formalised.	
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	The complaints policy clearly explains when we will exclude a complaint (section 5). This will be applied when determining which part of the complaint will be investigated and the reasons for not investigating any part of the complaint which falls within the exclusions.	No further comment.
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	Feldon Housing has a Complaints Tracker which includes all aspects of the complaints process, actions for follow up and learning from complaints. This is attached as Appendix 3.	No further comment.
5.13	Landlords must have processes in place to ensure a complaint can be	Yes	Our tenants guide explains that we aim to resolve tenants	Feldon Housing provides an ‘on hand’ management service and

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	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.		concerns and complaints as quickly as possible.	will take a flexible and personalised approach where complaints are made.
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	Feldon Housing has not received any complaints and/or unreasonable complainants. To formalise its approach Felton has recently developed a Managing Unacceptable Behaviour Policy, awaiting Board approval.	No further comment.
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	Feldon Housing has recently developed a Managing Unacceptable Behaviour Policy, awaiting Board approval.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Code Provision	Code Requirements	Comply Yes/No	Evidence	Commentary/Explanation
<p><i>Stage 1</i> 6.1</p>	<p>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.</p>	<p>Yes</p>	<p>Our tenants guide explains that we aim to resolve tenants concerns and complaints as quickly as possible.</p>	<p>Feldon Housing provides an ‘on hand’ management service and will take a flexible and personalised approach where complaints are made.</p>
6.2	<p>Complaints must be acknowledged, defined and logged at Stage 1 of the complaints procedure within 5 working days of the complaint being received.</p>	<p>Yes</p>	<p>Although Felton Housing has not received any complaints in the past year, the complaints policy requires the Housing Ombudsman’s timescales to be met. See section 8.9</p>	<p>No further comment.</p>
6.3	<p>Landlords must issue a full response to a Stage 1 complaint within 10 working days of the complaint being acknowledged.</p>	<p>Yes</p>	<p>The complaints policy requires the Housing Ombudsman’s timescales to be met. See section 8.11</p>	<p>No further comment.</p>

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

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	The complaints policy requires the Housing Ombudsman’s timescales to be met. See section 8.11	No further comment.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This is provided for in the complaints policy – section 8.11	No further comment.
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	This is provided for in the complaints policy – section 8.12. Outstanding actions are contained in the Complaints Tracker.	No further comment.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any	Yes	This is provided for in the complaints policy – section 8.13	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	decisions, referencing the relevant policy, law, and good practice where appropriate.			
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	This is provided for in the complaints policy – section 8.9	No further comment.
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	Yes	This is provided for in the complaints policy – section 8.13	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<p>complaint</p> <p>d. the reasons for any decisions made</p> <p>e. the details of any remedy offered to put things right</p> <p>f. details of any outstanding actions</p> <p>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response</p>			
Stage 2 6.10	<p>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.</p>	Yes	<p>This is provided for in the complaints policy – section 8.15</p>	<p>No further comment.</p>
6.11	<p>Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within 5 working days of the escalation request being received.</p>	Yes	<p>This is provided for in the complaints policy – section 8.19</p>	<p>No further comment.</p>

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

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	This is provided for in the complaints policy – section 8.19	No further comment.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is provided for in the complaints policy – section 8.16	No further comment.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	This is provided for in the complaints policy – section 8.21	No further comment.
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)	Yes	This is provided for in the complaints policy – section 8.21	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	must be clearly explained to the resident.			
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	This is provided for in the complaints policy – section 8.21	No further comment.
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	This is provided for in the complaints policy – section 8.22. Related actions will be included in the Complaints Tracker. Refer to Appendix 3.	No further comment.
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	This is provided for in the complaints policy – section 8.23.	No further comment.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:	Yes	This is provided for in the complaints policy – section 8.23.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<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 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	This is provided for in the complaints policy – sections 8.15/8.21.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 7: Putting things right

Code Provision	Code Requirements	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 	Yes	This is provided for in the complaints policy – section 8.23.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<ul style="list-style-type: none"> • changing policies, procedures, • or practices 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Whilst Felton Housing has not received any complaints nor been in a position where any remedies have had to be sought to formal complaints, the Housing Manager responds to tenants’ issues in a proportionate and flexible way. This is referenced in section 7.2 of the complaints policy.	Feldon Housing is developing a Compensation Policy which will be discussed and approved by the Board at the meeting in September 2025.
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	Whilst Felton Housing has not received any complaints nor been in a position where any remedies have had to be sought to formal complaints, the Housing Manager responds to tenants’ issues in a proportionate and flexible way. This is referenced in sections 7.2 and 8.23 of the complaints policy.	Feldon Housing is developing a Compensation Policy which will be discussed and approved by the Board at the meeting in September 2025.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on	Yes	This is referenced in sections 7.2 and 8.23 of the complaints policy.	Feldon Housing is developing a Compensation Policy which will be discussed and approved

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	appropriate remedies.			by the Board at the meeting in September 2025.
--	-----------------------	--	--	--

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 8: Self-assessment, reporting and compliance

Code Provision	Code Requirements	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 	Partial	<p>Self-assessment June 2025.</p> <p>Annual Complaints Report submitted with this self-assessment.</p>	<p>Due to the period of change within Felton Housing, including a change in the Managing Director, and new Board/governance arrangements, this self-assessment was overdue, and a new timescale agreed with the Housing Ombudsman.</p> <p>The Board was made aware of the Felton Housing’s communications with the Housing Ombudsman on this matter in the Board meeting on 23 June 2025.</p> <p>We have stated partial compliance for this as a result of the delay.</p>

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<p>learning from complaints</p> <p>e. any annual report about the landlord’s performance from the Ombudsman</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	Annual Report submitted with this self-assessment.	No further comment.
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	This self-assessment was carried out following significant organisational change.	No further comment.
8.4	<p>Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.</p>	N/A	N/A	N/A
8.5	<p>If a landlord is unable to comply with the Code due to exceptional</p>	N/A	N/A	N/A

Self-assessment against the 2024 Complaints Handling Code

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	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.			
--	---	--	--	--

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

Section 9: Scrutiny and oversight: continuous learning and improvement

Code Provision	Code Requirements	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	There have been no complaints in 2024-5. The complaints policy sets out Felton’s approach to learning from complaints. Refer to section 13.	No further comment.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Through the implantation of the complaints policy Felton will ensure that any complaints inform service improvements.	No further comment.
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,	Yes	Felton Housing will take a proportionate approach to engaging with stakeholders on any service improvements raising from complaints learning.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	such as residents’ panels, staff and relevant committees.			
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Our Housing Manager is also a Director on the Board and will take the lead, in discussion with the Chief Executive on identifying trends in complaints where they arise.	No further comment.
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 (MRC).	Yes	Feldon Housing has appointed a Member Responsible for Complaints.	No further comment.
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	All relevant information will be shared at Board meeting and the Housing Manager will liaise directly with MRC when complaints arise.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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 d. the Annual Complaints Performance and Service Improvement report. 	Yes	<p>All relevant information will be shared at Board meeting and the Housing Manager will liaise directly with MRC when complaints/Housing Ombudsman interventions arise. The MRC has been consulted on the Annual Complaints Report.</p>	No further comment.
9.8	Landlords must have a standard objective in relation to complaint	Yes	Feldon has a clear objective for complaint handling, as set out in the complaint policy.	No further comment.

Feldon Housing Limited

Date completed: 23 June 2025 – (for the year 2024-5)

	<p>handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none">a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departmentsb. take collective responsibility for any shortfalls identified through complaints, rather than blaming othersc. act within the professional standards for engaging with complaints as set by any relevant professional body			
--	---	--	--	--