

Self-assessment against the 2024 Complaints Handling Code

Camden Living Housing Association

Date completed: 23 October 2025 – Baseline self-assessment

Initial self assessment carried out in consultation with CLHA Board

Date of formal adoption by CLHA Board 9th December 2025

Section 1: Definition of a complaint

Code Provision	Code Requirements	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 actions by the landlord, its own staff or those acting on its behalf, affecting a resident or group of residents’.	Yes	CLHA Complaints Policy (‘The complaints policy’) section 4.2– The Complaints Policy can be found here: Complaints policy This is included in CLHA ‘s document for tenants ‘ <i>Guide to making a complaint</i> ’- the Guide can be found here: 0_6b_CLHA_How_to_make_a_complaint_guide_for_tenants_June_2025_for_pdf.pdf	Policy and Tenants Guide to making a complaint include the definition.
1.3	A resident does not have to use the word ‘complaint’ for it to be treated	Yes	Neither CLHA nor its Service Provider, London Borough of	

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	<p>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.</p>		<p>Camden has yet received a complaint or an expression of dissatisfaction with the service it provides.</p> <p>The complaints policy defines a complaint as any expression of dissatisfaction. (Section 4.2).</p> <p>Section 4.3 of the Complaints Policy states that if a resident expresses dissatisfaction about how their service request was handled, it will be treated as a complaint.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	<p>The tenants guide to complaints explains that CLHA will give tenants the opportunity to make a complaint when they express any dissatisfaction with the service.</p> <p>Following the mobilisation of CLHA in April 2025, a refresher session on the process will be carried out early in 2026. This will enable both CLHA and its Service Provider, LB Camden to ensure there is clarity on how complaints which are made to the Service Provider are assigned to the CLHA for investigation and response.</p>
1.4	<p>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</p>	Yes	<p>The complaints policy clearly defines a service request (4.3).</p> <p>The Complaints Policy can be found here: Complaints policy</p>	<p>Camden Council staff and CLHA’s Head of Operations understand the complaints policy and process and how to apply this requirement where needed.</p>

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	to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.		CLHA’s KPI framework includes Service Requests – this will be reported on when Camden Council, the Service Provider has systems in place to record and report on them.	CLHA is working with Camden Council to log and report on service requests.
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	To date, no complaints under the policy definition have been raised, and we are therefore unable to demonstrate that service requests actions continue to be delivered after a complaint has been raised.	Camden Council staff and CLHA’s Head of Operations understand the complaints policy and CLHA internal process and how to apply this requirement where needed.
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	CLHA Housing has not yet received an expression of dissatisfaction through a survey. The first TSM survey will take place during 2025.	CLHA will ensure the Service Provider is reminded of this when the survey is commissioned.

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Section 2: Exclusions

Code Provision	Code Requirements	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	The Complaints Policy (Section 5) sets out the circumstances in which the matter will not be treated as a complaint. To date, no complaints have been received. The Complaints Policy can be found here: Complaints policy	No further comment.
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: <ul style="list-style-type: none"> the issue giving rise to the complaint occurred over 12 months ago 	Yes	The Complaints Policy sets out the circumstances in which the matter will not be treated as a complaint. (see Section 5 of the policy). The exclusions reflect those within the Code. The Complaints Policy can be found here: Complaints policy	No further comment.

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	<ul style="list-style-type: none"> • 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 			
2.3	<p>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.</p>	Yes	<p>The Complaints Policy (Section 5) and tenants guide make it clear that complaints in most cases will be excluded if they are more than 12 months old.</p> <p>The Complaints Policy can be found here: Complaints policy</p> <p>The Tenants Guide can be found here:</p>	No further comment.

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			0_6b_CLHA_How_to_make_a_complaint_guide_for_tenants_June_2025_for_pdf.pdf	
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	The Complaints Policy section 8.4 states that we will explain the reasons why a complaint has been excluded. The Complaints Policy can be found here: Complaints policy	In the event that a complaint is excluded but the Ombudsman determines that the complaint must be investigated, CLHA will comply with this requirement.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Partial	The Complaints Policy section 5 sets out the reasons why a complaint may be excluded. The Complaints Policy can be found here: Complaints policy	CLHA and Camden Council understand the need to take an individual approach to each complaint. Recommended action: When next reviewing the policy, add in an explicit statement that CLHA does not take a blanket approach.

