

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

SELF-ASSESSMENT INFORMATION

Item	Details
Reporting Year	2025/26
Self-Assessment Version	Version 0.1
Completion Date	01 September 2026
Complaints Officer	Stephen Nichol / Customer Director
Governing Body	Magenta Living Board
Resident Scrutiny	Magenta Customer & Communities Committee (MCCC)
Date of Resident Scrutiny	08 September 2026
Governing Body Approval Date	23 September 2026
Publication Date	29 September 2026

Note from Magenta Living: SELF-ASSESSMENT REVIEW, ASSURANCE AND SCRUTINY

In completing this self-assessment, Magenta Living undertook a structured review of its complaint handling arrangements against each provision of the Housing Ombudsman's Complaint Handling Code. This review considered the Complaints Policy and associated procedures, complaint response templates, complaint recording and tracking systems, quality assurance processes, complaints performance reporting, colleague training and guidance, learning from complaints activity, service improvement outcomes and customer feedback relating to the complaints process. Evidence supporting compliance was reviewed and challenged to ensure that the assessment reflects both policy requirements and complaint handling in practice.

The Member Responsible for Complaints (MRC), who is also a member of the Magenta Living Board, reviewed the evidence supporting each provision, challenged the completeness and accessibility of the evidence, and considered whether the conclusions fairly reflected complaint handling in practice. The self-assessment was also reviewed through Magenta Living's governance arrangements alongside complaints performance data, complaint handling outcomes and the Annual Complaints Performance and Service Improvement Report, prior to approval by the governing body.

As part of the review process, complaint handling performance, learning from complaints and supporting evidence were shared with the Magenta Customer Communities Committee (MCCC) on 8th September 2026. Committee members provided resident scrutiny and challenge on complaint handling performance, emerging themes, service improvements, accessibility of information and the evidence used to support compliance with the Code. Feedback from this review informed the final assessment and helped ensure that resident perspectives were reflected in our wider approach to continuous improvement.

This self-assessment covers all landlord services delivered by Magenta Living, including services delivered on our behalf by contractors and other third-party providers. Complaints relating to contractor-delivered services are managed, monitored and reported in line with the Housing Ombudsman's Complaint Handling Code and are included within this assessment.

Accessibility: This self-assessment is available in alternative formats upon request, including large print, audio, translation and other accessible formats. Residents can request an alternative format through any of our usual contact methods.

Section 1: Definition of a complain

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>	Y	Complaints Policy, section 2.1	This definition is used in our complaints policy as well as within any colleague training.
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.	Y	Complaints Policy, sections 2.1 and 2.4	We encourage customers to tell us where something has gone wrong, and all expressions of dissatisfaction are handled as per our complaints policy. Through training and ongoing coaching, colleagues are made aware that they must record any dissatisfaction, regardless of whether the word ‘complaint’ is used. Regular call monitoring and quality checks within the Contact Centre are used to confirm that colleagues are

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				identifying and recording these correctly. We frequently accept and handle complaints submitted by third parties.
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.	Y	Complaints Policy, section 2.1	This approach is set within complaints policy and service requests are recorded, monitored and reviewed in line with the relevant policy and procedure e.g. repairs / anti-social behaviour (ASB). We have taken steps to improve this process with a new dedicated module in our CRM system enabling enhance capture and reporting, which further supports our service improvement. We also have a feedback mechanism in place for instances where a complaint is raised which later transpires to be an initial request for service.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request,	Y	Complaints Policy, sections 2.1 and 2.5	Customers are welcome to submit complaints about ongoing service requests

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			(such as repairs). The service request will continue to be handled in the usual way whilst the complaint investigation is undertaken. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy to make it clearer on how we will treat any expressions of dissatisfaction with the handling/ongoing service requests.
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.	Y	Complaints Policy, section 2.3	Negative survey feedback is not treated or approached as a complaint by default but where specific feedback does trigger any concern, alerts are in place which may prompt a call from a colleague. When gathering wider feedback from customers, we will signpost our complaints process for any dissatisfaction raised.

