

# Annual Complaints Performance and Service Improvement report

April 2023 – March 2024

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## Introduction

When things go wrong, how we respond to put them right matters. We know our current performance with the way in which we handle complaints does not deliver the experience you expect and we're determined to put that right. We are in the process of making improvements to our complaints service so that you, our customers, have a smooth pathway to getting issues resolved.

The Board of Orbit Housing Association support and endorse the contents of this report. We recognise that improvements need to happen in order that you, as customers, get the service you need and deserve. We see a report on the cause of complaints at every meeting of the Board and we are working to help drive through change that will see positive results for our customers.

According to John Bennett, Chair of the Customer Engagement Strategic Committee:

**"Complaints are a great way for customers to tell their landlord how they are performing and are critical in building a positive relationship between customers and their landlord."**

It's for this reason that John works closely with us in improving our complaints service and championing customers' voices.



John Bennett, Chair of the Customer Engagement Strategic Committee attending Orbit's Your Voice customer conference

**John Bennett,**  
Chair of the Customer Engagement Strategic Committee

This report shows how we are doing and is honest in highlighting the areas where we need to improve. We are aware of these areas and we hope customers will see that, with ongoing improvement, we are determined in our mission to offer amongst the best customer experience of any housing association in the country.

John states:

**"From the launch of the first Housing Ombudsman's Complaint Handling Code, in July 2020, customers have been involved at every level. We worked with Orbit to take in and understand the Code on a line-by-line basis and used it to develop the Complaints and Customer Care Policy. We're proud that customers were then involved in completing and to co-signing the year end self-assessment.**

**"This partnership approach has continued each year and has meant that Orbit was well positioned to meet the requirements of the Code when it became a statutory requirement in April 2024".**

## Executive summary

We don't always get things right and our Tenant Satisfaction Measures (TSMs) show that you, our customers, feel that we need to improve our complaints handling. We are not satisfied with our TSM scores or with our overall performance in this area, and we know we must deliver a better experience if you ever wish to make a complaint.

In 2023-24 only 33.8% of rental customers and 19.1% of shared ownership customers felt satisfied with complaints handling at Orbit. We know that we have a lot of work to do, but we are committed to providing customers with an accessible complaints service focused on resolution. It's also important that we use the opportunity presented to us by complaint processing, to learn, improve and rebuild customer confidence in our service.

The volume of complaints we received this year has increased compared to previous years. Our figures show, at stage one, we received 85.2 complaints per thousand rental customers and 34.6 complaints per thousand shared owners. We know that this is higher than other similar sized housing providers.

This does not meet with our ambition to deliver amongst the best customer service in the sector. However, we are listening to customers and learning from the complaints we have received in order to tackle the root cause of this volume and our 2030 Strategy puts customer service improvement at the heart of our actions.

The increased volume of complaints has impacted our ability to respond to customers within expected timescales. This means that we do not always deliver on our commitments to our customers and we are working hard to find a solution for this. We have made changes to the processes we use and the structure of the team which will bring the service back up to standard. During this period of change we have also focused on the quality of our complaint handling, and we are committed to continual improvement in this area.

We will continue to report on our progress through the performance and improvement page on the customer website. For customers who are not online, we publish regular updates in our Orbit Life magazine.

## Complaint Handling Performance 2023-2024

From April 2023 to March 2024, we received 3,969 formal complaints at the first stage of our complaints process, with 38% received in the three-month period between January 2024 and March 2024. While we generally experience higher complaint volumes in the winter, this impacted our ability to investigate and respond to complaints within our usual timescales.

Our figures show that on average across the year, we responded to 51.6% of customers within timescale. This does not meet with our customer service expectations. We know, as mentioned earlier, our Tenant Satisfaction Measures show that we have low satisfaction rates in this area and we are sorry if you have been affected by a delay in your complaint handling experience.

We resolved 86% of our complaints at the first stage of the complaints process, with 14% of complaints progressing to a second stage review at the customer's request. Of these second stage complaints, 13% were not resolved to the satisfaction of the customer involved and were subsequently referred to the Housing Ombudsman Service for an independent review.

