No.	Area	Resp	onse
1	Definition of a complaint	Yes	No
	Does the complaints process use the following definition of a complaint? <i>An</i>	у	
	expression of dissatisfaction, however made, about the standard of service, actions		
	or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.		
	Does the policy have exclusions where a complaint will not be considered?	y	
	Are these exclusions reasonable and fair to residents? Evidence relied upon?	Y	
2	Accessibility	Yes	No
_		y	
	Are multiple accessibility routes available for residents to make a complaint?	Y	
	Is the complaints policy and procedure available online?	l r	
	Do we have a reasonable adjustments policy? Although we do not have a formal adjustments policy, TCT does make reasonable		N
	adjustments to support residents/applicants whenever this is required.		
	Do we regularly advise residents about our complaints process?	Υ	
	We include information on TCT's complaints process in our resident's Handbook.		
	We now remind residents on TCT's complaints process within our Resident's Newsletter on each site.		
	Newsietter on each site.		
3	Complaints team and process	Yes	No
	Is there a complaint officer or equivalent in post?		N
	Does the complaint officer have autonomy to resolve complaints?		
	Does the complaint officer have authority to compel engagement from other departments to resolve disputes?		
	If there is a third stage to the complaints procedure are residents involved in the decision making?	Y	
	Taccioion making.		

	Is any third stage optional for residents?	Υ	
	Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	У	
	Do we keep a record of complaint correspondence including correspondence from the resident? At what stage are most complaints resolved?		
			Stage 1
4	Communication	Yes	No
-	Are residents kept informed and updated during the complaints process?	Y	140
	Are residents informed of the landlord's position and given a chance to respond and challenge any area of dispute before the final decision?	Y	
	Are all complaints acknowledged and logged within five days?	Υ	
	Are residents advised of how to escalate at the end of each stage?	Υ	
	What proportion of complaints are resolved at stage one?	10	0%
	What proportion of complaints are resolved at stage two?	N,	/A
	What proportion of complaint responses are sent within Code timescales? * Stage one * Stage one (with extension)	10	0%
	* Stage 2 * Stage 2 (with extension)		
	Where timescales have been extended did we have good reason?	N/A	
	Where timescales have been extended did we keep the resident informed?	N/A	
	What proportion of complaints do we resolve to residents' satisfaction We ask for feedback through Resident survey, carried out every 2 years.	1471	
5	Cooperation with Housing Ombudsman Service	Yes	No
	Were all requests for evidence responded to within 15 days?	N/A	N/A
	Where the timescale was extended did we keep the Ombudsman informed?	N/A	N/A

6	Fairness in complaint handling	Yes	No
	Are residents able to complain via a representative throughout?	Y	
	If advice was given, was this accurate and easy to understand?	N/A	N/A
			•
	How many cases did we refuse to escalate? We have not refused to escalate any cases. However, we do ask that complaints are looked at by the relevant manager in the first instance rather than straight to CEO.		0
	What was the reason for the refusal?	N,	/A
	Did we explain our decision to the resident? We do explain our complaints policy and procedure to residents who want to report a dissatisfaction/complaint.	N/A	N/A
7	Outcomes and remedies	Yes	No
	Where something has gone wrong are we taking appropriate steps to put things right?	Y	
		1	
8	Continuous learning and improvement	Yes	No
	What improvements have we made as a result of learning from complaints?		
	How do we share these lessons with:		
	a. residents? Yes		
	b. the board/governing body? Shared with members of the board on a quarterly		
	basis. c. In the annual report? Complaints section will feature in future Annual Reports to		
	11		
	residents.		
	residents. Has the Code made a difference to how we respond to complaints?	Y	

What changes have we made?	
Updated our Complaints Policy and uploaded onto our website.	
From January 2021 we have:	
A more consistent approach of logging and monitoring complaints.	
Include regular articles on how to make a complaint in our resident newsletter.	
Publish complaints section in our Annual Report to Residents.	