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	Y	Complaints Policy, sections 2.3 and 2.5	Complaints are only declined if they do not meet the agreed definition or if they clearly meet one of the exclusions as defined within the complaints policy. In these instances, a “complaint decline” letter is sent to the customer clearly explaining the reason we are unable to handle the matter as a complaint. The reason for exclusion is also recorded on our CRM system for future reference and monitoring. We will always support customers by signposting and working with colleagues to resolve the customers enquiry.
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	Y	Complaints Policy, section 2.3	These exclusions are clearly set out in section 2.3 of our complaints policy and align to the suggestions and examples as set out by the

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	residents. Acceptable exclusions include: • 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. • Matters that have previously been considered under the complaints policy.			Housing Ombudsman. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy and removed an exclusion previously included regarding allegation of Board/Colleague misconduct.
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.	Y	• Complaints Policy, section 2.3	This approach is stipulated within our complaints policy. Discretion is exercised on a case-by-case basis, particularly where there may be evidence of a continuous or ongoing issue or where the subject matter pertains to health and safety.
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	Y	• Complaints Policy, section 2.3	If a complaint has been raised which later transpires cannot be accepted, we will contact the customer setting out the reasons why the matter is not suitable for the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			complaints process. A letter template has been created specifically for this purpose and provides details on how the customer can contact the Ombudsman.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Y	Complaints Policy, sections 2.3 and 2.5	Each complaint is considered based on its individual merits. The decision to decline a complaint is only agreed following a review by the Customer Experience Team Leader / Head of Service.

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.	Y	- Complaints Policy, sections 2.5 and 2.9 Website complaints page; Customer accessibility standards; - Customer satisfaction survey process.	Details of how to make a complaint can be found on our website. Customers can complain via the following channels: • Telephone • Email • Webform • Live Chat • Face-to-face (at our Customer Hub, or out in the community) • Social Media • Letter We also monitor accessibility of the process through customer satisfaction surveys which are currently delivered by an external provider.
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	Y	Complaints Policy, section 2.5	The Complaints Policy is also readily available via our intranet for all colleagues to access and share. The policy gives an overview of both stages of the process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	to the appropriate person within the landlord.			including what can be expected and the timeframes for responding. The importance of complaints and the provision for managing complaints is discussed and highlighted frequently and at every level across the organisation. As a result, the Customer Experience Team receive and record complaints through a variety of channels and from many different areas of the business.
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.	Y	Complaints Policy, sections 1.1, 1.2 and 5.1	Magenta Living has embraced a culture that invites and welcomes feedback from customers. This approach allows us to empower our customers and learn from their perspectives regarding our strengths and areas where we may need improvement.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This	Y	Complaints Policy Website Page	Our complaints policy is available on the website or can be printed and posted

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		Complaints Policy, sections 1.2 and 2.5	out in various alternative formats upon request. It is also readily available via our intranet for all colleagues to access and share. The policy gives an overview of both stages of the process including what can be expected and the timeframes for responding.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Y	Complaints Policy, sections 2.5 and 2.10	Our Complaints Policy contains a section outlining how we will publicise information on our complaints policy including information on the Housing Ombudsman and code.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Y	Complaints Policy, section 2.4	We frequently accept complaints from customer representatives. Where customers are invited to meet with us, they are consistently reminded of their right to be represented or accompanied.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Y	Complaints webpage containing Housing Ombudsman information	Details of how to contact the Housing Ombudsman are available on our website, upon request via any

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		Complaints Policy, sections 2.5 and 2.10	colleague and within all relevant correspondence such as letters relating to complaints.

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.	Y	Complaints Policy, sections 2.5, 5.1 and 2.10	We have a dedicated Customer Experience Team consisting of six full time Complaint Resolution Officers as well as a Customer Voice and Complaints Manager. The Chief Customer Officer is the organisation's 'Complaints Officer'. All work closely with other areas of the business to ensure that complaints are handled effectively and efficiently. The team are also responsible for reporting complaints performance to Senior Management, our dedicated Customer-led Committee and the Board.
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	Y	Complaints Policy, sections 1.2, 2.5 and 2.8	Colleagues are empowered to approach colleagues at all levels to facilitate the timely resolution of complaints and robust escalation stages are built

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	autonomy to act to resolve disputes promptly and fairly.			into the process to encourage this approach. Resolution Officers also have an understanding of what they are individually authorised to do in order to resolve customer complaints and at what stage they should escalate their concerns or seek authority to take a particular course of action.
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	Y	Complaints Policy, sections 1.2, 5.1 and 6.1	Complaints have been embedded as a core service, and the consideration of customer feedback forms a pivotal part of decision making at Magenta Living. We host regular learning sessions, including deep dives into complaint drivers, to support a culture of learning and continuous improvement. Alongside this, colleagues from across the business are actively involved in both stages of our complaint's procedure, to aid an effective investigation and

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				resolution for the customer. Regular performance monitoring is used to ensure that the complaints team is adequately resourced to effectively manage any current complaints or anticipated increases.