2023-24	Q1	Q2	Q3	Q4	Total
<b>Service requests</b>	1985	1628	1793	1487	6,893
<b>Stage 1</b>	720	815	936	1498	3,969
<b>Stage 2</b>	126	122	126	168	542
<b>Housing Ombudsman Investigations</b>	11	20	10	28	69

## Refusals

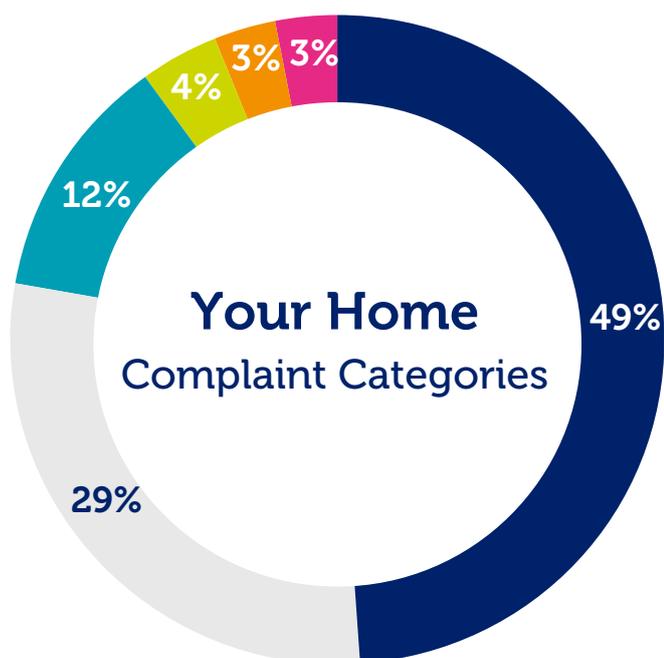
Our Complaints and Customer Care policy details the reasons we may refuse to accept a customer complaint. For more information, please visit [www.orbitcustomerhub.org.uk/contact-us/complaints](http://www.orbitcustomerhub.org.uk/contact-us/complaints)

Currently, we don't report on the number of complaint refusals or the reasons for these. We have made the necessary changes to our systems and processes to ensure we can be more transparent about these figures in our future reporting.

## Reasons for customers raising complaints

From April 2023 to March 2024, 82% of the total complaints we received related to our customers' homes and neighbourhoods including our repairs service, estate services and how we manage your home.

Of the complaints received about your homes, 49% were about our repairs service, 29% were about complex disrepairs or damp, mould and condensation and 12% related to gas servicing checks or repairs.



We want you to have a home you love and are proud to live in. Investing in the safety, quality, and energy efficiency of our homes is therefore a priority for us. We will be making a number of improvements to increase the quality of our homes, whilst working with our partners to deliver more efficient and higher quality repairs services.

From April 2023 to March 2024, 15% of the total complaints we received were related to non-property and tenancy-related issues.

The type of complaints included in this category included:

- Interaction with the Customer Support Hub
- The experience of raising a complaint when things have gone wrong
- And how we support and deal with anti-social behaviour.

In total 39% of the non-property complaints related to delays in our complaint handling, 16% related to how we process and collect rent and 11% related to the handling of existing cases of anti-social behaviour.

Delivering excellent services to support our customers is a key area of focus for us. It's important that we provide a range of services to help customers maintain their tenancies and that we are able to adapt our services to respond to differing needs. We also need to be easy to deal with and ensure customers can contact us in a way that suits them.



### Outcomes

Of the stage one complaints closed in 2023-24, 56% were upheld or partially upheld, and 44% were not upheld. The main reasons for upholding complaints were service failures related to repairs; damp, mould and condensation; and heating services.

Of the stage two complaints closed in 2023-24, 72% were upheld or partially upheld, and 28% were not upheld. The main reasons for upholding customer complaints at stage two related to the handling of repair-related complaints; failings related to damp, mould and condensation or disrepair cases; and how we handled heating complaints.

## Findings of non-compliance from the Housing Ombudsman Service

The Housing Ombudsman Service can issue 'Complaint Handling Failure Orders' to landlords, where its investigation has identified that a landlord has not complied with the Complaint Handling Code.

