Platform Housing - Complaint Handling Code Self-Assessment
Sept 2026

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.

Section 1 - Definition of a complaint

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
1.2	A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	This is explained in section 2.1 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	This is the definition of a complaint within our Complaints, Comments and Compliments Policy.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	This is covered in training delivered to our Customer Hub Teams. 2025-26 Hub teams Training This is explained in section 4.1 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf The link below is to Complaint Handling Code Briefing sessions. PowerPoint Presentation (platformhg.com)	We look at correspondence when it is received and in cases where colleagues feel complaints should be logged this will take place. This is also covered in the training that has been delivered to the customer Hub. In relation to complaints made via a third party or representative this is covered in section 4.1 of our Complaints, Comments and Compliments Policy. This has also been covered in Complaint Code briefing sessions.

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	This is detailed in section 2.2 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf Link to Platform Hub training 2025-26 Hub teams Training The link below is to Complaint Handling Code Briefing sessions. PowerPoint Presentation (platformhg.com)	We clearly recognise the difference between a complaint and a service request. In section 2.2 of our Complaints, Comments and Compliments Policy we list that a complaint is not a request for service. This has also been delivered to our Customer Hub Team This has also been covered in Complaint Code briefing sessions.
Code provision	**Code requirement**	**Comply: Yes/No**	**Evidence**	**Commentary/explanation**
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	This is detailed in section 2 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf Link to Platform Hub training. 2025-26 Hub teams Training	We clearly recognise the difference between a complaint and a service request. In section 2.2 of our Complaints, Comments and Compliments Policy we list that a complaint is not a request for service. Training has been delivered to our Hub Team. Colleagues would ensure that efforts to address the service request does not stop if a complaint is made.

1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Customer Champions provide this to customers where they are following up.	Survey feedback is not treated as a complaint. Transactional survey dissatisfaction is followed up by Customer Champions. Where the issue is followed up and the customer remains dissatisfied this may result in a complaint being 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.	Yes	This is detailed in section 2.2 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	Platform would only refuse a complaint in specific circumstances. In our Complaints Policy section 2.2 we detail what is not classed as a complaint.

2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • 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.	Yes	This is detailed in section 2.3 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	In section 2.3 of the Complaints Policy we list where complaints should be better dealt with through alternative bodies.
Code provision	**Code requirement**	**Comply: Yes/No**	**Evidence**	**Commentary/explanation**
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	This is detailed in section 2.2 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	We will accept complaints referred to us within a twelve-month period and always use discretion dependent on customer circumstances. In our Complaints Policy we do say that we will not accept complaints where the issues have not previously been brought to our attention and are more than twelve months old.

2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Template letter for not accepting a complaint. FC Complaint Refusal.pdf (platformhg.com)	If there was a situation where we would not accept the complaint, we would write to the customer and provide details of the Housing Ombudsman Service.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	We would consider the details surrounding a complaint and the complainant circumstances.	We would consider the details surrounding a complaint and the complainant circumstances.

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	Link to complaints procedure Customer Feedback Leaflet. Link to Reasonable Adjustment Guide. PHG0184 Reasonable Adjustments Guide 2023. pdf (platformhg.com) Reasonable Adjustment Policy. Reasonable Adjustment Policy V1.pdf This is detailed in section 6.3 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	We provide a number of channels for customers to make a complaint to us, all methods are included in our customer feedback leaflet. We have a Reasonable Adjustment Guide in place to provide guidance on making reasonable adjustments. This is also referenced in our Complaints Policy section 6.3.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	Raising a case in dynamics. PowerPoint Presentation (platformhg.com)	We have a central team that deal with all complaints at Platform. The organisation went live with a new CRM solution in February 2024 and there is a specific complaint case type that colleagues are able to log directly onto the system.
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	• 3392 Formal complaints received • 3310 Formal complaints investigated • 75.8% of formal complaints responded to on target, this rose to 95.1% of these within the first permitted extension • 72% of formal complaints upheld • 915 Final reviews completed 27% of cases escalated	As an organisation we have seen complaint levels stabilise over the last 12 months. The statistics for 2026 - 2027 were as follows: • 3459 Formal complaints received • 3410 Formal complaints investigated • 82.8% of formal complaints responded to on target, this rose to 98.12% of these within the first permitted extension • 70% of formal complaints upheld • 869 Final reviews completed 25% of cases escalated We see complaints as a useful tool to learn and improve.