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.	Y	Complaints Policy, sections 1.2 and 2.5	We have a single complaints policy which sets out our approach to complaint handling for all customers. Residents who raise complaints are not treated any differently and can still access all other Magenta Living services.
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	Y	Complaints Policy, sections 1.2 and 2.5	We encourage all customer-facing colleagues to make efforts to resolve any issues as quickly and efficiently as possible to provide an effective service to

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaint') as this causes unnecessary confusion.			customers. Customers will still be offered access to the complaints process in order to ensure dissatisfaction is recorded and that we have an opportunity to learn from any mistakes highlighted
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.	Y	Complaints Policy, sections 1.2 and 2.5	We operate a two-stage complaints process in line with the Complaint Handling Code.
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.	Y	- Complaints Policy, sections 2.6 and 2.8 - Contractor Management Framework - Contract Management Meetings - Complaint Assurance Reviews	We investigate and respond to all complaints about contractors who are delivering services on our behalf and so customers will never need to navigate two different complaint procedures. We maintain strong relationships with our contractors to deliver effective service and complaint management.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	Complaints Policy, sections 2.6 and 2.8	We currently have no third-party relationships or arrangements where they would need to handle complaints.

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.	Y	Complaints Policy, section 2.5 (Stage 1 and Stage 2)	At first point of contact, we seek to understand the customers complaint and desired resolution. This is further clarified by the Complaint Officer during their acknowledgement call/contact. Furthermore, our complaint acknowledgement letters are based on a standard template which ensures that the definition of the complaint and the desired resolution are captured. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our 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.	Y	Complaints Policy, section 2.5 (Stage 1 and Stage 2)	As well as confirming the detail of the complaint, we will always be clear with our customers which matters will not be investigated as part of that complaint and to explain why. We also confirm this in our complaint acknowledgement letters. Following feedback from the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				HOS in their review of our complaint policy, we have further strengthened this element within our policy.
5.8	At each stage of the complaints process, complaint handlers must: - deal with complaints on their merits, act independently, and have an open mind; - give the resident a fair chance to set out their position; - take measures to address any actual or perceived conflict of interest; and - consider all relevant information and evidence carefully.	Y	Complaints Policy, sections 2.5, 2.6 and 2.8	Complaints are investigated impartially by an independent team of complaint officers. If any conflict of interest is believed to be present, then steps are taken to ensure that this does not impact the objective nature of the complaint investigation. In addition to this, case reviews and quality assurance are completed which help to highlight any concerns regarding the handling of individual cases. Limited personal information is shared internally to facilitate effective and efficient investigations. We also ensure that independence and impartiality are maintained at the second stage of the process by ensuring that the Investigating Officer was not

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				involved in any way with the stage 1 investigation and they are not therefore subject to any bias.
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.	Y	Complaints Policy, section 2.5	Where it is not possible for us to reach an adequate resolution within the timescales set out in the code, the reason for this is discussed with the customer and plan for working towards a resolution will be agreed. This will include a communication plan to ensure the customer receives frequent updates via a channel which suits them and followed up in writing. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy to clearly set out our approach to maintaining communication with the customer.
5.10	Landlords must make reasonable adjustments for residents where	Y	Complaints Policy, sections 2.9 and 4.0	Our policy has been subject to an Equality Impact

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.		• Equality Impact Assessment • CRM customer needs and reasonable adjustment records • Reasonable Adjustment Procedure / Guidance • Equality, Diversity and Inclusion training records • Alternative format correspondence procedures and templates	Assessment and colleagues receive regular training regarding Equality, Diversity and Inclusion. All complaint investigations consider customers' individual needs and circumstances, and we seek to understand the impact that any service failure has had on them. Reasonable adjustments, accessibility requirements and disclosed disabilities are recorded within our systems and used to tailor our approach to complaint handling and communication. We: • record agreed reasonable adjustments; • record disclosed disabilities and accessibility requirements; • keep agreed adjustments under active