There are three different types of Complaint Handling Failure Orders:

- **Type 1** – The Ombudsman has identified unreasonable delays in accepting or progressing a complaint
- **Type 2** – There have been unreasonable delays with the landlord providing the Ombudsman with information
- **Type 3** – The Ombudsman has identified a failure to comply with its membership obligations.

Across the year, we received two Complaint Handling Failure Orders. Both were Type 1 orders, where the Ombudsman identified unreasonable delays in progressing a complaint.

The orders were issued in May 2023 and July 2023 and are published on the performance page of the Ombudsman's website:

[www.housing-ombudsman.org.uk/reports/complaint-handling-failure-order-reports/](http://www.housing-ombudsman.org.uk/reports/complaint-handling-failure-order-reports/)

We were disappointed to cause unreasonable delays for our customers and receive Complaint Handling Failure Orders. We rectified the situation and complied with both orders issued by the Ombudsman and we made changes to our processes to ensure this does not happen again.

We have also introduced a dedicated team that works with the Ombudsman to support any outstanding customer complaints, provide accurate and timely information for investigations, and ensure we comply with all orders received.

# Housing Ombudsman's annual report about our performance

The Ombudsman publishes an annual report every year which details our performance alongside all other landlords that are part of the scheme.

The last performance report was published in May 2023 and included an overview of our performance from April 2022 until March 2023. To view a copy of the performance report, please go to: [www.housing-ombudsman.org.uk/landlords](http://www.housing-ombudsman.org.uk/landlords)

The performance report detailed the following information:

	2021- 2022	2022- 2023
<b>Determinations</b>	32	25
<b>Findings</b>	Data not available	45
<b>Maladministration findings</b>	Data not available	24
<b>Orders made</b>	41	36
<b>Recommendations</b>	Data not available	36
<b>Complaint Handling Failure Orders</b>		4
<b>Compensation</b>	£11,083	£13,239
<b>Maladministration rate</b>	39%	56%

The majority of determinations received in 2022-23 related to our repairs service including damp, mould, and condensation, followed by gas inspections and safety, noise, pest control and staff conduct.

We were 100% compliant with all determination orders from the Ombudsman for the year 2022-23, which included resolving any issues which remained outstanding for customers such as awarding additional compensation and taking any specific actions such as completing a repair or issuing an apology. We also completed case reviews, introduced process changes where necessary, and completed staff training in timeframes indicated by the Housing Ombudsman.

# How we're learning from complaints

## Internal reviews of our services

Working with our engaged customers, we have completed internal reviews of our services which have received high complaint volumes. Listening to feedback from customers who have raised a complaint, we have focused on improving our complaint handling, repairs service, estate services and improving our response to complaints from leaseholders and homeowners.

John Bennett, the Chair of our Customer Engagement Strategic Committee, and a member of our Complaints Scrutiny Group, commented: "Quarterly reports of learnings from complaints during 2023-24 have led to customers challenging the business in three key areas:

- The handling of complex complaints, typically where multiple business areas are involved
- Recognition by all parties of customer vulnerabilities and the importance of reasonable adjustments being assessed on a case-by-case basis
- Accurate record keeping at every stage of the customer journey and during the complaint process.

Overall, we're pleased to see Orbit listening and working with customers to improve their complaint handling and we look forward to working with them further in the future".

## Our handling of your complaints

We're making a host of changes so that customers can expect a caring, compassionate, and professional complaint service, including:

- Ensuring our complaints teams are the right size and structure to respond to changing trends in complaints volumes
- Introducing a specialist team to manage and investigate stage two complaints reviews
- Providing training and support for colleagues so we consistently deliver an excellent customer service
- Bringing in new quality standards for our complaints response letters, so they are clearer and more empathetic, and prioritising training on letter writing for all colleagues in complaints
- Focusing on learning from complaints so we don't continue to make the same mistakes.

## Our repairs service

We know that four out of five complaints are repairs-related, and our Tenant Satisfaction Measures scores also show that customers want a better repairs service. We've been working with our engaged customers to make improvements to our repairs service, which includes:

- Improving our systems so we can register, assign and manage repairs better. As part of this, we've introduced a new appointment booking system for two of our contractors, Fortem and MPS, so customers can agree a visit date when you call in to report your repair
- Enabling our colleagues to deliver a 'right-first-time' service through more targeted training and improved processes. To support this, we've introduced specialists in our Customer Support Hub, who deal with more advanced queries in their given area and provide direct routes to our contractors
- Working closely with our contractors to improve their services
- Updating our repairs policy so it is clearer and easier to understand
- Giving customers access to helpful information so you can carry out maintenance tasks that aren't included in your repairs service
- Improving the experience of owners looking for information on our customer website, with the introduction of a dedicated page.