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	link to page on the Platform website where these are located. Complaints | Platform Housing Group (platformhg.com)	Platform have a clear Complaints, Comments and Compliments Policy, with an accompanying procedure leaflet. Both of these are publicised on the Platform website.
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	Section 2.4 of the Complaints Policy. Complaints, Comments and Compliments Policy - 0926.pdf	This is detailed within the Complaints Policy section 2.4.
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	This is detailed in section 4.1 of Platforms Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	We give customers the opportunity to have a representative deal with their complaint. This is referenced in section 4.1 of our Complaints, Compliments and Comments Policy.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Link to web page. Complaints | Platform Housing Group (platformhg.com)	Platform provide the details of the Housing Ombudsman Service on our website and also we provide this information in our final response letters to customers.

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	We have a Customer Experience Team in place that oversee the complaints policy. The team have grown significantly over recent years to account for the increasing number of complaints.	We have a Customer Experience Team in place that oversee the complaints policy. The team have grown significantly over recent years to account for the increasing number of complaints. We also completed a significant review of our Operating Model in 2025 – 2026 to make us more efficient
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	Dynamics Process of how we investigate complaints. PowerPoint Presentation (platformhg.com)	The Customer Experience team do have access to all colleagues at all levels. They have authority to make decisions to resolve disputes promptly and fairly. In June 2026 we implemented a new operating Model where we have specific teams investigating complaints about a particular business area. This is growing knowledge of particular areas and building strong relationships that enable more collaborative working.

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	External Training. Agenda (platformhg.com) Letter writing training. Writing to customers_co_in person 1 (1).pdf (platformhg.com)	All Customer Experience Advisors complete the Housing Ombudsman online learning annually, in addition to this they have recently in 2024 and 2025 completed letter writing training. All new colleagues are buddied up with someone from the existing team to support with effective complaint handling Managers regularly deliver coaching sessions to their team members Managers have weekly case catch ups with their team members

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	Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	We have a Complaints, Comments and Compliments Policy in place and this would be used to deal with complaints about the code.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	Customer Feedback Leaflet. Complaints, Comments and Compliments Policy. Complaints, Comments and Compliments Policy - 0926.pdf	We do not have a stage 0. We operate a two stage complaint procedure as detailed in our Customer Feedback Leaflet and Complaints Policy.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	N/A.	N/A.
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	N/A.	Complaint responses are not handled by third parties. All complaint responses are sent to customers from Platform.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	N/A.	N/A.

5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as 'the complaint definition'. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Template Acknowledgement Letters. Complaint - Formal Acknowledgement Letter.docx PHG Final Review Acknowledgement template.pdf	We have standard templates for the acknowledgement of complaints at Stage 1 and Stage 2 of our Complaints Procedure.
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	Template Acknowledgement Letters. Complaint - Formal Acknowledgement Letter.docx PHG Final Review Acknowledgement template.pdf	As detailed in 5.6 above we have standard templates for the acknowledgement of complaints at Stage 1 and Stage 2 of our Complaints Procedure.

5.8	At each stage of the complaints process, complaint handlers must: 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	As detailed in 4.3 All Customer Experience Advisors complete the Housing Ombudsman online learning annually, in addition to this they have previously completed letter writing training. Customer Experience Advisors receive regular updates from their managers. As part of the revised operating model line managers are signing off responses before they are being sent to the customer	As detailed in 4.3 All Customer Experience Advisors complete the Housing Ombudsman online learning annually, in addition to this they have previously completed letter writing training. Customer Experience Advisors receive regular updates from their managers. As part of the revised operating model line managers are signing off responses before they are being sent to the customer

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	Extension letters. PHG Formal Complaint Extension.docx Final Review Extension Template.docx	Any extensions to timescales are agreed with the customer. We have a dashboard where we are able to review the status of complaints. We are now able to see the extension activity in the complaint case on dynamics, further enhancements are being made for this to be visible on the BI dashboard for all cases.
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	Customer Feedback Leaflet. Reasonable Adjustments Guide. PHG0184 Reasonable Adjustments Guide 2023.pdf (platformhg.com) Reasonable Adjustment Policy. Reasonable Adjustment Policy V1.pdf	As detailed in 3.1 We provide a number of channels for customers to make a complaint to us, all methods are included in our customer feedback leaflet. We have a Reasonable Adjustment Guide in place to provide guidance on making reasonable adjustments. This is also referenced in our Complaints Policy section 5.3.