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				review throughout the complaints process and amend them where customer needs change; and maintain records of reviews and any changes made to support arrangements. Correspondence relating to complaints can be provided in a range of formats to meet individual needs, including alternative formats where required. We continue to strengthen our CRM workflows to support the recording, monitoring and review of customer needs and agreed adjustments.
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.	Y	Complaints Policy, sections 2.3 and 2.5	It is very rare that we refuse to escalate a complaint and in instances where we do, the explanation behind this decision is shared with the customer in writing. This rationale includes reference

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				to the relevant policy exclusion where applicable. We keep a record of complaints we refuse to accept and will include a summary of the volumes and types of complaints that we have refused to accept in future annual complaints performance and service improvement reports.
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.	Y	• Complaints Policy, section 2.5 • CRM Complaint Workflow Specification • Complaint Case File Review Checklist • Complaint Quality Assurance Reviews • Stage 1 and Stage 2 Complaint Response Templates • Complaint Acknowledgement Templates • Complaints Aftercare Tracker / Action Log • Complaint Handling Procedure or User Guide	The complaints workflow in our CRM system is used to capture all relevant detail about customer complaints including: • The original complaint • The date it was received • The agreed definition • all correspondence with the resident • correspondence with other parties, and any relevant supporting documentation such as reports or surveys • Other associated interactions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Internal Audit or Case File Compliance Reviews (where completed)	- When and how it was acknowledged - The outcome and decision at each stage of the complaints process - Any remedies, actions and commitments agreed with the customer
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.	Y	Complaints Policy, sections 1.2 and 2.5	We strive to deliver a quality early resolution of complaints for all customers. Colleagues are empowered to remedy matters at any stage of the complaints process. This may be via other existing business processes or by taking a bespoke approach based on the circumstances surrounding the complaint and the customer.
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	Y	Complaints Policy, sections 2.14 and 7.1	We have approved and published a policy for handling Unreasonable Customer Behaviour which clearly outlines our approach to managing this.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	must keep restrictions under regular 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.	Y	Complaints Policy, sections 2.14, 4.0 and 7.1	This approach is considered and documented with our Unreasonable Customer Behaviour Policy.

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.	Y	Complaints Policy, sections 1.2, 2.5, 2.6 and 2.7	All Magenta Living colleagues are empowered to resolve complaints at the earliest opportunity where appropriate. Where an early resolution is achieved, the complaint, the actions taken and the outcome are recorded, and the resident receives a written response in accordance with our complaints procedure. Complaints requiring further investigation are referred to the Customer Experience Team, who assess and prioritise cases based on complexity, risk, customer vulnerability and individual circumstances. This approach ensures that complaints are handled proportionately, that customers receive the support they need, and that

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				responses are delivered in line with the requirements of the Complaint Handling Code.
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> .	Y	Complaints Policy, section 2.5 (Stage 1)	We log and acknowledge all stage 1 complaints in writing within a maximum of five working days. We actively monitor and report on our performance regarding the acknowledgement of complaints. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within 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.	Y	- Complaints Policy, section 2.5 (Stage 1) - FY 2025/26 Complaint Performance Report - Monthly Complaints Performance Dashboard - Stage 1 Response Time Monitoring Reports In FY 2025/26 99% complaints were resolved within timescale,	Having acknowledged a complaint, We issue full stage 1 responses within 10 working days of acknowledgement, unless an extension is applied in accordance with provision 6.4

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			with Stage 1 taking on average 8.1 days to solve.	
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.	Y	Complaints Policy, section 2.5 (Stage 1) In FY 2025/26: • 99% of Stage 1 complaints were resolved within timescale • 97% of Stage 2 complaints within timescale • Stage 1 took on average 8.1 days to solve. • Stage 2 took on average 19.9 day to resolve	We aim to understand as early as possible whether a complaint is likely to require an extension beyond the 10-working day timescale. This will be discussed with the customer via their preferred communication channel and will be confirmed in writing. The template used for this ensures that the expected resolution date is captured and not more than 10 further working days in the future. It also provides an update on the current position of the complaint and the reason that we felt it necessary to extend the deadline. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Y	- Complaints Policy, section 2.5 (Stage 1) - Letter templates	We use a standard letter template when confirming a complaint extension with customers. The letter template ensures that residents are provided with contact details for The Housing Ombudsman.
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.	Y	- Complaints Policy, section 2.5 - Complaints Aftercare Process - Complaints Aftercare Tracker - Stage 1 and Stage 2 Response Templates - Complaint Quality Assurance Reviews	Complaints are closed once the outcome of the complaint has been determined, even where some actions required to put things right cannot be completed within the complaint handling timeframe. We use a complaints aftercare tracker to monitor outstanding actions following complaint closure. Actions are assigned to a responsible colleague, target completion dates are recorded and progress is subject to regular review. Customers are provided with updates on outstanding actions where appropriate, and actions remain open within