## Estate Services

Our Tenant Satisfaction Measures scores and customer feedback indicate that customers want us to deliver a better standard in Estate Services. We're working on the following improvements to ensure customers can feel proud of where they live:

- We are putting new contracts in place from May 2024 for grounds maintenance (in our East and South regions), communal cleaning (in all regions) and window cleaning (in all regions). A number of new contractors will be delivering these services and we've worked with our engaged customers to make sure that the specification for the contracts meets customer expectations.
- We will shortly be starting a tender process for grounds maintenance services in Central and North Midlands area to put in place new contracts from April 2025.
- We're working with our engaged customers to develop a system that will allow customers to provide real-time feedback on estates services in their community. This will mean we can respond quickly if services aren't being provided to the right standards.

## Supporting our shared owners, leaseholders, and outright owners

Our Tenant Satisfaction Measures show that our shared owners are less satisfied with our services and the outcome of complaints, than customers in rented homes. This is a trend we've seen in other surveys and feedback. This is also the case for leaseholders and outright owners.

We're planning a series of improvements designed specifically to benefit shared owners, leaseholders, and outright owners, including:

- Setting up a dedicated customer engagement group for owners
- Ensuring customers get a quicker response from us – no matter what contact channel is used. We'll be focusing on email responses initially as this is an area customers have highlighted for improvement. We will also be introducing specialists into the customer support hub to help resolve more complex queries at first contact
- Introducing training for colleagues so there's a better understanding of issues that matter to owners, such as leases, owners' rights and obligations, estates management, service charge and staircasing.

For more information on how we are performing, listening to your feedback and to find out how you can get involved in shaping improvements to our services, please visit our performance and improvement page.

[www.orbitcustomerhub.org.uk/about-us](http://www.orbitcustomerhub.org.uk/about-us)

## Independent Review

In 2023-24, we received a number of severe maladministration determinations from the Housing Ombudsman, many of which related to damp, mould and condensation.

We apologise to all customers affected in these cases and fully accept the findings of the Housing Ombudsman. Providing our customers with the home they deserve is central to our purpose, and when we get something wrong, we will strive to put it right and learn from it.

We are committed to doing better and welcomed the opportunity to work in partnership with the Housing Ombudsman to undertake an independent review of our practices in relation to damp and mould, and more importantly, learn from its findings.

We remain committed to building on the significant investment and new initiatives we have already implemented to further improve our services.

These have included:

- Introducing new processes to help us identify and manage cases of damp and mould, and increasing resource in relevant teams
- Implementing training to increase our understanding of how best to support vulnerable customers
- Improving the ways in which we diagnose repairs and introducing a new repairs policy
- Launching a You and Your Home customer check-in pilot, allowing us to visit customers' homes to discuss any works required and identify any additional support needed

- Making improvements to our complaints process
- Ensuring we're working with our contractors and other supply chain partners effectively.

We are currently addressing any remaining recommendations identified through the independent review. We are on a long-term journey but will continue to be driven by listening to our customers' voices and providing you with the best possible experience.

To read the independent review – Driving Improvement: Summary of Orbit report to the Housing Ombudsman, please go to [www.housing-ombudsman.org.uk/wp-content/uploads/2024/04/Summary-of-Orbit-Report-to-the-Housing-Ombudsman.pdf](http://www.housing-ombudsman.org.uk/wp-content/uploads/2024/04/Summary-of-Orbit-Report-to-the-Housing-Ombudsman.pdf)

# Appendix

## Appendix:

### Our self-assessment against the Housing Ombudsman's complaint handling code

We regularly engage with our customers on our complaint handling performance, providing you with opportunities to scrutinise the service and hold us to account. As part of this, on an annual basis we work with our Complaints Scrutiny & Co-Creation group to complete a self-assessment against the Housing Ombudsman's Complaint Handling Code.

