

Appendix A: Self-assessment form

Date completed	17 June 2026
Reviewed	6 May 2026
Reviewer	Head of Service Improvement and Customer Voice

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: 'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'	Yes	3.1 of Local Space's complaints policy.	Local Space's complaints policy section (3.1).

1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	"The word 'complaint' does not have to be used for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy."	Local Space's complaints policy section (3.1).
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	On Local Space's website the complaints and feedback section states that: "Before making a formal complaint, please get in touch with us. We will try to resolve the issue promptly and informally with a member of Local Space staff where appropriate – this is called a service request. If your issue can be resolved promptly, it will be managed as a service request which will be documented, monitored and reviewed to help us improve our services. The complaints and feedback section is published on Local Space's website. In addition, section (1.8) of the complaints policy makes a clear distinction between a complaint and a service request, and section (3.1) provides a clear definition of what Local Space defines as a complaint.	Complaints and Feedback – Local Space

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	Local Space's complaints and feedback section states that: "You may choose to make a formal complaint at any time, without first raising a service request. If you do so, your complaint will be logged immediately as a stage one complaint. We will also log a service request as a stage one complaint straight away if, in our view, it should be treated as a formal complaint."	Complaints and Feedback – Local Space
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	The policy promotes feedback and complaints and encourages customers to share feedback, suggestions and complaints. We analyse all survey responses individually. Where dissatisfaction is expressed in a survey and the complainant has consented to be contacted, we follow up to discuss the issue and, where needed, progress it into the complaints process or take appropriate action to resolve the concern.	Local Space's complaints policy section (4.3).

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,	Yes	The policy confirms complaints are generally accepted unless there is a valid exclusion and each case is	Local Space's complaints policy section (3.5).

	they must be able to evidence their reasoning. Each complaint must be considered on its own merits		considered individually with reasoning provided. Policy section (3.5) confirms some complaints may not be investigated and a detailed explanation will be provided if not accepted.	
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the claim form and particulars of claim, having been filed at court. • Matters that have previously been considered under the complaints policy.	Yes	Policy section (3.5) lists exclusions (e.g. over 12 months old, legal proceedings, previously considered complaints). Exclusions are clearly defined and align with the Code; they are reasonable and transparent.	Local Space's complaints policy section (3.5).
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Policy section (3.6) confirms complaints within 12 months are accepted and discretion may be applied. Demonstrates compliance with time limits and flexibility where appropriate.	Local Space's complaints policy section (3.6).

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	Policy section (3.5) confirms explanation given and right to contact the Housing Ombudsman. Residents are informed why complaints are not accepted and their right to escalate externally.	Local Space's complaints policy section (3.5).
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Policy section (3.5) commitment to explanation and case-by-case consideration. No blanket exclusions; individual circumstances are considered.	Local Space's complaints policy section (3.5).

Section 3: Accessibility and awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Multiple contact channels (phone, email, post, in person) in the policy, section (3.4). Easy access to complaints process; aligns with Equality Act considerations.	Local Space's complaints policy section (3.4).

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	Policy confirms complaints can be made to any staff member and handled appropriately. Staff awareness and ability to capture complaints embedded.	Local Space's complaints policy section (3.4).
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	Website promotes feedback and complaints and encourages engagement. Organisation views complaints positively as a source of learning.	Complaints and Feedback – Local Space
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Policy published and clearly sets out two stage process and timeframes. Transparent and accessible to residents.	Local Space's complaints policy section (4.2), (4.5), (4.7).
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	The complaints policy is published on Local Space's website . Ombudsman details included on website and within policy section (4.8). Clear signposting of escalation routes externally.	Local Space's complaints policy section (4.8). Complaints and Feedback – Local Space
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to	Yes	Policy section (3.1) confirms third-party representation allowed.	Local Space's complaints policy section (3.1).

	be represented or accompanied at any meeting with the landlord.		Residents can appoint representatives.	
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	Ombudsman contact details provided (website, phone, post) in section (4.8) of the policy. Residents informed of their right to external redress.	Local Space's complaints policy section (4.8).

Section 4: Complaint handling staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Complaints are investigated by relevant managers with oversight from the Service Improvement and Customer Voice team. A defined structure is in place with clear responsibility for complaint handling, monitoring and reporting to senior leadership and Board.	Local Space's complaints policy section (4.7).
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	Complaint handlers are senior staff with access to all service areas. Ensures complaints can be resolved effectively, with appropriate authority and cross-team collaboration.	Local Space's complaints policy section (4.7).