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Section 3: Accessibility and awareness

Code Provision	Code Requirements	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	<p>CLHA tenants can communicate through Camden Council's customer services team, or they can complain direct to Camden Council.</p> <p>CLHA's website makes it easy for tenants to find out how to make a complaint. There are two ways to access contact details through the website. Contact us - Camden Living Social Offer</p> <p>Complaints can be made in any way, including by telephone, online or in writing.</p>	No further comment.

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			<p>CLHA has an ‘Adjustment to Services’ Policy which can be found here: 16_CLHA_APPEND~3_ADJUSTMENTS_TO_SERVICES_for_PDF.pdf</p> <p>and an Equality, Diversity and Inclusion Policy’, which can be found here: 0_1_240116.7_CLHA_-_Equality_and_Diversity_Policy_10th_January_2024_(1).pdf</p>	
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	<p>CLHA’s website makes it easy for tenants to find out how to make a complaint. There are two ways to access contact details through the website. Contact us - Camden Living Social Offer</p> <p>Complaints can be made in anyway, including by telephone, online or in writing.</p>	<p>No further comment.</p> <p>Following the mobilisation of CLHA in April 2025, a refresher session on the process will be carried out early in 2026. This will enable both CLHA and its Service Provider, LB Camden to ensure there is clarity on how complaints which are made to the Service Provider are assigned to the CLHA for investigation and response.</p>

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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	<p>CLHA has not received a complaint about the service to date, however will welcome complaints.</p> <p>The Complaints Policy (1.1) states that CLHA welcomes complaints.</p> <p>The Board received training in March 2025, and complaint volumes are reported to Board.</p>	No further comment
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the 2-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	<p>The complaints policy is clear and includes the 2-stage process.</p> <p>The Complaints Policy can be found here: Complaints policy</p> <p>There are different ways to access the Policy via the CLHA website. Contact us - Camden Living Social Offer</p>	No further comment.

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			<p>We have published a simple tenants guide to complaints which also includes the 2-stage process. The guide can be found here:</p> <p>0_6b_CLHA_How_to_make_a_complaint_guide_for_tenants_June_2025_for_pdf.pdf</p>	
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	<p>The complaints policy section 6 states our intention to make it easy for tenants to access the complaints process.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
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	<p>Section 6.1 of the complaints policy offers the opportunity for the tenant to be supported or use an advocate if they wish.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

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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	<p>Section 8.24 of the complaints policy provides contact details of the Housing Ombudsman and makes it clear in section 4.6 that tenants can approach the Housing Ombudsman at any time.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

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Section 4: Complaint handling staff

Code Provision	Code Requirements	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	The Service Provider has a team which receives complaints. Complaints are included in the KPI framework which is reported to the Board at each meeting.	CLHA takes responsibility for ensuring that complaints are properly investigated. This role has been assigned to CLHA's Head of Operations.
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	CLHA as appointed a Complaints Officer who has access to staff at all levels both within CLHA and across the Service Provider organisation (LB Camden).	CLHA's Head of Operations/Complaints officer will work with the Camden Council's Service Provider Representative to ensure relevant Camden Council staff support CLHA in the resolution of complaints.

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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	The Service Provider is in its own right, a Registered Provider of Social Housing and therefore familiar with the need to promote a positive complaints handling culture.	This will be reinforced at the joint session taking place in the New Year between CLHA and the Service Provider which will focus on complaints handling.
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Section 5: The complaint handling process

Code Provision	Code Requirements	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	There is a single policy in place. The Complaints Policy can be found here: Complaints policy	CLHA/Camden Council treats all residents fairly and will not treat a tenant differently if they were to complain.
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	There is no stage 0. The Complaints Policy can be found here: Complaints policy	No further comment.
5.3	A process with more than 2 stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	CLHA operates a 2-stage process, as set out in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.