In March and April 2024, we reviewed the new code with customers to refresh our complaint handling policies and procedures. In addition to this, our engaged customers have given their assurance that they are happy our service now aligns to the new code requirements by completing and approving this self-assessment.

Please find a copy of our self-assessment in the appendix:

## 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	We use the Housing Ombudsman Service definition of a complaint.  This is explained in section 2.2 of our Complaints and Customer Care Policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	We handle all third party or representative complaints in line with our Complaints and Customer Care policy, this is detailed in section 3.1.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Both definitions of a service request and a complaint are adopted in our Complaints and Customer Care policy.  Our definition of a service request is covered in section 2.1.  Service requests are currently recorded, monitored, and reviewed on our customer relations management system.
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	Complaints and Customer Care Procedure  Training material and logs of attendance	This is captured in our Complaints and Customer Care procedure and the teams responsible for managing service requests have been sufficiently trained.
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	Customer feedback procedures  Training material and logs of attendance	Any customer feedback surveys include information to customers on how to raise a complaint.  All customer feedback teams, and relevant partners are trained on our complaints process.

## 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care policy details our reasons for exclusions, which is detailed in section 4.2.  We do also make it clear in section 7.2 that all cases must be considered on its own merits.
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"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care policy sets out our exclusions to our complaints process in section 4.2.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	We make it clear in section 7.2 that all cases must be considered on its own merits and therefore issues raised 12 months after it occurs may still be considered.

## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>  Exclusion template letter	When we refuse to accept a complaint, an exclusion letter is sent to the customer explaining the reasons and the right to take the decision to the Ombudsman.  This is detailed in section 7.3 of our Complaints & Customer Care Policy.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care policy details our reasons for exclusions, which is detailed in section 4.2.  We do also make it clear in section 7.2 that all cases must be considered on its own merits.

## 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	<p><a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a></p> <p><a href="http://www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy">www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy</a></p>	<p>We provide several channels for customers to be able to report a complaint. These are detailed in section 5.2 of our Complaints and Customer Care policy.</p> <p>Section 6 of our Complaints policy also details how we comply with the Equality Act 2010 and what reasonable adjustments we can offer customers in raising complaints.</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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	<p>All operational teams have been trained on our Complaints and Customer Care policy and process.</p> <p>Our Complaints policy includes the option for customers to be able to raise a complaint with any member of staff under section 5.2.</p>
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	<p>Performance reports such as our annual report to customers</p> <p>Complaints Scrutiny &amp; Co-Creation group minutes</p>	<p>We understand this and regularly review our performance information to ensure our complaints process is accessible.</p> <p>Our Complaints Scrutiny &amp; Co-Creation group also scrutinise this through our quarterly meetings.</p>
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	<a href="http://www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy">www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy</a>	Our complaints process and policy is published on our customer website.

## Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<a href="http://www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy">www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy</a>	Our Complaints and Customer Care Policy and the Housing Ombudsman code is published on our customer website.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Any third party or representative can raise and deal with a complaint on a customer's behalf. This is detailed in section 3.1 and 3.2 of our Complaints and Customer Care Policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>  Template letters  <a href="http://www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy">www.orbitcustomerhub.org.uk/contact-us/complaints/#:~:text=We%20ask%20that%20you%20let,in%20line%20with%20our%20policy</a>	The Housing Ombudsman details are provided within our complaints leaflet, stage two final response letters, exclusion letters, and on our customer website.

## 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care team are responsible for complaint handling, overseen by a dedicated Head of Service.  Our Complaints Policy and Insight team are responsible for liaising with the Ombudsman and ensuring we learn from complaints.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>  Roles and Responsibilities section	All employees are responsible for supporting our Complaints teams. This is covered in the table of responsibilities in section 12 of our policy.
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	Training material and logs	All relevant colleagues and partners are trained on our Complaints and Customer Care policy.

## 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care policy details how we will deal with all complaints covered by the Housing Ombudsman code.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care Policy operates a two-stage process.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care Policy operates 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>  Complaints and Customer Care Procedure  Complaints training material and attendance logs	All partners are trained on our Complaints and Customer Care policy.  Our partners and third parties are all expected to follow and support our Complaints and Customer Care procedures.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>  Complaints and Customer Care Procedure  Complaints training material and attendance logs	All partners are trained on our Complaints and Customer Care policy.  Our partners and third parties are all expected to follow and support our Complaints and Customer Care procedures.