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				the aftercare process until they have been fully completed. Following feedback from the Housing Ombudsman during its review of our Complaints Policy, we have further strengthened this element within 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.	Y	Complaints Policy, section 2.5 (Stage 1)	Complaint investigations are frequently multi- faceted and we will always ensure that each element of the complaint is responded to accordingly. Where appropriate, we will list the relevant policy, practice or legislation which has been used as evidence and informed our decision making.
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	Y	Complaints Policy, section 2.5	Should new issues arise or information become apparent during the investigation of a complaint, we will incorporate this into the original investigation and response. If the matters are completely unrelated,

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			we are close to issuing a response or where incorporating them would cause a significant delay, we will generally suggest that these are investigated as a separate complaint. This approach ensures that each issue raised gets the care and attention it deserves. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the 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	Y	• Complaints Policy, section 2.5 (Stage 1)	We use a templated response which prompts colleagues to supply all of the required information whilst leaving them free to tailor their response to each complaint and set of circumstances.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.	Y	Complaints Policy, section 2.5	At the point a complaint is closed at stage 1, customers are informed of their right to escalate the complaint to the next stage of the process should they remain dissatisfied with any element of the resolution.
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.	Y	Complaints Policy, section 2.5 (Stage 2)	Requests to escalate complaints are recorded and acknowledged within five working days of being received.
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.	Y	Complaints Policy, section 2.5	We will not obstruct a resident's right to access the second stage of the process simply because of a lack of clarity surrounding the escalation, however the scope of the complaint appeal may be agreed and

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				refined before or after it is formally acknowledged. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Y	Complaints Policy, section 2.5 (Stage 2)	Stage 2 complaint appeals are allocated to a colleague who was not involved in the stage 1 investigation to ensure impartiality.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Y	- Complaints Policy, section 2.5 (Stage 2) - FY 2025/26 Complaint Performance Report - Monthly Complaints Performance Dashboard - Stage 2 Response Time Monitoring Reports	Having acknowledged a Stage 2 complaint, we issue a full and final response within 20 working days, unless an extension is applied in accordance with provision 6.15. During FY 2025/26, 97% of Stage 2 complaints were responded to within timescale, with an average response time of 19.9 working days.
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.	Y	Complaints Policy, section 2.5 (Stage 2)	We aim to understand as early as possible whether a stage 2 complaint is likely to require an extension beyond the original 20- day

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.			target. Any proposed extension is discussed with the resident via their preferred communication channel and will also be confirmed in writing. The template used for this extension ensures that the expected resolution date is captured and not more than 20 further working days in the future. It also provides an update on the current position of the complaint and the reason that we felt it necessary to extend the deadline. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our policy.
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.	Y	Complaints Policy, section 2.5 (Stage 2)	Just as at stage 1 of the process, residents are regularly reminded of their right to approach the Housing Ombudsman and the letter issued where an extension is agreed specifically highlights this,

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				including the relevant contact details. Following feedback from the HOS in their review of our complaint policy, we have further strengthened this element within our 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.	Y	• Complaints Policy, section 2.5 • Complaints Policy, section 2.5 • Complaints Aftercare Process • Complaints Aftercare Tracker • Stage 2 Response Template • Complaint Quality Assurance Reviews	Just as at Stage 1, Stage 2 complaints may be closed where the outcome of the complaint has been determined, even if some actions required to put things right cannot be completed within the complaint handling timeframe. We use a complaints aftercare tracker to monitor actions that remain outstanding following complaint closure. Actions are assigned to a responsible colleague, target completion dates are recorded and progress is subject to regular review. Customers are provided with updates on outstanding actions where appropriate, and actions remain open