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5.4	Where a landlord’s complaint response is handled by a third party (such as a contractor or independent adjudicator) at any stage, it must form part of the 2-stage complaints process set out in this Code. Residents must not be expected to go through 2 complaints processes.	Yes	<p>There is a clear 2-stage process as set out in the Complaints Policy. Any actions by either CLHA or its Service Provider, Camden Council, are encompassed within the 2-stage complaints process.</p> <p>The Complaints Policy can be found here: Complaints policy</p> <p>The internal complaints process is found here</p>	Camden Council is contracted to run the service by CLHA as set out in the management agreement. Camden Council’s role is to pass any complaints which come into the council to CLHA’s Head of Operations/Complaints Officer, and to support the investigation by providing any information as requested by CLHA. All these actions take place within the two-stage process set out in the Complaints Policy.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	The Complaints Policy was created in liaison with Camden Council, the Service Provider – Camden Council is also a registered provider and is obligated under the same way under the Code. The internal process demonstrates the role of Camden Council. The internal complaints process is found here	There are monthly contract meetings in place – this will review any complaints received to ensure they have been handled in accordance with the Code.

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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	<p>Section 8.3 of the policy states that we will seek to understand the reason for the complaint when a complaint is first made.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
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	<p>The complaints policy clearly explains when we will exclude a complaint. This will be applied when determining which part of the complaint will be investigated and the reasons for not investigating any part of the complaint which falls within the exclusions.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	CLHA will take a fair and personalised approach to managing the services to its	No further comment.

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	<p>a. deal with complaints on their merits, act independently, and have an open mind</p> <p>b. give the resident a fair chance to set out their position</p> <p>c. take measures to address any actual or perceived conflict of interest</p> <p>d. consider all relevant information and evidence carefully</p>		<p>tenants on all matters. There have been no complaints to date and as such we cannot demonstrate an example. The complaints policy sets out CLHA’s approach to handling complaints fairly, Section 7.2.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	
5.9	<p>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.</p>	Yes	<p>This is stipulated in the complaints policy, sections 6.4 (keeping residents updated) and sections 8.11 and 8.21.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
5.10	<p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments</p>	Yes	<p>CLHA has an Adjustment to Services Policy, and an Equality and Diversity and Policy. Both policies set out CLHA’s commitment to making</p>	No further comment.

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	<p>agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.</p>		<p>reasonable adjustments to services.</p> <p>The Adjustment to Services Policy can be found here:</p> <p>16_CLHA_APPEND~3_ADJUSTMENTS_TO_SERVICES_for_PDF.pdf</p> <p>The Equality and Diversity Policy can be found here:</p> <p>0_1_240116.7_CLHA_-_Equality_and_Diversity_Policy_10th_January_2024_(1).pdf</p>	
5.11	<p>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.</p>	Yes	<p>The Complaints Policy clearly explains when we will exclude a complaint (section 5). This will be applied when determining which part of the complaint will be investigated and the reasons for not investigating any part of the complaint which falls within the exclusions. This is also included</p>	No further comment.

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			<p>in our tenants guide to making a complaint.</p> <p>The Complaints Policy can be found here: Complaints policy</p> <p>The tenants’ guide can be found here:</p> <p>0_6b_CLHA_How_to_make_a_complaint_guide_for_tenants_June_2025_for_pdf.pdf</p>	
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	CLHA has a Board-approved Complaints Tracker which includes all aspects of the complaints process, actions for follow up and learning from complaints.	No further comment.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its	Yes	CLHA has a 2-stage process – complaints can be remedied at either stage. The complaints	CLHA Housing provides an ‘on hand’ management service and will take a flexible and

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	<p>complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.</p>		<p>guide for tenants states that complaints remedies will be offered at stage 1, and the complaint will be re-considered at stage 2 where the tenant is unhappy with the outcome at stage 2.</p> <p>The guide can be found here:</p> <p>0_6b_CLHA_How_to_make_a_complaint_guide_for_tenants_June_2025_for_pdf.pdf</p>	<p>personalised approach where complaints are made.</p>
<p>5.14</p>	<p>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.</p>	<p>Yes</p>	<p>CLHA has not received any complaints and/or unreasonable complainants. To formalise its approach CLHA has a Managing Unacceptable Behaviour Policy.</p> <p>The Policy can be found here:</p> <p>15_APPEND~2_MANAGING_UNACCEPTABLE_BEHAVIOUR_for_PDF.pdf</p>	<p>Recommended action: The location of the Managing Unacceptable Policy is currently located in the anti-social behaviour section of the website. This should be relocated to the Complaints Section of the website as the policy relates specifically to complainants' behaviour.</p>