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf  Acknowledgement template letter	Our acknowledgement letters will always contain our understanding of the complaint and the outcomes the customer is seeking.  This is covered in section 7.4 of our Complaints and Customer Care policy.
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	www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf  Acknowledgement template letter	Our acknowledgement letters will indicate which aspects of a customer complaint we are and are not responsible for.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>deal with complaints on their merits, act independently, and have an open mind;</li> <li>give the resident a fair chance to set out their position;</li> <li>take measures to address any actual or perceived conflict of interest; and consider all relevant information and evidence carefully.</li> </ul>	Yes	Complaints and Customer Care Procedure	Our Complaints and Customer Care procedure details how our Complaints and Customer Care team should treat all complaints at each stage of the process.
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	www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf	Our Complaints and Customer Care policy states in section 7.6 that where a response to a complaint falls outside of the timescales set out in our policy, we will agree suitable intervals to keep them updated.  Our Policy timescales align to the Housing Ombudsman code.

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Additional Assistance and Reasonable Adjustment Policy  <a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our approach to making reasonable adjustments is included within section 6 of our Complaints and Customer Care policy.  In addition to this, we also have an Additional Assistance and Reasonable Adjustment policy which covers how we record and review disclosed information about a customer's disabilities.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	All reasons for exclusions are covered in section 4.2 of our Complaints and Customer Care 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	Complaints and Customer Care Procedure	Details on how to log and record complaints by the Complaints and Customer Care team are captured in our Complaints and Customer Care procedure.
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	Complaints Resolution Policy  <a href="http://www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf">www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf</a>	Our approach to applying resolution and remedies to complaints is covered in our Complaints Resolution Policy.

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	Unacceptable Behaviour Policy  <a href="http://www.orbitcustomerhub.org.uk/media/1vibcs3i/unacceptable-behaviour-policy-v1-0.pdf">www.orbitcustomerhub.org.uk/media/1vibcs3i/unacceptable-behaviour-policy-v1-0.pdf</a>	Details of how we manage unacceptable behaviour can be found in our  Unacceptable Behaviour policy.
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	Unacceptable Behaviour Policy  <a href="http://www.orbitcustomerhub.org.uk/media/1vibcs3i/unacceptable-behaviour-policy-v1-0.pdf">www.orbitcustomerhub.org.uk/media/1vibcs3i/unacceptable-behaviour-policy-v1-0.pdf</a>	Any restrictions placed on contact due to unacceptable behaviour will be proportionate and demonstrate our regard for provisions for the Equality Act 2010.

## 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Within our Complaints and Customer Care teams, we have specialist teams who are trained to support customers with complex complaints or support requirements.  This specialist team provides an opportunity for the remaining teams to be able to focus on resolving the other complaints as early as 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our timescale for logging and acknowledging complaints is 5 working days of the complaint being received and is covered in section 7.4 of our policy.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care team must issue a full response at stage 1 within 10 working days of the complaint being acknowledged. This is covered in section 7.5 of our policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	We will only extend complaints for good reason, and we will explain this to customers. Our approach to extensions is covered under section 7.7 in our policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care team will provide customers with the contact details for the Ombudsman when we inform a customer about an extension to our timescales. This is covered under section 7.8 of our policy.

## Section 6: Complaints Stages - Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care team will issue a response to a customer when an answer is known and is detailed under section 7.11 of our policy.  Our After Care team will track all outstanding actions and provide appropriate updates to customers. This is covered under section 7.11 of our policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Section 7.12 of our Complaints and Customer Care policy details what information will be provided to customers during a response to their complaint.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Information on how we handle residents raising additional complaints during an investigation is covered under section 7.13 of our policy.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage;</li> <li>the complaint definition;</li> <li>the decision on the complaint;</li> <li>the reasons for any decisions made;</li> <li>the details of any remedy offered to put things right;</li> <li>details of any outstanding actions; and</li> <li>details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	Complaint and Customer Care Procedure  Complaint response letter templates	All complaint response letters will include details of the complaint stage, definition, decision, reasons for the decision, details of any resolutions, identify any outstanding actions and escalation details.  Responses to complaints are regularly monitored and reviewed through our Quality Assurance framework.

