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.

"I have reviewed this self-assessment and am satisfied that Six Town Housing is dealing with complaints in the way tenants should expect. The assessment confirms that complaints are handled in line with the Housing Ombudsman's Complaint Handling Code, with appropriate arrangements in place to ensure complaints are logged, investigated and responded on time.

The assessment also provides assurance that complaints are considered fairly, that action is taken where things have gone wrong, and that learning from complaints is used to improve services for tenants. I am therefore satisfied that Six Town Housing is compliant with the requirements of the Complaint Handling Code"

Signed :

SIX TOWN HOUSING

Bury COUNCIL Working in partnership with Six Town Housing

Director of Housing	Board of Six Town Housing
Signed ~~Kate Waterhouse:~~ Sian Grant 20/10/26	Signed , Date: KATE WATERHOUSE 20/10/2026

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.'*	Y	Six Town Housing Complaints - Bury Council	This is defined in the Complaints Policy within section 4
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	Y	Six Town Housing Complaints - Bury Council	A complaint is recognised as any expression of dissatisfaction, without needing the word "complaint," in line with the Code. This is referenced in Section 4 of the policy. This is supported by:

	complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.			• Staff and Contact Centre training to identify dissatisfaction and offer complaints/escalation • Multiple access routes (dedicated mailbox, online forms, third-party submissions) • Daily monitoring of tenant enquiries via Teams • Clear processes and templates in supporting documentation Overall, systems and training ensure all dissatisfaction is identified and handled in line with the complaints policy.
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	Y	Six Town Housing Complaints - Bury Council Making a complaint - Bury Council	This is set out within the Six Town Housing Complaints Handling Policy - Section 5 It is also made clear on our Complaints overview online. This can be accessed via the Six Town Housing Website

	recorded, monitored and reviewed regularly.			
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.	Y	Six Town Housing Complaints - Bury Council Stage1 Complaint Process Map_.docx	This is set out within the Six Town Housing Complaints Handling Policy - Section 5 Tenants receive a courtesy call from the Complaint Teams to clarify the reasons for dissatisfaction, find a resolution and / or log a formal complaint
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	Y	Process Mapping - TSM.doc	Survey feedback is not automatically treated as a complaint, but tenants are clearly signposted on how to raise one. Transactional survey and TSM dissatisfaction are escalated to managers, who contact tenants to resolve issues and log a complaint or service request where appropriate These measures ensure tenants can easily escalate concerns if they wish.

	provide details of how residents can complain.			

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	Six Town Housing Complaints - Bury Council Template Stage 1 & 2 Complaint Response refusal template.docx	Complaints are accepted unless there is a clear and evidenced reason not to, with each case considered on its own merits. • Refusals are managed in line with Section 14 Fair Exclusions of the Complaints Policy. • Decisions not to accept a complaint are documented and evidenced • Standardised Stage 1 and Stage 2 refusal templates ensure consistency and transparency
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	Y	Six Town Housing Complaints - Bury Council	The policy sets out the circumstances in which a matter will not be considered as a complaint this is set out within section 14 Fair Exclusions of the Complaints Policy.

	circumstances must be fair and reasonable to residents. Acceptable exclusions include: 1.1 The issue giving rise to the complaint occurred over twelve months ago. 1.2 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. 1.3 Matters that have previously been considered under the complaints policy.		Template Stage 1 & 2 Complaint Response refusal template.docx	Decisions not to accept a complaint are documented and evidenced Standardised Stage 1 and Stage 2 refusal templates ensure consistency and transparency
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	Y	Six Town Housing Complaints - Bury Council Template Stage 1 & 2 Complaint Response refusal template.docx	This is set out within the complaints policy section 13 Timeframes and Discretion Information on our timeframes and discretion is also available on our website.

	apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		Making a complaint - Bury Council	
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.	Y	Six Town Housing Complaints - Bury Council Template Stage 1 & 2 Complaint Response refusal template.docx	This is set out within the complaints policy Section 14 Fair Exclusions. Information on this is contained in our refusal letter
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual	Y	Six Town Housing Complaints - Bury Council Template Stage 1 & 2 Complaint Response refusal template.docx	This is set out within the complaints policy Section 13 Timeframes and Discretion and Section 14 Fair Exclusions. Information on this is contained in our refusal letter

	circumstances of each complaint.			