5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	N/A.	We have not refused to escalate any complaints over the past 12 months.
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	Managing a complaint case in dynamics. PowerPoint Presentation (platformhg.com)	In February 2024 we moved onto a new CRM system. We have a specific case type for complaints. All information relating to the case is saved in one location on the system. On completion of the case Advisors also complete a Comm Out form which is an overall outcome and summary of the case.
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, Comments and Compliments Policy Complaints, Comments and Compliments Policy - 0926.pdf Remedies and Compensation Policy. Remedies and Compensation Policy (2).pdf (platformhg.com)	We have a clear Complaints Policy and procedure in place. In addition, we have a clear Remedies and Compensation Policy which ensures that remedies can be provided at any stage.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Managing unreasonable behaviour Guidance. Guidelines for Unreasonable Behaviour.pdf (platformhg.com)	We have a guidelines in place for managing unreasonable behaviour, this is currently being reviewed.
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	Unreasonable behaviour Guidance. Guidelines for Unreasonable Behaviour.pdf (platformhg.com) Reasonable adjustment guidance. PHG0184 Reasonable Adjustments Guide 2023.pdf (platformhg.com) Reasonable Adjustment Policy Reasonable Adjustment Policy V1.pdf	We have a guidance in place for managing unacceptable behaviour, this is currently being reviewed. We also have Guidance for dealing with reasonable adjustments and we would review the two together.

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	This is a link of complaints that have been receipted and waiting acknowledgement. Complaints Awaiting Acknowledgement.docx	All of our cases are received into our triage side of the team. The team using the system are able to determine this. We have a customer experience team queue that the triage team manage. Our Customer Experience Business Partners meet daily to look at complaint allocations.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	Screen shot to BI dashboard. Awaiting acknowledgement Complaints Awaiting Acknowledgement.docx	When complaints are received, they are receipted onto the system. This automatically then feeds through to our BI dashboard that the triage team monitor on a daily basis and acknowledge the complaints on the day due and these are monitored through our BI dashboard.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	The performance for time taken to resolve formal complaints in line with the Housing Ombudsman (HOS) target of 10 working days was 75.8% during the financial year, when we look at responses within the first permitted extension under the Ombudsman code this increases to 95.1% which is really positive Formal complaints waiting a response.docx	In all cases we endeavour to respond to all complaints within 10 working days. Some complaints are complex and will require more time, where more time is required the Advisor investigating will agree this with the customer. All complaints are monitored for timescales via our BI dashboard that enables the management team to monitor performance. The performance for time taken to resolve formal complaints in line with the Housing Ombudsman (HOS) target of 10 working days was 75.8% during the financial year, when we look at responses within the first permitted extension under the Ombudsman code this increases to 95.1% which is really positive.

6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	The performance for time taken to resolve formal complaints in line with the Housing Ombudsman (HOS) target of 10 working days was 75.8% during the financial year, when we look at responses within the first permitted extension under the Ombudsman code this increases to 95.1% which is really positive. Formal complaints waiting a response.docx Extension Confirmation. PHG Formal Complaint Extension.docx	Some complaints are complex and will require more time, where more time is required the Advisor investigating will agree this with the customer. All complaints are monitored for timescales via our BI dashboard that enables the management team to monitor performance. The performance for time taken to resolve formal complaints in line with the Housing Ombudsman (HOS) target of 10 working days was 75.8% during the financial year, when we look at responses within the first permitted extension under the Ombudsman code this increases to 95.1% which is really positive.
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	Template further extension letter. To be updated with new link Further Extensions - Including HOS details .pdf (platformhg.com)	Where we extend complaints beyond one extension the details of the Housing Ombudsman Service will be provided.

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	We always endeavour to send the response to the customer when the outcome is known. Where there is follow up identified this is monitored by our Customer Champions.	We always endeavour to send the response to the customer when the outcome is known.
Code provision	**Code requirement**	**Comply: Yes/No**	**Evidence**	**Commentary/explanation**
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	Formal complaint response letter template. Formal Complaint Response Template.docx	We have a template response that includes these areas. As part of the revised operating model we have advisors reporting into Business Partners. The Business Partners are responsible for reviewing the responses before they are sent to the customer.