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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	<p>CLHA’s Managing Unacceptable Behaviour Policy (Section 6) makes reference to how CLHA will take into account equality issues when determining how to apply the Policy.</p> <p>The Managing Unacceptable Behaviour Policy can be found here: 15_APPEND~2_MANAGING_UNACCEPTABLE_BEHAVIOUR_for_PDF.pdf</p>	Recommended action: The location of the Managing Unacceptable Policy is currently located in the anti-social behaviour section of the website. This should be relocated to the Complaints Section of the website as the policy relates specifically to complainants’ behaviour.

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Section 6: Complaint Stages

Code Provision	Code Requirements	Comply Yes/No	Evidence	Commentary/Explanation
<p>Stage 1</p> <p>6.1</p>	<p>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.</p>	Yes	<p>CLHA requires the Service Provider to assign relevant complaints to CLHA as soon as they are received and to take into account vulnerability and the complexity of cases.</p> <p>Our Complaints Policy can be found here:</p> <p>Complaints policy</p>	<p>Following the mobilisation of CLHA in April 2025, a refresher session on the process will be carried out early in 2026. This will enable both CLHA and its Service Provider, LB Camden to ensure there is clarity on how complaints which are made to the Service Provider are assigned to the CLHA for investigation and response. As part of this the timeliness of responses and the need to consider the circumstance of the tenant and the complaint issue will be reinforced.</p>
6.2	Complaints must be acknowledged, defined and logged at Stage 1 of the	Yes	CLHA's Complaints Policy states that this requirement will be met.	No further comment.

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6.3	Landlords must issue a full response to a Stage 1 complaint within 10 working days of the complaint being acknowledged.	Yes	<p>CLHA’s Complaints Policy states that this requirement will be met.</p> <p>The Complaints Policy can be found here: Complaints policy</p> <p>This is also reflected in the complaints handling process map, and in the Complaints Tracker.</p>	No further comment.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the	Yes	<p>CLHA’s Complaints Policy states that this requirement will be met.</p>	No further comment.

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	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.		<p>The Complaints Policy can be found here: Complaints policy</p> <p>This is also reflected in the complaints handling process map, and in the Complaints Tracker.</p> <p>The complaints handling process map is attached as Appendix xxx.</p>	
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	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
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	Yes	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

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	promptly with appropriate updates provided to the resident.			
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	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
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	This is provided for in the complaints policy . The Complaints Policy can be found here: Complaints policy	No further comment.
6.9	Landlords must confirm the following in writing to the resident	Yes	This is provided for in the complaints policy.	No further comment.

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	<p>at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> 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 g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response 		<p>The Complaints Policy can be found here: Complaints policy</p>	
<p>Stage 2 6.10</p>	<p>If all or part of the complaint is not resolved to the resident’s satisfaction at stage 1,</p>	<p>Yes</p>	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	<p>No further comment.</p>

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	it must be progressed to stage 2 of the landlord’s procedure. Stage 2 is the landlord’s final response.			
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within 5 working days of the escalation request being received.	Yes	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
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	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
6.14	Landlords must issue a final response to the	Yes	This is provided for in the complaints policy.	No further comment.

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	stage 2 within 20 working days of the complaint being acknowledged.		The Complaints Policy can be found here: Complaints policy	
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	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
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	This is provided for in the complaints policy. The Complaints Policy can be found here: Complaints policy	No further comment.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions	Yes	This is provided for in the complaints policy.	No further comment.

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	required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.		<p>The Complaints Policy can be found here: Complaints policy</p> <p>Related actions will be included in the Complaints Tracker.</p> <p>The Complaints Tracker template is attached as Appendix xxx.</p>	
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	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage b. the complaint definition c. the decision on the complaint d. the reasons for any decisions made 	Yes	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

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	<p>e. the details of any remedy offered to put things right</p> <p>f. details of any outstanding actions</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied</p>			
6.20	<p>Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

Section 7: Putting things right

Code Provision	Code Requirements	Comply Yes/No	Evidence	Commentary/Explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take,</p>	Yes	<p>This is provided for in the complaints policy.</p> <p>The Complaints Policy can be found here: Complaints policy</p>	No further comment.