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	Six Town Housing Complaints - Bury Council Making a complaint - Bury Council NBPO0005 Reasonable Adjustments Policy	This is set out within the complaints policy Section 7 How to make a complaint Targeted messages and new tenancy sign up messages are sent to tenants informing them how to complain. Other improvements we have made include: Dedicated inbox to triage complaints Reoccurring article in every tenant newsletter QR code online along with all methods of making a complaint HOS – Bilingual video on making a complaint is also on our webpage.

				As Bury Council delivers the complaints service on behalf of Six Town Housing, the Bury Council Reasonable Adjustments Policy applies. This helps ensure that all tenants can access and engage with the complaints process. Where a tenant has a disability, health condition, communication need or other vulnerability, appropriate reasonable adjustments will be considered to support equal access to the process.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Y	Six Town Housing Complaints - Bury Council	This is set out within the complaints policy Section 7. How to Make a Complaint Tenants can raise complaints through any channel and with any staff member, who are trained to recognise and refer them appropriately. This is supported by:

				• Mandatory training for all staff (including new starters and annual refreshers) • Ongoing staff engagement and awareness sessions • Improved tracking of referral routes via our CRM, showing increased staff-led complaints • A focus on early resolution
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	Six Town Housing Complaints - Bury Council	• Management Tasks have been phased out to ensure all complaints are formally captured, regardless of how they are received • Our current complaint rate is 17 per 1,000 properties. • Day-to-day complaint satisfaction is currently 60%, indicating stronger handling of operational complaints
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will	Y	Making a complaint - Bury Council	See Sections 7 to 11 of the complaints policy

	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.		Six Town Housing Complaints - Bury Council	Working with the Tenant's Complaints Review Group, we reviewed our Complaints Factsheet and introduced a simplified route to complain. Working with the Complaints Review Group, we reviewed our Complaints online overview and introduced a simplified route to complain.
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	Six Town Housing Complaints - Bury Council	This is set out in complaints policy 7. How to Make a Complaint
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	Making a complaint - Bury Council Six Town Housing Complaints - Bury Council	See section 7. We outline that a representative can make a complaint on a tenant's behalf. This is also published online.
3.7	Landlords must provide residents with information on	Y	Making a complaint - Bury Council	See section 12 – Within the Complaints Policy there is a specific section

	their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.		Six Town Housing Complaints - Bury Council	on escalation to the Housing Ombudsman Service which provides the tenant with information on their rights to escalate to the Ombudsman All acknowledgement, response letters and all extensions refer to the Housing Ombudsman; we also promote Housing Ombudsman bilingual videos.

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		Bury Council manages the complaints process on behalf of Six Town Housing. We have a dedicated Complaints Team (1 x manager and 2 investigator officers) responsible for overseeing complaint handling across Housing Services, including: • Investigating Stage 1 complaints • Managing escalation of Stage 2 complaints • Ensuring compliance with the Housing Ombudsman Complaint Handling Code A Complaints Manager leads this function and acts as the key liaison with the Housing Ombudsman Service (HOS). The Complaints Team works closely with service managers to support investigations and ensure subject matter expertise is applied.

