

Rosewood Ltd Self-Assessment 23/24

Section 1: Definition of a complaint

Rosewood joined the Places for People Group in early 2024. As an interim measure in this period, it adopted Places for People's approach to Complaint Handling. This included the adoption of its complaint handling procedure and policy. During this period, all complaints were to be managed by the Places for People central complaints team.

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	Complaints Handling Procedure Complaints Policy	Rosewood have adopted this complaint definition as detailed in the Places for People 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 a complaint. A complaint submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Complaints Handling Procedure Complaints Policy	All expressions of dissatisfaction, however received, are treated as detailed in the complaints policy. This includes issues raised via all channels of communication. Customers have the choice to make a Stage 1 complaint, as set out in the complaints handling information.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out	Yes	Complaints Handling Procedure Complaints Policy	Rosewood clearly define and differentiate service requests from complaints in

	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.			the Complaints Policy. Service requests are recorded, monitored, and regularly reviewed, but not treated as complaints unless escalated.
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 Handling Procedure Complaints Policy	<p>Rosewood aim to work with Customers to resolve issues quickly through the “Put it Right” approach. If a resolution can't be agreed or further investigation is needed, Customers can escalate the matter to Stage 1. Currently, escalated service requests are handled by relevant business areas.</p> <p>In 2024/25, a new Early Resolution Team (approx. 20–25 Advisors) will be launching within the Places for People Customer Hub. This will centralise management of escalated service requests and ensure timely escalation to Stage 1 within 5 working days.</p>

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	This is embedded into our survey	If Customers complete a survey, they receive information about how to complain if they wish to do so. Survey results are analysed and the Customer Experience Team follow up any remaining issues directly with Customers. In 2024/25, the centralised Complaint Team will take responsibility for this to ensure a more cohesive process for Customers.

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	Complaints Handling Procedure	Rosewood accept complaints unless there's a valid reason not to, with decisions clearly documented and in line with policy.
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 twelve 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	<p>Complaints Handling Procedure</p> <p>Complaints Policy</p>	Please see pages 3 and 4 of the Complaints Handling Procedure. The full policy and procedure is available on the Places for People website .

	<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	Complaints Handling Procedure Complaints Policy	Rosewood accept complaints within 12 months of the issue happening. We will apply discretion where appropriate. This is set out in the Complaints Handling Procedure.
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 they 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	Complaints Policy	The policy confirms our approach. If we decide not to accept a complaint, we will provide an explanation, set out the reasons why the matter is not suitable for our complaints process, and highlight the right for the Customer to take that decision to the Housing Ombudsman. The Complaints Leadership Team oversee all internal refusals to access the complaints process.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy	The policy confirms that each complaint will be reviewed its own merit and Rosewood will be clear

				about any aspects of a complaint we are not responsible for. The Customer Focus Team and Complaint Handlers are trained in the triaging and assessment of complaints.
--	--	--	--	---

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	Complaints Handling Procedure Internal Complaint Handling Record	Rosewood accept complaints through a variety of channels. The Policy and Complaint Handling Procedure for Customers sets this out and confirms our approach, which is in line with the Equality Act 2010. A Complaint Handling Record is used to help us identify any communication preferences or reasonable adjustments, to support Customers to access the complaints process.
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	Complaints Handling Procedure Complaints Policy	Complaints can be made through any channel or staff member. All colleagues are trained to recognise and escalate complaints using our internal system, supported by ongoing training

3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Complaints Handling Procedure Complaints Policy	We value and encourage Customer feedback and complaints, as part of our Customer promises. Complaint volumes are monitored daily and root cause analysed and shared through regular collaboration meetings with service leads.
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	Complaints Handling Procedure Complaints Policy	The policy is available on the website and details the process. Customers can contact us for alternative versions of this information, such as in a different language or braille, or contact an interpreter via our website accessibility page. Currently the downloadable PDFs don't work with assistive technologies. This is going to be addressed in 2024/25.
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	Complaints Policy	The Complaints Policy sets out how we publicise it across key customer touchpoints, including the website and contact channels. The policy will be strengthened in 2024/25 by

				adding contact details for the Housing Ombudsman.
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	Complaints Handling Procedure Complaints Policy	Rosewood welcomes and encourages advocacy. It can be found on page 6-7 of the Complaint Handling Information leaflet. This document will be strengthened in Quarter 2 of 2024-25 to reflect that.
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	Complaints Handling Procedure	Customers are informed of their right to contact the Housing Ombudsman at any time via the website and Complaint Handling Information Leaflet (page 6), which is also sent with all Stage 1 acknowledgements. This wording will be further strengthened in Q2 2024–25.