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	The team are flexible in their speaking to the customer they would add in additional items. In occasions where this would delay the response a new response would be issued approach and on.	The team are flexible in their approach and on speaking to the customer they would add in additional items. In occasions where this would delay the response a new response would be issued.
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 details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Template formal complaint response letter. Formal Complaint Response Template.docx	We have a template response that includes these areas. As part of the revised operating model we have advisors reporting into Business Partners. The Business Partners are responsible for reviewing the responses before they are sent to the customer.

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	Template response letter. Formal Complaint Response Template.docx Complaints Policy, details in section 5. Complaints, Comments and Compliments Policy - 0926.pdf	In the formal complaint response, we include details on how a customer can escalate their complaint. Stage 2 is the final stage in our complaint policy, refer to section 5.
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	Screen shot of FR awaiting acknowledgement Final reviews awaiting acknowledgement.docx	All escalation requests are sent through to our Escalations Team Manager. All of these requests are reviewed in detail and then recorded on the system where they are allocated via our BI dashboard
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Stage 2 complaints are logged where the request is made by the customer.	Stage 2 complaints are logged where the request is made by the customer.

6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Customer Feedback Leaflet.	Final Review complaints are completed primarily by a member of our new Final Stage complaints team that we introduced in June 2026. In addition, they could be completed by a Senior Manager, or a member of the Customer Experience Management Team not previously involved in the case, as detailed in our Customer Feedback Leaflet.
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	Screen shot of BI. Final Reviews awaiting response BI screen shot.docx In 2025/2026 Final review response timescales were 62.2% achieving the 20 working day Ombudsman target, this increases to 88.3% within the first permitted extension time.	We endeavour to respond to all complaints within 20 working days. Some complaints are complex and will require more time, where more time is required, this will be agreed with the customer. All complaints are monitored for timescales via our BI dashboard that enables the management team to monitor performance. In 2025/2026 Final review response timescales were 62.2% achieving the 20 working day Ombudsman target, this increases to 88.3% within the first permitted extension time.

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	FR Template Extension Letter. Final Review Extension Template.docx	We endeavour to respond to all complaints within 20 working days. Some complaints are complex and will require more time, where more time is required, this will be agreed with the customer. All complaints are monitored for timescales via our BI dashboard that enables the management team to monitor performance. In 2025/2026 Final review response timescales were 62.2% achieving the 20 working day Ombudsman target, this increases to 88.3% within the first permitted extension time.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Additional extension template. Provide updated link Further Extensions - Including HOS details .pdf (platformhg.com)	Where we extend complaints beyond one extension the details of the Housing Ombudsman Service will be provided.

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	We always endeavour to send the response to the customer when the outcome is known. Where there is follow up identified this is monitored by our Customer Champions.	We always endeavour to send the response to the customer when the outcome is known. Where there is follow up identified this is monitored by our Customer Champions.

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	Final review template letter. PHG Final Review Response.docx Complaint reviewer section of the website. Complaints Reviewers | Platform Housing Group (platformhg.com)	We have created a suite of templates that are used as a guide. The items detailed in this section are contained within our Final Review template letter. Final review complaint responses are also looked at by a complaint reviewer before being issued to the customer. The purpose of the complaint customer review is to ensure that the complaint is easy to understand and compensation offered is appropriate.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	Final review template letter. PHG Final Review Response.docx Include link to Complaint reviewer section of the website. Complaints Reviewers | Platform Housing Group (platformhg.com)	We have created a suite of templates that are used as a guide. The items detailed in this section are contained within our Final Review template letter. Final review complaint responses are also looked at by a Platform customer, complaint reviewer before being issued to the customer. The purpose of the complaint customer review is to ensure that the complaint is easy to understand and compensation offered is appropriate.
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 Policy. Complaints, Comments and Compliments Policy - 0926.pdf Customer Feedback Leaflet.	Final review is the last stage within our internal procedure. In June 2026 we introduced a dedicated Final Stage complaints team to manage these independently, this team is managed by an Escalations Team Manager. On occasion final stage complaints may also be completed by a Senior Manager or member of the Customer Experience Management Team.