				We also deliver regular and annual training to managers, setting clear expectations and ensuring complaints are handled consistently in line with the Code.
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.	Y		The Complaints Team operates at management level, with full access to systems, records, and staff across the organisation, including call data via the Contact Centre. They are supported by a Senior Leadership Team member, ensuring any barriers are resolved quickly and giving them the authority and autonomy to investigate and resolve complaints promptly and fairly.
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	Y	Six Town Housing Complaints - Bury Council	Complaints are treated as a core service, supported by an expanded Complaints Team to ensure capacity and alignment with the Complaint Handling Code.

	complaints are seen as a core service and must be resourced to handle complaints effectively			All complaints are risk assessed on receipt, considering vulnerabilities and potential hazards. We promote a strong culture of learning, supported by: • An annual Complaint Performance Report • Regular reporting through quarterly managers' meetings. • Ongoing tracking of learning and improvement actions Staff dealing with Six Town Housing receive mandatory complaint handling training, with refreshers or targeted training where required. Action in progress • Further strengthening visibility of learning through operational management forums • Delivery against the HouseMark accreditation recommendations • Upgrade of the CRM Housing Management System that will provide more detailed and automated reporting

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	Six Town Housing Complaints - Bury Council	We have a single policy in place for dealing with complaints. Within the policy it outlines that tenants will not be treated any differently for making a complaint. This is outlined in Section 4 What is a Complaint.
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.	Y	Six Town Housing Complaints - Bury Council	There is no informal complaint stage

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	Six Town Housing Complaints - Bury Council	We operate a 2-stage process.
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	Six Town Housing Complaints - Bury Council	All complaints, including contractors complaints are handled by Bury Council Housing Services on behalf of Six Town Housing. Contractors are made aware of this. This is outlined in Section 4 of the complaints policy
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Y	Six Town Housing Complaints - Bury Council	All complaints are handled by a dedicated Complaints Team following the Complaints Policy. This is handled by Bury Council on behalf of Six Town Housing.

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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	See Sections 10 and 11 of the Complaints Policy – stage one and two investigating complaints It is outlined in our acknowledgement letters and response templates
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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	See Sections 10 and11 of the Complaints Policy – stage one and two investigating complaints It is outlined in our acknowledgement letters and response templates
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act	Y	Six Town Housing Complaints - Bury Council	See Sections 10 and11 of the Complaints Policy – stage one and two investigating complaints It is outlined in our acknowledgement letters and response templates

	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.			Stage 1 and Stage 2 follow a service led investigation. A checklist and toolkit have been devised to ensure we are adhering to policy and service standards including timescales as a main reference to resolve issues and treat tenants fairly based on evidence.
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	Complaint Extension template.docx Six Town Housing Complaints - Bury Council	This is outlined within the complaints policy Section 10 and 11 – Stage 1 and 2 complaints We have an extension template which includes HOS referral and updates. This normally relates to a complex complaint or a specialist investigation where a report is produced.
5.10	Landlords must make reasonable adjustments for residents where appropriate	Y	Six Town Housing Complaints - Bury Council	This is outlined in section 7 of the Complaints Policy How to make a complaint

	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.		NBPO0005 Reasonable Adjustments Policy	As Bury Council delivers the complaints service on behalf of Six Town Housing, the Bury Council Reasonable Adjustments Policy applies. This helps ensure that all tenants can access and engage with the complaints process. All reasonable adjustments are logged on to our housing management system and regularly reviewed. They are updated on several touch points, including Tenancy visits, annual data cleansing, and first point of contact.
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	Six Town Housing Complaints - Bury Council	This is outlined in our complaints policy in Section 11 Stage 2 Review

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	Six Town Housing Complaints - Bury Council	All complaints have case management folders created and filed by stage and year accessible to the Complaints Team, Contact Centre, Business Managers, and the lead Head of Service. All complaints, outcomes, and learning are recorded on our housing management system. Referenced in the complaints policy in Section 19 Complaint Recording and Record Keeping
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	Six Town Housing Complaints - Bury Council Stage1 Complaint Process Map_.docx Stage2 Complaint Process Map.docx	This is outlined in the Section 6 and 9 of the complaints policy – Early Resolution and Putting things Right (Remedies) The Complaints Team is tasked to provide a quick resolution where possible. The role is to risk assess complaints, considering tenant vulnerability, health, and safety concerns to determine the urgency of the issues raised. This can be evidenced in several complaint decisions where remedies have

				been actioned before the compliant respo nse has been sent and as part of a follow-up conversation. This is set out in our complaints process
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.	Y	Six Town Housing Complaints - Bury Council	This is outlined in section 14 Fair Access and Acceptable Behaviour of the complaints policy We have a Zero-tolerance procedure to manage unacceptable behaviour. Managing unacceptable behaviour is referenced in our letters that go out to tenants.
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	Six Town Housing Complaints - Bury Council	Our commitment to this is outlined in the Complaints Policy Section 14 and 18 Fair Access and Acceptable Behaviour.


