

Housing

Ombudsman Service

Submissions form demonstration

11 June 2024

Housekeeping



The Ombudsman is under specific protocols for the pre-election period, as of 25 May 2024



This session will be recorded and published to give others the chance to review in the future



During the session, please keep your mic muted to minimise any background noise



We will answer pre-submitted questions first, please use the chat function for any others



You will receive a copy of the slides after the webinar has ended, as well as any additional answers



At the end, you'll be invited to give feedback on today's session – please do help us learn!

Purpose of the form

 For landlords to demonstrate that they are compliant with the Complaint Handling Code

 To enable the Ombudsman to monitor compliance (our statutory duty)

 Is an opportunity to identify and share best practice in complaint handling approaches

 Will be used to inform our future approaches to providing information, training and guidance

 Is a requirement for all members of the Scheme

Accessing the form – via the website

The screenshot shows a web browser window with the URL <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/chc-annual-submissions-form/>. A yellow banner at the top states: "Landlords can now complete the Complaint Handling Code Annual Submissions form. More [information is available online](#)." Below this is a breadcrumb trail: Home | Landlords | Complaint Handling Code | Complaint Handling Code Annual Submissions Form. The main heading is "Complaint Handling Code Annual Submissions form". Under "On this page", there are three links: [About the Complaint Handling Code Annual Submissions](#), [How to access the form](#), and [Guide to completing the form](#). At the bottom, there is a "Back to top" link, a section titled "About the Complaint Handling Code Annual Submissions" with a person icon, and a "Helpful Links" section with a "Chat to us" button.

Landlords can now complete the Complaint Handling Code Annual Submissions form. More [information is available online](#).

[Home](#) | [Landlords](#) | [Complaint Handling Code](#) | Complaint Handling Code Annual Submissions Form

Complaint Handling Code Annual Submissions form

On this page

- [About the Complaint Handling Code Annual Submissions](#)
- [How to access the form](#)
- [Guide to completing the form](#)

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About the Complaint Handling Code Annual Submissions

The Housing Ombudsman's Complaint Handling Code became statutory on 1 April 2024 following a consultation with landlords, residents and other bodies.

Part of the new statutory nature of the Code means that landlords are required to submit an annual submission of their

Helpful Links

[Chat to us](#)

[Complaint Handling Code Annual Submissions Form | Engage Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/chc-annual-submissions-form/)

Top tips for completing the form

Plan for between 15 and 30 minutes to complete the submissions form

Ensure that the submitter has access to all relevant contextual information required

Mandatory questions are marked (*) and must be completed to allow submission

If links are being provided, ensure they are correct, and any documents are well labelled

If documents are being uploaded, please provide these in PDF format where possible

If any explanations are required because a provision is not complied with, be succinct

Guidance and support available



[The Complaint Handling Code Key Topic Page](#)



[Guidance on annual submissions](#)



[Screen shot guidance on the submissions form](#)



Duty to Monitor Team – compliance@housing-ombudsman.org.uk

Keeping in touch



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Questions?