## Section 6: Complaints Stages - 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 7.14 of our Complaints and Customer Care policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 7.15 of our Complaints and Customer Care policy.
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	Complaints and Customer Care procedure Training material and attendance logs	Customers are not required to explain their reasons for requesting a stage 2 review.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Within our Complaints and Customer Care teams, we have separate teams who deal with stage 1 and stage 2 investigations. This can be found under section 12 of our policy.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 7.16 of our Complaints and Customer Care policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 7.16 of our Complaints and Customer Care policy.

## Section 6: Complaints Stages - Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 7.17 of our Complaints and Customer Care policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Complaints and Customer Care team will issue a response to a customer at stage 2 when an answer is known and is detailed under section 7.11 of our policy.  Our After Care team will track all outstanding actions and provide appropriate updates to customers. This is covered under section 7.11 of 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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Section 7.12 of our Complaints and Customer Care policy details what information will be provided to customers during a response to their complaint.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage;</li> <li>the complaint definition;</li> <li>the decision on the complaint;</li> <li>the reasons for any decisions made;</li> <li>the details of any remedy offered to put things right;</li> <li>details of any outstanding actions; and</li> <li>details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	Complaint and Customer Care Procedure  Complaint response letter templates	Stage 2 complaint response letters will include details of the complaint stage, definition, decision, reasons for the decision, details of any resolutions, identify any outstanding actions and escalation details.  Responses to complaints are regularly monitored and reviewed through our Quality Assurance framework.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Covered in section 12 of our Complaints & Customer Care policy.

## Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf">www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf</a>	Covered in section 4.1 and 4.2, 5 and 6 of our Complaints Resolution Policy.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf">www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf</a>	Covered in section 6.2 and 6.3 of our Complaints Resolution Policy.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Customer After Care team will track any remedies through to completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	<a href="http://www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf">www.orbitcustomerhub.org.uk/media/wychjvil/complaints-resolution-policy-final-v1-0.pdf</a>	Our Complaints Resolution Policy has been developed using the Housing Ombudsman Guidance for Remedies.

## 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"> <li>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</li> <li>c. any findings of non-compliance with this Code by the Ombudsman;</li> <li>d. the service improvements made as a result of the learning from complaints;</li> <li>e. any annual report about the landlord's performance from the Ombudsman; and</li> <li>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ul>	Yes	Annual Complaints Performance and Service Improvement report	We have worked with our Complaints Scrutiny & Co-creation group to produce our annual Complaints Performance and Service Improvement report and self-assessment against the code.
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	Annual Complaints Performance and Service Improvement report	Our annual complaints Performance and Service Improvement report has been reported to OHAL and OGB. Their response is published alongside this on our complaints page on our customer website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	N/A	N/A

## Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	N/A	N/A
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.	Yes	N/A	N/A

## Section 9: Scrutiny &amp; 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	Annual report to customers Link to performance page	Our Complaints Insight Leads analyse complaints data, themes, and trends to identify improvements
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	Annual report to customers Link to performance page	Our Complaints Insight Leads analyse complaints data, themes, and trends to identify improvements
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	Complaints Scrutiny & Co-Creation group notes Link to performance page	We regularly report our learning from complaints to customers through our customer website and our dedicated Complaints Scrutiny & Co-Creation Group.
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	<a href="http://www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf">www.orbitcustomerhub.org.uk/media/or0lkyrh/complaints-and-customer-care-policy-final-v4-0.pdf</a>	Our Head of Complaints and Customer Care is accountable for complaint handling.  Our Head of Engagement and Improvement is accountable for analysing themes or trends to identify potential systemic issues, serious risks and policies that require revision.  This is captured in section 12 of our policy.
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	MRC Terms of reference	We appointed an MRC from our governing body in October 2022. In June 2024, we have revised the terms of reference for this role.
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	MRC Terms of reference	We appointed an MRC from our governing body in October 2022. In June 2024, we have revised the terms of reference for this role.



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