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	Central team Insight sharing	Rosewood utilises the centralised team within the Customer Hub at Places for People. The team is responsible for complaint handling, including an Ombudsman Caseworker. Complaints insight is regularly shared with service leads, National Customer Group, and the Places for People Group Board. Centralisation of all complaint handling is planned for 2024/25.
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	Customer Resolution Coordinators are fully trained and have autonomy to resolve complaints. Communication channels are in place and complaint handlers attend regular collaboration meetings	The complaints handling system supports a linear process with a 360-degree view of the complaint through each stage. It enables complaint handlers to set tasks and liaise with relevant service leads to support action and resolution and for the Customer.

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	<p>The Complaints team within the Customer Hub is resourced to handle and analyse complaints.</p> <p>Internal training modules</p> <p>Internal induction training for Customer Resolution Coordinators</p>	<p>The internal training academy software contains modules on complaint handling and these form part of induction training. All new Customer Resolution Coordinators undergo an intensive 2-week training and induction course. In 2024-25, effective complaint handling will be introduced as an objective for all relevant Colleagues.</p>
-----	---	-----	--	--

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	<p>Complaints Handling Procedure</p> <p>Complaints Policy</p>	<p>Places for People have a single complaints policy and Customer Complaint Handling Procedure on our website which Rosewood have adopted. This sets out how we deal with complaints on their merit, and our support to help Customers complain. It is further supported at triage and assessment stage where key vulnerabilities are explored and identified,</p>

				communication preferences or the requirement for reasonable adjustments.
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	Complaints Handling Procedure Complaints Policy	Rosewood adopts a 2-stage process which operates through the centralised team within the Customer Hub at Places for People. Places for People wants to support Customers as quickly as possible, so when an escalated service request is received, this is logged as a "Put It Right" and try to agree resolution within 48 hours. If we are unable to do this, or the Customer wishes to complain at stage 1, we facilitate this. We actively monitor "Put it Rights" daily to ensure escalation to stage 1 where required. We recognise that there can be delays in logging complaints at stage 1, so we are working towards having a centralised team in 2024-25 to further improve our complaint handling process.
5.3	A process with more than two stages is not acceptable under any	Yes	Complaints Handling Procedure	Rosewood adopts a 2-stage process.

	circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.		Complaints Policy	
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	Complaints Handling Procedure Complaints Policy	Rosewood adopts a 2-stage process which operates through the centralised team within the Customer Hub at Places for People. Our Customers have the option to escalate to our Independent Complaints Panel (ICP), or the Housing Ombudsman, or both, after stage 2.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		Where we have 3rd parties in place, they are expected to handle complaints in line with the relevant Ombudsman, be that Housing Ombudsman or Property Ombudsman. This is set out in the relevant SLA.
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,	Yes	Places for People use standardised letter templates for acknowledgement and response for consistency in meeting the code. Internal Stage 1 acknowledgement template	Places for People letter templates are embedded into our complaints handling system and are supported by a complaint handling record to ensure the complaint definition is explored and clarified.

	the resident must be asked for clarification.		Internal Complaint Handling Record	
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	Places for People use standardised letter templates for acknowledgement and response for consistency in meeting the code.	Places for People letter templates are embedded into our complaints handling system and are supported by a complaint handling record so that it is clear to the customer what we can investigate.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Complaints Policy	Places for People's Customer Resolution Coordinators are independent from frontline services. They are trained to complete an impartial review and follow the principles of "Put it Right", fairness, and learning from outcomes. This is set out in the foreword and body of Places for People's policy.
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	Our complaints handling system includes an extension management tool Complaints Handling Procedure Complaints Policy	This is set out in Places for People's policy. Our Customer Resolution Coordinators are trained in the process of extending complaints. Our complaints handling system supports the management of this.

				Attempts are made to contact the Customer to agree an acceptable extension.
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	Complaints Handling Procedure Complaints Policy	<p>Places for People's policy has been subjected to an equality impact assessment and directly references our statutory duties.</p> <p>Exploration of any adjustments required is a standard part of our triage and assessment process carried out by our Customer Focus Team and Customer Resolution Coordinators.</p> <p>Close liaison with Customers throughout the process is key to our approach.</p> <p>There is a facility within our system to record disabilities with the Customer's consent. At present, these are not actively reviewed, and our Inclusion team are working on requirements to facilitate this approach.</p>
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	Yes	Complaints Handling Procedure Complaints Policy	Places for People's policy clearly sets out that we will accept a complaint unless there is a valid reason not to

	clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.			and confirms we will evidence our reasoning.
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	We have a bespoke end to end complaint handling system.	Places for People's complaint handling system is accessible to all Colleagues and supports the end-to-end process. It includes a document archive facility, the ability to make file notes, to set tasks and send emails.
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 Handling Procedure Complaints Policy	Places for People's policy is designed to ensure swift resolution, we aim to "Put it Right" within 48 hours where possible. Our Customer Resolution Coordinators are trained to be focussed on achieving swift resolutions for Customers.
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	Complaints Policy	Places for People's policy is to deal with complaints on their merit. We make it clear in our policy that any unreasonable behaviour will be addressed in line with our Customer Behaviour and Warning Policy. Before the policy is enforced, we

				take steps to complete an equality impact assessment to better understand Customer needs and ensure full accessibility. On implementation of the policy, it is shared with the Customer, and they have the right to a review.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Complaints Policy	Before action is taken in line with Places for People's behaviour policy, an equality impact assessment is completed.