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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	Six Town Housing Complaints - Bury Council Stage1 Complaint Process Map _.docx Stage2 Complaint Process Map.docx	This is outlined in our complaints policy in Section 6 – Early Resolutions and Section 10 – Stage one – Investigating complaints. We adopt a risk-based approach to our investigations and responses. We have process maps in place to ensure complaints are assessed promptly, enabling straightforward cases to be resolved quickly while more complex or high-risk cases are identified early for further investigation
6.2	Complaints must be acknowledged, defined and	Y	Six Town Housing Complaints - Bury Council	This is outlined in section 10 of the complaints policy

	logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.			
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Y	Six Town Housing Complaints - Bury Council	This is outlined in section 10 of the complaints policy – Response Timing and Actions
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	Six Town Housing Complaints - Bury Council Complaint Extension template.docx	This is outlined in ourcomplaints policy section 10 - Extensions (Stage 1) We use a standard letter template to confirm any agreed extensions with the tenant, clearly outlining the reasons for the extension.

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	Six Town Housing Complaints - Bury Council Complaint Extension template.docx	We provide the tenant with the housing ombudsman details within the letter that we send. This is outlined in the complaints policy section 10 - Extensions (Stage 1)
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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	Complaints are responded to once the outcome is known Each complaint will list the next steps, agreed timescales and single point of contact. This is outlined in section 9 of the complaints policy – Response Timing and Actions This is outlined in the service lead response template letters.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant	Y	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 10 of the complaints policy – Response Timing and Actions

	policy, law and good practice where appropriate.			We have standard response letters to ensure all points are addressed that are raised in the complaint.
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.	Y	Six Town Housing Complaints - Bury Council	Issue relevant to the complaint may be added whilst before a response is due. This may result in an extension to investigate the added issues. We will notify the tenant. When the additional complaints are not related or the response has been issued, we will log and investigate a new complaint. This is outlined in the complaints policy Section 10 Additional Issues Raised During Investigation
6.9	Landlords must confirm the following in writing to the resident at the completion of	Y	Six Town Housing Complaints - Bury Council	This is outlined in the complaints policy Section 10 Response Timing Actions

	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 g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.		Template Stage 1 & 2 Complaint Response refusal template.docx STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	The Stage 1 letter template is formatted to ensure all required information is clearly provided to the tenant, including the complaint definition, decision, reasons, remedies, and escalation details

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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 10 and 11 of the complaint policy Tenants are provided with this information within the Stage 1 template with the response or agreed actions
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	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2
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	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2
6.13	The person considering the complaint at stage 2 must	Y	Six Town Housing Complaints - Bury Council	This is outlined ins Section 11 of the complaint policy –

	not be the same person that considered the complaint at stage 1.			Stage 2
6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Y	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2
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.	Y	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2
6.16	When an organisation informs a resident about an extension to these timescales, they must be	Y	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2 Extension This is outlined in our response letter

	provided with the contact details of the Ombudsman.		STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	
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	Six Town Housing Complaints - Bury Council	This is outlined in Section 11 of the complaints policy – Stage 2 – Response
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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 11 of the complaints policy – Stage 2 – Response This is outlined in our response letter

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.	Y	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 11 of the complaint policy – Stage 2 – Response This is outlined in our response letter
6.20	Stage 2 is the landlord's final response and must involve all suitable staff	Y	Six Town Housing Complaints - Bury Council	This is outlined in section 11 of the complaint policy – Stage 2 – Response

	members needed to issue such a response.		STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in our response letter