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				within the aftercare process until they have been fully completed. Following feedback from the Housing Ombudsman during its review of our Complaints Policy, we have further strengthened this element within our policy.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Y	Complaints Policy, section 2.5 (Stage 2)	Complaint investigations are frequently multi-faceted, and we will always ensure that each element of the complaint is responded to accordingly. Where appropriate, we will list the relevant policy, practice or legislation which has been used as evidence and informed our decision making.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: - the complaint stage; - the complaint definition; - the decision on the complaint; - the reasons for any decisions made;	Y	- Complaints Policy, section 2.5 (Stage 2); - Stage 2 Response Template.	We use a standard Stage 2 response template that requires colleagues to include all information required by the Complaint Handling Code, including the complaint definition, decision, reasons for the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	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.			decision, details of any remedy offered, outstanding actions and information about accessing the Housing Ombudsman Service. Responses are tailored to the individual circumstances of each complaint and written in clear, plain language to ensure customers understand the outcome of the investigation and any actions that will follow. As the final stage of our internal complaints process, Stage 2 responses clearly explain the customer's right to refer the matter to the Housing Ombudsman Service if they remain dissatisfied, with full contact details provided
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Y	Complaints Policy, sections 2.5 and 2.8	The Customer Experience Team allocate Stage 2 complaints investigations to the most appropriate colleague based on a collective wealth of experience. We also foster

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				and encourage a collaborative approach whereby colleagues can work with subject matter experts from across the business to ensure that our final response is balanced, complete and well informed.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	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: • 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;	Y	• Complaints Policy, sections 1.2 and 2.5	Our Customer Experience team work independently from the business to investigate and resolve complaints. Upon triage, a Complaints Resolution Officer will contact the customer to acknowledge the complaint, apologise and understand what has gone wrong. They will work cross-functionally to investigate the complaint, take action to resolve and progress any delayed action. All further details are discussed and agreed

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	Changing policies, procedures or practices.			throughout the investigation and clarified in the resolution letters issued by the Customer Experience Team. The team are empowered to challenge and change a decision, amend records, and provide financial remedy, where deemed appropriate. Through managerial oversight, our team are coached and supported to drive independent, customer-focused outcomes. As part of our service improvement and learning from complaints, thematic and root cause analysis often lead to changes in working practises, policies or procedures.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Complaints Policy, sections 1.2 and 7.1	Our compensation policy reflects Housing Ombudsman guidance on redress and will always consider the impact on our customer.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Y	- Complaints Policy, section 2.5 - Stage 1 and Stage 2 Response Templates - Complaints Aftercare Process - Complaints Aftercare Tracker - Complaint Quality Assurance Reviews	Where a remedy is identified, we clearly set out the actions that will be taken and the date by which they will be completed. Where appropriate, these actions and timescales are discussed and agreed with the customer. All agreed remedies and outstanding actions are recorded, assigned to a responsible owner and monitored through our complaints aftercare process until completion. Customers are kept informed of progress where actions extend beyond complaint closure, providing assurance that commitments made through the complaints process are delivered.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Complaints Policy, sections 1.2 and 7.1	Our compensation policy reflects Housing Ombudsman guidance on redress.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: 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.	Y	• Annual Complaints • Performance and Service Improvement Report. • Governing body response. • Complaints Policy, section 5.1	Our Annual Complaints Performance and Service Improvement Report has been reviewed by our governing body and published on the website

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Y	- Annual Complaints Performance and Service Improvement Report (2025/26); - Governing Body Response; - Complaints Policy section 5.1; Complaints webpage.	The Annual Complaints Performance and Service Improvement Report was presented to and reviewed by the governing body, on 23.09.26 as part of its oversight of complaint handling performance and compliance with the Complaint Handling Code. The governing body's response to the report was subsequently approved and published alongside the report on the complaints section of our website. Both documents are publicly available and accessible to residents.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Y	- Annual self-assessment review process - Complaints governance arrangements.	There were no significant restructures, mergers or acquisitions, material procedure changes, or business continuity events affecting complaint handling during the reporting period that required an additional self-assessment. Magenta Living reviews its self-assessment annually and