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	Complaints Handling Procedure Complaints Policy	Places for People's policy is designed to ensure that Customers get swift resolutions. We aim to put right any escalated service requests within 48 hours wherever possible and monitor for escalation to Stage 1 where this is required or requested.
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-policy No-practice	Complaints Handling Procedure Complaints Policy	If an escalated service request cannot be resolved to the Customer's satisfaction within 48 hours, it is logged as a Stage 1 complaint within 5 days of receipt. We recognise that complaint volumes sometimes impact our ability to meet this element. We are making significant investment in our Complaints Handling Team. We are growing our team

				size in FY24/25 which will lead to improved service levels for Customers including acknowledging and resolving all complaints within timeframes.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes-policy No-practice	Complaints Handling Procedure Complaints Policy Routine insight reports and collaboration meetings with service leads.	Our policy states that we will respond within 10 days to all Stage 1 complaints. We recognise that, particularly with complex repairs-related complaints that there can be multiple steps to reach a resolution. We are working closely on root cause insight with service leads, to facilitate quicker outcomes and reduce the need for extensions to complaint handling timescales. We are making positive progress as we recruit and centralise our complaints handling operation.
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,	Yes	Complaints Handling Procedure <u>Click here</u> to view our Homes Plus Complaints Policy	As part of the process, attempts are made to contact the Customer to agree an extension where required, to explain the reason for the requested extension, and to provide

	and the reason(s) must be clearly explained to the resident.			contact details for the Housing Ombudsman. This is found in our policy on page 6 and Complaint Handling Procedure for Customers on page 5.
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	Complaints Handling Procedure Complaints Policy	This is found in Places for People's policy on page 6 and Complaint Handling Procedure for Customers on page 5.
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	Complaints Policy Internal CRM system task tracking function	The outcome of a complaint is communicated to the Customer upon completion as set out in Places for People's policy on page 7. The complaint handler is responsible for tracking through any post closure actions and to liaise with Colleagues for service delivery.
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	Complaints Handling Procedure Complaints Policy Internal template response letter	This process is followed through template complaint response letters which can be amended to meet the needs to any specific Customer. In addition, our complaint handlers capture the definition in an internal complaint handling record.

				Our approach is set out in our policy on page 7, and we plan to further strengthen this point in our Complaint Handling Procedure for customers during Quarter 2 2024-25.
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	Complaints Handling Procedure Complaints Policy Internal Stage 1 and 2 training	This is found in Places for People's policy on page 11 and set out on page 5 of our complaint handling information to Customers. It forms part of the training for our Customer Resolution Coordinators and business wide complaint handlers.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Yes	Internal template letters	The template Rosewood use for communicating a Stage 1 outcome includes the required information.

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
--	---	--	--	--

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	Complaints Handling Procedure Complaints Policy	The template Rosewood use for communicating a Stage 1 outcome includes information on how to escalate a complaint to Stage 2. Our approach is set out on page 5 of Places for People's Complaints Handling Procedure for Customers.
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-policy No-practice	Complaints Handling Procedure Complaints Policy Internal complaint insight reports	This is a standard part of the process and is set out in Places for People's policy and Complaints Handling Procedure. We recognise that complaint volumes sometimes impact on our ability to meet this element. We are making significant investment in our Complaints Handling Team.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are	Yes	Complaints Handling Procedure	When a complaint is escalated to stage 2, contact is made with the Customer if

	expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.			further clarification is required. Our approach is set out on page 5 of our Complaints Handling Procedure for Customers
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Internal process of assignment	It is a standard part of our process for escalations to go to a different complaint handler or a more senior business lead.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes-policy No-practice	Complaints Handling Procedure Complaints Policy	<p>The timescales are set out within Places for People's complaint handling policy. We monitor performance against these timescales as a key performance indicator which is reported internally.</p> <p>At present, Stage 2 responses are managed by service leads. We are working towards centralisation of Stage 2 complaints to improve oversight and performance.</p> <p>We recognise that, particularly with complex repairs related complaints that there can be multiple steps required to reach a resolution. We are working closely on root cause insight with service leads, to</p>

				facilitate quicker outcomes and reduce the need for extensions.
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	Complaints Handling Procedure Complaints Policy	As part of the process, attempts are made to contact the Customer to agree an extension where required, to explain the reason for the request, and to provide contact details for the Housing Ombudsman. This is found in our policy on page 6 and complaint handling information for customers on page 5.
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	Complaints Handling Procedure Complaints Policy	This is outlined in Places for People's policy on page 6 and Complaint Handling Information for Customers on page 5.
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	Complaints Policy	The outcome of a complaint is communicated to the Customer upon completion as set out in Places for People's policy on page 7. The complaint handler is responsible for tracking through any post-closure actions and to liaise with Colleagues for service delivery.