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;	Y	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 11 of the complaint policy – Stage 2 – Response and section 8 Putting things Right (Remedies) This is outlined in our response letter

	• 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.			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Y	Six Town Housing Complaints - Bury Council	This is outlined in Section 9 - Putting things Right (Remedies)
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	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 9 - Putting things Right (Remedies) This is outlined in our response letter

7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Y	Six Town Housing Complaints - Bury Council STANDARD Template Stage 1 & 2 Complaint Response NEW template for managers.docx	This is outlined in Section 9 - Putting things Right (Remedies) This is outlined in our response letter

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;	Y	Annual Complaints Report	Performance monitoring is undertaken throughout the year, supported by an annual complaints report.

	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.			
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	Y	Annual complaints report	The annual complaints performance and service improvement report is presented to the Six Town Housing Board and leadership team to provide oversight of complaints performance, learning, and service improvement activity.

	body's response to the report must be published alongside this.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.		N/A	N/A
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Y		We will act and comply with any such request from the Ombudsman.
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		In the event of exceptional circumstances such a cyber incident, we will inform the Ombudsman and take all necessary action as required.

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	Annual Complaints Report	Learning is considered and evidence individually for each complaint regardless of whether it is upheld or not (e.g. better ways to apply reasonable adjustments). Complaints are reviewed quarterly and Annually, to Understand all learning and identify emerging trends/themes to inform the service improvement plan.
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		In addition to oversight provided by the Leadership Complaints Monitoring Group, managers discuss complaint themes, learning, and tenant feedback with their teams on a quarterly basis to promote ownership of complaints and continuous service improvement.

				The Complaints Manager also delivers a weekly Tea at 3 with me – online and in person "Tea, Coffee, Cake and Chat" session, providing informal one-to-one sessions and catch-up opportunities across the service. This initiative has strengthened engagement with frontline staff, encouraged open discussions about complaints and tenant feedback, and helped identify new ways of working. As a result, positive changes have been implemented, including improvements to the identification and delivery of reasonable adjustments, supporting a more inclusive and tenant-focused service.
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,	Y	Annual Complaints Report	An annual complaints report is produced by Six Town Housing, setting out complaint performance, key themes, learning identified, and service improvements implemented or required. The report is approved by the Six Town

	such as residents' panels, staff and relevant committees.			Housing Board and published online which tenants and other stakeholders can view.
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		The Director/Chair of Six Town Housing Board has overall accountability for complaint handling and ensuring compliance with the Housing Ombudsman's Complaint Handling Code. The Council has also appointed a designated Complaints Manager who is responsible for overseeing the complaints process, monitoring complaint performance, and ensuring that learning, service improvements and identified risks arising from complaints are appropriately managed and reported.
9.5	In addition to this a member of the governing body (or	Y		The Director/Chair of Six Town Housing has the lead responsibility for complaints.

	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').			.
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		The Director/Chair of Six Town Housing Board is the Member Responsible for Complaints (MRC) and sits on the Six Town Housing Board. Complaint performance was previously reported through Bury Council governance arrangements but following advice from The Housing Ombudsman, will now report directly to the Six Town Housing Board.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive:	Y	Annual Complaints Report	This is provided via the Six Town Housing annual complaints report.

	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.			Oversight of complaints performance was taken to the Six Town Housing Board in October 2026. Prior to this, performance had been reported through Bury Council's governance arrangements. Following advice from the Housing Ombudsman, complaints performance will now be reported directly to the Six Town Housing Board.
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	Y		The Complaints Manager meets with Leadership where appropriate to ensure that complaint priorities and theme s are understood and supports change and culture across the business and third parties. Standard agenda item on leadership

	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.			Meetings to discuss any issues with complaint handling Action for improvement – add as a standard agenda item to monthly operational managers meetings to discuss collective responsibility and ownership