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	<p>to put things right. These can include:</p> <ul style="list-style-type: none"> • 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 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	CLHA has a Compensation Policy which clearly states this requirement.	No further comment.

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			The Compensation Policy can be found here:	
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	There have been no complaints to date. The Complaints Officer is aware of this obligation.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	This is set out in CLHA's Compensation Policy. The Compensation Policy can be found here:	No further comment.

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Section 8: Self-assessment, reporting and compliance

Code Provision	Code Requirements	Comply Yes/No	Evidence	Commentary/Explanation
8.1	<p>Landlords must produce an Annual Complaints Performance and Service Improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> 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 	Yes	<p>The annual self-assessment is not due yet.</p> <p>This self-assessment is a baseline assessment to enable CLHA to understand and address any areas of non-compliance before the statutory self-assessment is due.</p>	<p>Under the Complaints Handling Code CLHA is required to carry out the self-assessment and publish the Annual Complaints Performance Report within six months of the end of the accounting year. For CLHA the end of the financial year is 31 March.</p>

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	<p>d. the service improvements made as a result of the learning from complaints</p> <p>e. any annual report about the landlord’s performance from the Ombudsman</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord</p>			
8.2	<p>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.</p>	Yes	<p>This is not due yet.</p> <p>The Board’s Forward Plan references this for the future.</p>	No further comment.
8.3	<p>Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.</p>	Yes	N/A	<p>CLHA will ensure that where applicable, a self-assessment where be carried out.</p>

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8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	N/A	N/A	N/A
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.	N/A	N/A	N/A

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Section 9: Scrutiny and oversight: continuous learning and improvement

Code Provision	Code Requirements	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	The complaints policy sets out CLHA’s approach to learning from complaints. Refer to section 13. The Complaints Policy can be found here: Complaints policy	No further comment.
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	Through the implementation of the complaints policy CLHA will ensure that any complaints inform service improvements.	No further comment.
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	Yes	CLHA has not to date received any complaints and as such, is unable to demonstrate this.	CLHA will take a proportionate approach to engaging with stakeholders on any service improvements raising from complaints learning.

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	stakeholders, such as residents’ panels, staff and relevant committees.			
9.4	Landlords must appoint a suitably competent 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	CLHA’s Head of Operations is accountable for complaint handling. The Head of Operations understands their obligations in this regard.	No further comment.
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 (MRC).	Yes	CLHA has appointed a Member Responsible for Complaints.	No further comment.
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	Yes	To date CLHA has not received any complaints. The MRC has received a briefing on their role and a role specification, so they are clear about their obligations.	The Board was provided with Complaints Handling Training in March 2025, so that they are aware of their obligations and the obligations of the MRC.

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	handling performance. This person must have access to suitable information and staff to perform this role and report on their findings			
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> 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 	Yes	To date no complaints have been received by CLHA and as such it is not possible to evidence that this requirement has been met.	All relevant information will be shared at Board meetings, with case information summarised in the report of the Risk and Compliance Advisor – at such time that a complaint is received it will be entered onto the Board-approved Complaints Tracker.

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	d. the Annual Complaints Performance and Service Improvement report.			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> 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 c. act within the professional standards for engaging with 	Yes	<p>CLHA has a clear objective for complaint handling, as set out in the Complaints Policy.</p> <p>There is a process was agreed at the commencement of the Service Contract which must be followed by all parties involved in receiving, investigating and responding to complaints.</p> <p>This covers the role of the landlord, CLHA and the role of the Service Provider, Camden Council.</p>	<p>Following the mobilisation of CLHA in April 2025, a refresher session on the process will be carried out early in 2026. This will enable both CLHA and its Service Provider, LB Camden to ensure there is clarity on how complaints which are made to the Service Provider are assigned to the CLHA for investigation and response.</p>

Self-assessment against the 2024 Complaints Handling Code

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	complaints as set by any relevant professional body			
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Formally adopted by CLHA Board 9th December 2025