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	Staff receive regular training and refresher sessions on complaint handling. Demonstrates a strong organisational commitment to learning from complaints and maintaining service standards.	Local Space's complaints policy section (1.5).
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Section 5: The complaint handling process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Single complaints policy approved by Board and published. Ensures consistency, fairness, and transparency across all complaints.	Local Space's complaints policy section (1.5).
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	Service requests are used for early resolution but not treated as additional complaint. Aligns with the Complaint Handling Code by avoiding unnecessary stages while still supporting early resolution.	Local Space's complaints policy section (1.4).
5.3	A process with more than two stages is not acceptable under any circumstances as this	Yes	Policy clearly defines two stages for complaints. Fully compliant with the Complaint Handling Code requirement.	Local Space's complaints policy section (4.2).

	will make the complaint process unduly long and delay access to the Ombudsman.			
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	No third-party complaint handling stages used. All complaints are managed within the internal two stage process.	Local Space's complaints policy section (4.2).
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	N/A	Not applicable due to internal handling model.	N/A
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Complaint definition included in acknowledgement and response templates. Ensures a shared understanding of the complaint and expected outcomes.	Local Space's complaints policy section (4.7).
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	Acknowledgement letters clarify responsibility for complaint elements.	

5.8	At each stage of the complaints process, complaint handlers must: A) deal with complaints on their merits, act independently, and have an open mind; B) give the resident a fair chance to set out their position; C) take measures to address any actual or perceived conflict of interest; and D) consider all relevant information and evidence carefully.	Yes	Policy sets out fair investigation principles (independent, evidence-based). Ensures complaints are handled impartially and consistently.	Local Space's complaints policy section (4.1).
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Customers are informed of delays and updated regularly. Maintains communication and manages expectations effectively.	Local Space's complaints policy section (4.5).
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Local Space takes a proactive approach to accessibility by recognising individual needs and offering reasonable adjustments such as translation support, alternative communication methods, or additional time. Any vulnerabilities are recorded and used to inform complaint handling, with adjustments reviewed throughout to ensure ongoing suitability, in line with the Equality Act 2010.	Local Space's complaints policy section (4.3).

5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Policy confirms complaints will not be unreasonably refused escalation. Residents retain full escalation rights unless valid exclusions apply.	Local Space's complaints policy section (4.6).
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	Complaints recorded and monitored through internal systems (Cx/SSRS). Provides a full audit trail and supports reporting and learning.	Local Space's complaints policy section (6.1).
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	The policy confirms that remedies can be provided at any stage of the complaints process, supporting early resolution without the need for escalation.	C Local Space's complaints policy section (4.2).
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	This requirement is covered by our managing unacceptable behaviour policy.	

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	Section 2 of our managing unacceptable behaviour policy states: "The policy reflects the requirements of the Equalities Act 2010 by showing the regard for a customer's medical condition and vulnerability (such as mental health issues and learning disabilities)."	
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Section 6: Complaints stages

Stage one

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Local Space's complaint policy section (4.3) states: "We will consider which complaint can be responded to as early as possible, and which require further investigation. We will consider factors such as the complexity of the complaint and whether you are vulnerable or at risk. Most stage one complaints can be resolved promptly, and an explanation, apology or resolution provided."	Local Space's complaint policy section (4.3)
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five</u>	Yes	Local Space's complaints policy section (4.5) states: "We aim to resolve customer's concerns during this initial contact."	Local Space's complaint policy section (4.5)

	<u>working days of the complaint being received.</u>		If an immediate resolution is not possible, we are committed to logging this as a stage one complaint. On receipt of a complaint, the process to log and acknowledge a complaint will take no longer than five working days and where possible we will work during this time to resolve the matter.”	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Local Space’s complaint policy section (4.5) states: “As part of the stage one complaint, the person investigating your complaint will develop an action plan with you. As part of this action plan, we will agree our method and frequency of communication with you. This will normally take no more than 10 working days, and we will always let you know why.”	Local Space’s complaint policy section (4.5)
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Local Space’s complaint policy section (4.5) states: “Sometimes we may need more time to reach a decision. In that circumstance, we will explain why and write to you again after no more than 10 working days. In exceptional circumstances, we may need longer and we will try to agree this with you.”	Local Space’s complaint policy section (4.5)

