

# Four Million Homes

Knowledge and action for change in social housing

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CCH The Confederation of Housing Associations  
PPCR Public Private Rents Regulator  
HM Treasury of Housing Communities & Local Government

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# Handling your complaints

Social housing residents training session 7

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### What does the Regulator of Social Housing expect?

- Transparency, Influence and Accountability Standard
- Required outcome – complaints are addressed fairly, effectively and promptly
- Specific expectations
  - The approach to handling complaints must be simple, accessible and publicised
  - Information must be provided about how to make a complaint, the policy and handling process, what you can do if you are dissatisfied and what types of complaints are being received and how learning influences improvement
  - Tenant satisfaction measures – CH01 and CH02

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### What does the Housing Ombudsman expect?

Complaints Handling Code

#### Definition of a Complaint

- '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.'
- Difference between service requests and complaints
- Complaints can be raised if a service request is ongoing and efforts to address a service request must continue
- An expression of dissatisfaction through a survey is not a complaint

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### What does the Housing Ombudsman expect?

#### Exclusions

- Complaints must be accepted unless there is a valid reason not to; reasoning must be evidenced
- Policy must set out exclusions:
  - ✓ issue occurred over 12 months ago
  - ✓ legal proceedings have started
  - ✓ issue has been previously considered
- Where complaints are excluded, an explanation must be given along with details of the right to take the decision to the Ombudsman
- Landlords must not take a blanket approach

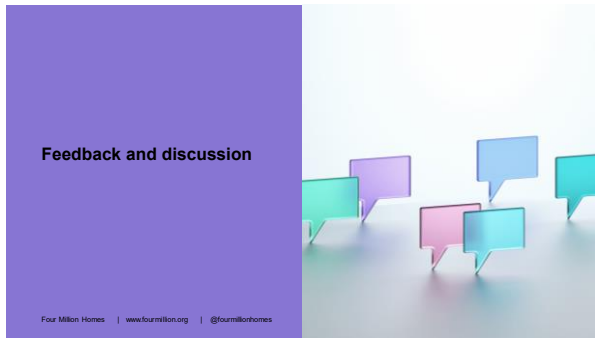
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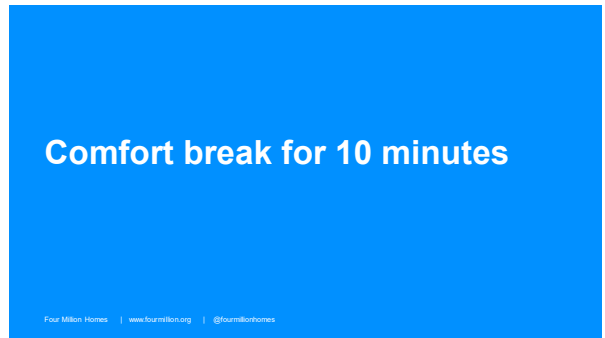
## Exercise: Does your landlord clearly explain what it will treat as a complaint and how effective is its policy?

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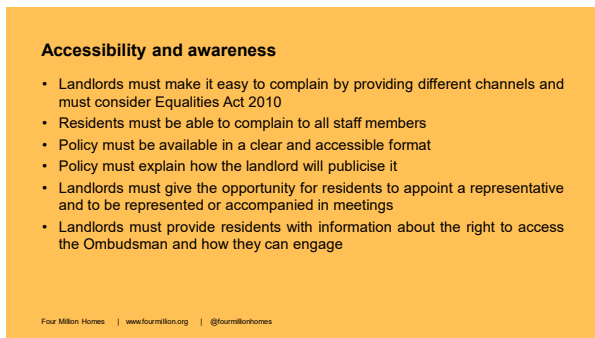
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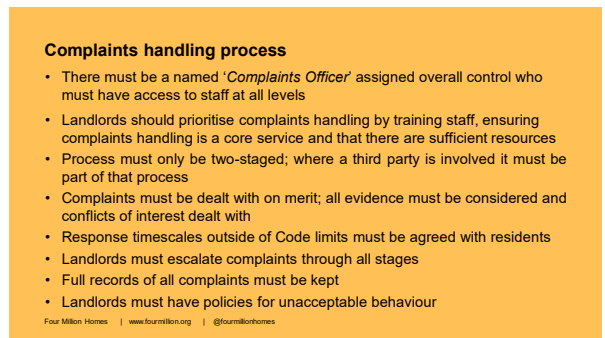
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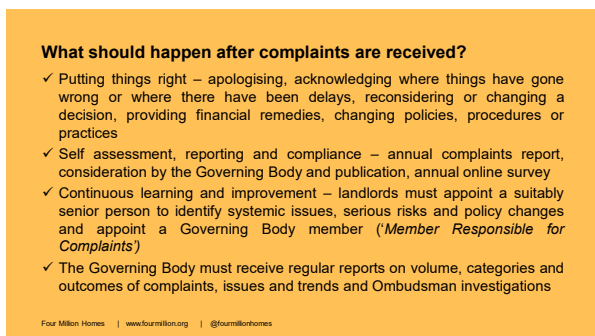
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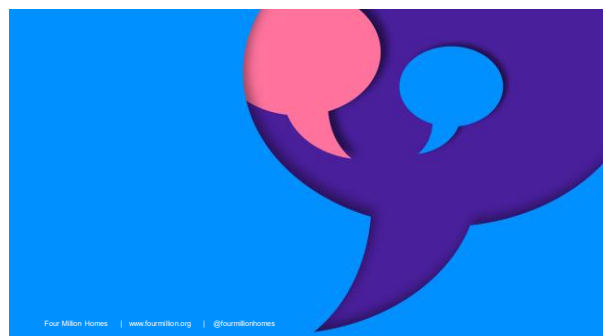
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Thank you

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in England

**PPCR** Public Private Partnership  
Council

**HM** Ministry of Housing  
Communities &  
Local Government

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Evaluation Survey



<https://www.surveymonkey.com/r/FMHtraining2025>

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