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; • Changing policies, procedures or practices.	Yes	Final review template letter. PHG Final Review Response.docx Include link to Complaint reviewer section of the website. Complaints Reviewers | Platform Housing Group (platformhg.com) Remedies and Compensation Policy. Remedies and Compensation Policy (2).pdf (platformhg.com)	As detailed in 6.19 we have created a suite of templates that are used as a guide. The items detailed in this section are contained within our Final Review template letter. Final review complaint responses are also looked at by a Platform customer complaint reviewer before being issued to the customer. The purpose of the complaint customer review is to ensure that the complaint is easy to understand and compensation offered is appropriate. We also have a Remedies and Compensation Policy that colleagues follow.
Code provision	**Code requirement**	**Comply: Yes/No**	**Evidence**	**Commentary/explanation**
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Final review template letter. PHG Final Review Response.docx Remedies and Compensation Policy. Remedies and Compensation Policy (2).pdf (platformhg.com)	As detailed in 6.19 we have created a suite of templates that are used as a guide. Details of the remedy will be contained within our Final Review template letter. We also have a Remedies and Compensation Policy that colleagues follow.

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	Final review template letter. PHG Final Review Response.docx Information accompanying responses. Final Review Compensation Template.pdf (platformhg.com)	As detailed in in 6.9 we have created a suite of templates that are used as a guide. This is included in the response but also in the accompanying e-mail.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Remedies and Compensation Policy. Remedies and Compensation Policy (2).pdf (platformhg.com)	We have a Remedies and Compensation Policy in place that was developed by reviewing the Ombudsman Guidance.

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.	Yes	Annual Complaints Performance and Service Improvement Report 2025 -2026 Annual Complaints Performance and Service Improvement Report 2025-2026.pdf	We have produced a landlord complaints performance and service improvement report.

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.	Yes	Link to section on Platform website. https://www.platformhg.com/complaints	We have produced a landlord complaints performance and service improvement report. This has been presented to the Board and the response to this has been published on our website.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		We are aware of our obligations under this provision of the code and would carry this out in such circumstances.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We are aware of our obligations under this provision of the code and would carry this out in such circumstances.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes		We are aware of our obligations under this provision of the code and would carry this out in such circumstances.

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	Example Business Partner Reports PPC All Localities - Q3 - Example BP report Localities December 2025 Q3 - Example BP report.pdf	We have a Business Partnering Team in place. This team review customer feedback monthly (not just complaints) and identify areas of learning. They meet with respective parts of the business quarterly to feedback on the voice of the customer and from Summer 2026 will now hold monthly check ins to see progress on learning.
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	Example Business Partner Reports PPC All Localities - Q3 - Example BP report Localities December 2025 Q3 - Example BP report.pdf	We have a Business Partnering Team in place. This team review customer feedback monthly (not just complaints) and identify areas of learning. They meet with respective parts of the business quarterly to feedback on the voice of the customer and from Summer 2026 will now hold monthly check ins to see progress on learning.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	**Example Business Partner Reports** PPC All Localities - Q3 - Example BP report Localities December 2025 Q3 - Example BP report.pdf **Example Customer Activity Board report** 08. Key Customer Activities.pdf **Example Customer Voice Panel Report.** Customer Experience Update Quarter 3 - CVP	We have a Business Partnering Team in place. This team review customer feedback monthly (not just complaints) and identify areas of learning. They meet with respective parts of the business quarterly to feedback on the voice of the customer and from Summer 2026 will now hold monthly check ins to see progress on learning. Our Head of Customer Experience attends our Exec Customer Customer Voice Panel at their regular meetings. Our Chief Operations Officer reports regularly to the Board We also hold a quarterly BMRC meeting.

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	**Example Customer Activity Board Report** PPC All Localities - Q3 - Example BP report Localities December 2025 Q3 - Example BP report.pdf 08. Key Customer Activities.pdf	The Head of Customer Experience is the operational lead for complaints. The Director of Customer Services and Experience and Chief Operations Officer have strategic oversight
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	**Board minutes where MRC was discussed.** Group Board EXTRACT Minutes - 25 February 2026 - BMRC.pdf	A member of the board has been appointed to the role of MRC.
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	**Board minutes where MRC was discussed.** Group Board EXTRACT Minutes - 25 February 2026 - BMRC.pdf	The MRC is responsible for reporting back to the Board on complaint performance.

Code provision	Code requirement	Comply: Yes/No	Evidence	Commentary/explanation
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	Template agenda for MRC meetings. Template MRC Meeting.pdf (platformhg.com)	A quarterly meeting is held with the MRC, CEO, Director of Customer Services and Experience and Chief Operations Officer and Head of Customer Experience. This is also regularly attended by other key colleagues
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.	Yes	All relevant customer facing colleagues have a standard objective for all relevant people around complaint handling.	All relevant customer facing colleagues have a standard objective for all relevant people around complaint handling.