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	Local Space's complaint policy section (4.5) states: "However, if you if you are not happy with the extension, you have the right to contact the Housing Ombudsman." The Ombudsman contact details are provided within our complaints policy.	Local Space's complaint policy section (4.5)
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Local Space's complaint policy section (4.5) states: "A response to the complaint will be provided when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to you. The response will 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."	Local Space's complaint policy section (4.5)
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	Local Space's complaint policy section (4.5) states: "A response to the complaint will be provided when the answer to the complaint is known, not when the outstanding actions required to	Local Space's complaint policy section (4.5)

			address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to you. The response will 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."	
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	Local Space complaint policy section (4.5) states: "If you raise additional complaints during the investigation, these will incorporate into the stage one response. (If they are related and the stage one response has not been issued). The new issues will be logged as a new complaint. If the new issues are unrelated to the issues already being investigated or if it would unreasonably delay the response."	Local Space's complaint policy section (4.5)
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: A) the complaint stage; B) the complaint definition; C) the decision on the complaint; D) the reasons for any decisions made;	Yes	The complaint outcome template letters cover all the points as detailed by the Complaint Handling Code.	

	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.			
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Stage two

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Local Space complaint policy section (4.6) states: "If you are unhappy with our decision issued at stage one of our complaints process, and you ask us to, we will escalate your complaint to stage two."	Local Space's complaint policy section (4.6)
6.11	Requests for stage 2 must be acknowledged, defined and within five working days of the escalation request being received logged at stage 2 of the complaints procedure.	Yes	Local Space complaint policy section (4.7) States "The complaint is referred at stage two to a senior member of staff within Local Space (this will likely be a head of service or other senior management team). We will acknowledge and define your request to escalate to stage two within five working days. The senior member of staff will work	Local Space's complaint policy section (4.7)

			with you to achieve a satisfactory resolution.”	
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	Local Space complaint policy section (4.7) states: “We do not require you to let us know the reason for your escalation, however, it can be helpful to assist the stage two complaints investigation process.”	Local Space’s complaint policy section (4.7)
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Local Space complaint policy states: “The complaint is referred at stage two to a senior member of staff with Local Space (this is likely to be a head of service or other senior management team member). We will acknowledge and define your request to escalate to stage two within five working days.”	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Local Space complaint policy states: “This will normally take no more than 20 working days, and we will always let you know if it will take longer and why.”	
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	Local Space’s complaint policy section (4.7) states: “The senior member of staff will work with you to achieve a satisfactory resolution. We will acknowledge and define your request to escalate This will normally take no more than 20 working days and we will always let	Local Space’s complaint policy section (4.7)

			you know if it will take longer and why.”	
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	Local Space’s complaint policy section (4.7) states: “Also, if an extension is necessary, we will provide you with the contact details for then Housing Ombudsman.”	Local Space’s complaint policy section (4.7)
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Local Space’s complaint policy section (4.5) states: “A response to the complaint will be provided when all the answers to the complaint is known not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to you. The response will 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.”	Local Space’s complaint policy section (4.5)
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	Local Space’s complaint policy section (4.5) states: “The response will 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.”	Local Space’s complaint policy section (4.5)

6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: A) the complaint stage; B) the complaint definition; C) the decision on the complaint; D) the reasons for any decisions made; E) the details of any remedy offered to put things right; F) details of any outstanding actions; and G) details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	The complaint outcome template letters cover all the points as detailed by the Complaint Handling Code.	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Local Space complaint policy (4.7) states: "The complaint is referred at stage two to a senior member within Local space (this will likely be a head of service or other management team member). We will acknowledge and define your request to escalate to stage two within five working days. The senior member of staff will work with you to achieve a satisfactory resolution."	Local Space's complaint policy section (4.7)

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Local Space's complaint policy section (1.3) states: "When Local Space makes a mistake, Local Space will always apologise, aim to put it right and a good reliable service to all customers and treat all feedback as an opportunity to improve service." The policy includes details of when compensation might be provided.	Local Space's complaint policy section (1.3)
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is clearly set out in section 5 of Local Space's complaints policy. This includes the circumstances in which we will address dissatisfaction in a manner considered appropriate and reasonable by Local Space, including through the use of	Local Space's complaint policy section 5

			discretionary compensation. This is sometimes offered as a gesture of goodwill and may take the form of non-monetary remedies, depending on the nature of the complaint and the outcome sought.	
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	This is clearly set out in Local Space's complaints policy under section 5.	Local Space's complaint policy section 5
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Local Space complaint policy section (5.1) states: "We will have regard to the Housing Ombudsman's Remedies Guidance in making assessments about appropriate remedies and offers, including compensation payments."	Local Space complaint policy section (5.1)