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	Complaints Handling Procedure Complaints Policy Internal template response letter	This process is followed through template complaint response letters which can be amended to meet the needs to any specific Customer. In addition, our complaint handlers capture the definition in an internal complaint handling record. Our approach is set out in our policy on page 7.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Complaints Handling Procedure Complaints Policy	The template we use for communicating a Stage 2 outcome includes the required information.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Handling Procedure Complaints Policy	Our Stage 2 review process engenders collaboration from relevant service areas.

				In 2024-25, we will be introducing more quality audit and coaching sessions in complaint handling throughout the process.
--	--	--	--	---

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	<p>Complaints Handling Procedure</p> <p>Complaints Policy</p>	<p>Places for People's Customer Resolution Coordinators work independently from the frontline business and are trained to seek opportunities for improvement. Template letters set out the required elements, and our complaint handling system has the capacity to log potential service improvements. Root cause analysis is completed, and service improvement opportunities are shared with leads and tracked through to completion.</p>

7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Internal Complaint handling Record Internal Compensation Policy	Training for Colleagues on complaint handling covers the need to ensure remedies offered are fair and proportionate. Our internal complaint handling record sets out the requirement to consider the full scale of impact and our compensation policy is aligned with the Ombudsman's remedies guidance.
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	Internal Compensation Policy Internal template letters	All remedy actions are set out in our response letters and agreed with our Customers where appropriate, actions are tracked by the complaint handler through to completion via our complaint system.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Internal Compensation Policy	Our compensation policy is aligned with the Ombudsman remedies guidance for a fair assessment of any redress due, based on scale of impact.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	Annual Complaints Performance and Service Improvement Report	Our annual report has been submitted with this self-assessment. No complaints were received in 23-24.

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 report has been submitted with this self-assessment. No complaints were received in 23-24.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	No		We will ensure a further self-assessment is completed to reflect the merger and aim to be compliant with this by end of May 2025.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We do this as and when requested and are compliant with all current and previous Ombudsman Orders.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	N/A		Should there be a reportable incident we will follow the prescribed guidance.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Annual Complaints Performance and Service Improvement Report Internal Service Improvement Tracker	Places for People's complaint handling system has the ability to log potential service improvements. Root cause analysis is completed, and service improvement opportunities are shared with leads and tracked through to completion. Details of service improvements are outlined in our annual complaints handling and service improvement report.
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 Complaints Performance and Service Improvement Report Complaint Handling Policy Internal reports to MRC, SLT, NCG and Board Internal reports to service leads	Rosewood's approach is set out in Places for People's policy. Root cause analysis undertaken to identify any systemic issues or Customer pain points is undertaken regularly and shared with service leads. Opportunities for improvement are captured and tracked. Wider opportunities form part of

				insight for change programmes.
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	<p>Annual Complaints Performance and Service Improvement Report</p> <p>Internal reports to MRC, SLT, NCG and Board</p> <p>Internal reports to service leads</p>	<p>Places for People's National Customer Group, Board, Service Leads and Colleagues receive regular complaints insight.</p> <p>In 2024-25, we plan to further strengthen this with a regular updates to our website on service improvements.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>Internal Customer Hub risk map</p> <p>Internal report to SLT</p>	<p>Regular complaints insight is shared with the Managing Director of Customer Hub as the accountable person. A Customer Hub Risk Map is in place and regularly reviewed.</p> <p>Service improvements are reviewed by the Managing Director monthly.</p>
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	<p>Scott Black, Chief Operating Officer, is the Member Responsible for Complaints</p>	<p>We are compliant with this requirement.</p>

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	Report to MRC and Board Routine meetings with MRC	Routine meetings are in place with Places for People's Complaints Leadership Team to provide complaints insight to the MRC. This is presented at quarterly meetings of the governing body.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes		Routine meetings are in place with Places for People's Complaints Leadership Team to provide complaints insight to the MRC. This is presented at quarterly meetings of the governing body.
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving	No	Internal Objectives Customer Promises People Promises	At the point of this self-assessment, no objectives have been set for Colleagues for 2023/24 due to the recent merger. However, In 2024-25, a standard objective for

	<p>complaints, working with colleagues across teams and departments;</p> <p>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</p> <p>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>			<p>complaint handling will be set for all relevant Colleagues.</p>
--	--	--	--	--