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				would undertake a further review following any significant organisational or procedural change affecting complaint handling.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Y	N/A - No Ombudsman investigation requiring a review of the self-assessment during the reporting period.	No Ombudsman investigation during the reporting period has required Magenta Living to review or update its self-assessment. The self-assessment is reviewed annually as part of our complaints governance arrangements and would be reviewed and updated outside of the annual cycle if required following an Ombudsman investigation, order or recommendation
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.	Y	• Business Continuity Plan • Complaints Continuity Procedure • Incident Management Procedure (if applicable) • Regulatory Reporting Procedure (if applicable)	Magenta Living has not experienced exceptional circumstances that have prevented compliance with the Complaint Handling Code during the reporting period. Should such circumstances arise, our Business Continuity Plan

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				and Complaints Continuity Procedure set out the actions required to maintain oversight of complaint handling and restore compliance as soon as reasonably practicable. This includes notifying the Housing Ombudsman and Regulator for Social Housing where appropriate, communicating with affected residents, publishing relevant information on our website, providing a timescale for returning to compliance and reporting the matter through the annual submission process.

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.	Y	Complaints Policy, sections 1.1, 1.2 and 5.1	Complaints are used as an invaluable tool to identify learning opportunities including process and system improvements. Trend analysis is frequently

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				shared with Senior Management and Board members in order to help guide focus and drive significant improvements throughout the organisation.
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.	Y	Complaints Policy, sections 1.1, 1.2 and 5.1	Both the complaint and learning processes are delivered with the full support of the Customer Experience Team. This ensures that all business areas have the tools they need to gain maximum benefit from complaints which includes driving a positive culture centred around continuous improvement.
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.	Y	- Complaints Policy, section 5.1 - Annual Complaints Performance and Service Improvement Report - MCCC meeting papers	Regular updates on complaint handling performance, learning from complaints and service improvements are provided to Senior Management, the Board and the Magenta Customer Communities Committee (MCCC). Individual learning

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				outcomes are shared with customers as part of their complaint resolution where appropriate, whilst wider organisational learning and service improvements are reported through our annual complaints performance and service improvement report. The MCCC provides resident scrutiny and challenge of complaints performance, emerging themes and learning activities, helping to ensure that customer perspectives are reflected in both our continuous improvement activity and this self-assessment. Feedback from the Committee is used to strengthen our approach to complaint handling, improve transparency and ensure that learning from complaints leads to meaningful service improvements.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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.	Y	- Complaints Policy, section 5.1 - Board reports - Complaint thematic reports - Learning from complaints reports	The Chief Customer Officer works closely with the Customer Director and Customer Voice and Complaints Manager to understand and analyse the outcome of complaints. Board receives regular updates on complaint handling performance including thematic analysis focused on the root causes of resident dissatisfaction.
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').	Y	- Complaints Policy, section 5.1 - Board Terms of Reference - MRC role profile - Governance structure	The MRC works closely with the Chief Customer Officer and other senior leaders to support a positive complaint handling culture.
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.	Y	- Complaints Policy, section 5.1 - Monthly MRC reports - Quarterly MCCC reports	The Board including the MRC receive regular updates highlighting both the quantitative and qualitative aspects of complaints handling. The MRC is provided with information to enable informed decision making

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				as well as being in regular contact with officers and appropriate colleagues across the business should they require any further information.
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.	Y	• Complaints Policy, section 5.1 • Monthly MRC Complaints Performance Reports • Quarterly MCCC Complaints Performance Reports • Annual Complaints Performance and Service Improvement Report • MCCC/Board meeting papers and minutes	The MRC receives monthly updates and the governing body, through the Magenta Communities Committee (MCCC), receives quarterly reports covering complaint volumes, complaint categories, outcomes, complaint handling performance, emerging themes and trends, learning from complaints, service improvements, Housing Ombudsman investigations, progress against Ombudsman orders and recommendations, and the Annual Complaints Performance and Service Improvement Report. These reports provide assurance over complaint handling

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				performance and support effective scrutiny, challenge and continuous improvement. Feedback and agreed actions are formally recorded and monitored through governance arrangements.
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 complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Y	Complaints Policy, sections 1.2, 5.1 and 6.1	Magenta Living's purpose is to empower people to do the right thing in everything that they do. Coupled with our values which focus on transforming our culture and improving the customer experience, we believe we have built a strong foundation which encourages all colleagues to work collaboratively across the business keeping their focus on continually achieving the right outcomes for our residents. The transformation journey which we have embarked upon focuses squarely on

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				embracing missed opportunities and looking for any opportunity to improve as a whole rather than encouraging a blame culture.