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	Yes	Section 6 of Local Space's complaints policy states:	Local Space complaint policy section 6

	handling policy remains in line with its requirements. B) A qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; C) Any findings of non-compliance with this Code by the Ombudsman; D) The service improvements made as a result of the learning from complaints; E) Any annual report about the landlord's performance from the Ombudsman; and F) Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.		"We will also produce an annual complaints performance and service improvement report for scrutiny and challenge, which will include: • The annual self-assessment against the Housing Ombudsman Service Complaint Handling Code to ensure our complaints policy remains in line with its requirements. • A qualitative and quantitative analysis of our complaint handling performance. This will include a summary of the types of complaints Local Space has refused to accept. • Any findings of non-compliance with the Housing Ombudsman Service Complaint Handling Code by the Ombudsman. • The service improvements made as a result of the learning from complaints.	
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			Any annual report about our performance from the Ombudsman and any other relevant reports or publications produced by the Housing Ombudsman Service in relation to our work."	
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Section 6 of Local Space's complaints policy states: "We will report complaints to our Board frequently. We will include information about the type of complaints we receive and the learning we have introduced as a result. Complaints learning will be a standing agenda item at staff team meetings." "We will also produce an annual complaints performance and service improvement report for scrutiny and challenge."	Local Space complaint policy section 6
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	We will repeat the self-assessment following any significant changes to our policies, procedures or operations, to ensure ongoing compliance with the Housing Ombudsman Complaint Handling Code and to reflect current practice.	

8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	We will comply with any requirements arising from a Housing Ombudsman investigation, ensuring full cooperation and engagement throughout the process.	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	We will notify the Housing Ombudsman in the event that we are unable to comply with the Complaint Handling Code due to exceptional circumstances. In such cases, we will also ensure that residents are appropriately informed and that relevant details are published on our website.	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Section 6 of Local Space's complaints policy states that we will learn from our mistakes and use the feedback provided to improve our services. It also outlines the various ways in which this will be achieved, including monitoring performance, analysing complaint data and identifying lessons learned to drive service improvements.	Local Space complaint policy section 6

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	Feedback received through complaints represents a key source of intelligence in identifying areas for service improvement. It is therefore essential that we have robust processes in place to effectively monitor and review complaints. Section 6 of Local Space's complaint policy outlines our approach to monitoring and review, ensuring that complaint data is analysed, lessons are identified, and improvements are implemented to enhance service delivery.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Local Space reports on complaints handling performance to both the Customer Services Committee and the Resident Policy and Scrutiny Panel, which reviews specific policies and procedures, including those relating to complaints.	
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	Yes	Local Space's Head of Service Improvement and Customer Voice is the senior lead for complaints handling. Themes and trends are assessed periodically in line with reporting and case reviews.	

	policies and procedures that require revision.			
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Local Space has appointed a member of the Board as the designated lead responsible for complaints.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Local Space's complaint policy section (6.1), (6.2) sets out that complaints will be reported to the Board on a regular basis. These reports include detailed information on the types of complaints received, emerging trends, and the learning and service improvements introduced as a result. We will also produce an annual complaints performance and service improvement report for scrutiny and challenge. This report will include the annual self-assessment against the Housing Ombudsman Service Complaint Handling Code, ensuring that our complaints policy remains compliant with its requirements.	Local Space's complaint policy section (6.1), (6.2)

			A qualitative and quantitative analysis of our complaint handling performance will also be undertaken. This will include a summary of the types of complaints that Local Space has refused to accept, along with the reasons for these decisions.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Local Space's customer voice report to the Board addresses all the requirements set out within this section. In addition, Local Space completes and submits an annual self-assessment against the Complaint Handling Code, alongside our annual complaints' performance report. These documents collectively ensure that we are meeting regulatory expectations, maintaining transparency, and continuously reviewing and improving our complaints handling processes in line with best practice.	
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: A) have a collaborative and co-operative approach towards	Yes	Local Space's complaint policy section (1.5) states: "We will ensure all relevant colleagues receive training on the	Local Space's complaint policy section (1.5)

	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.		complaints policy and know how to follow correct procedures throughout the complaints process. We have a standard objective in relation to complaint handling for all relevant colleagues or third parties that reflect the need to: • Have a collaborative and cooperative approach towards resolving complaints, working with colleagues across teams and departments. • Take collective responsibility for any shortfalls identified through complaints, rather than blaming others. • Act within the professional standards for engaging with complaints as set by any relevant professional body."	
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