

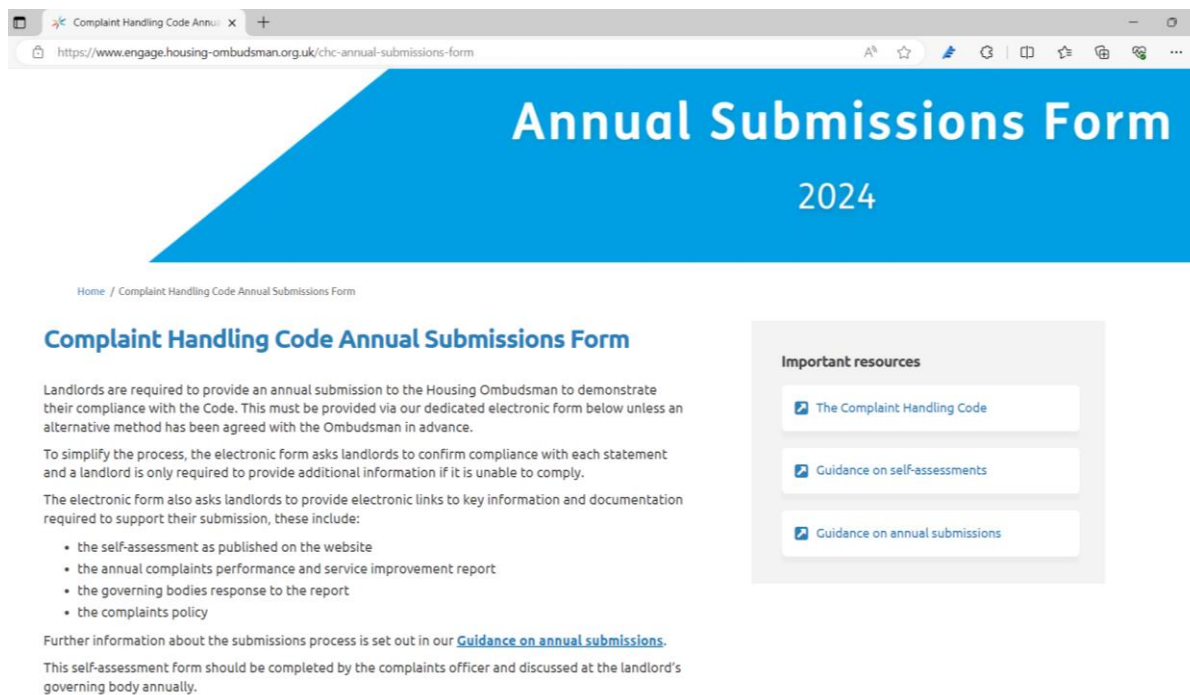
Complaint Handling Code Annual Submissions Form

A screenshot guide for landlords

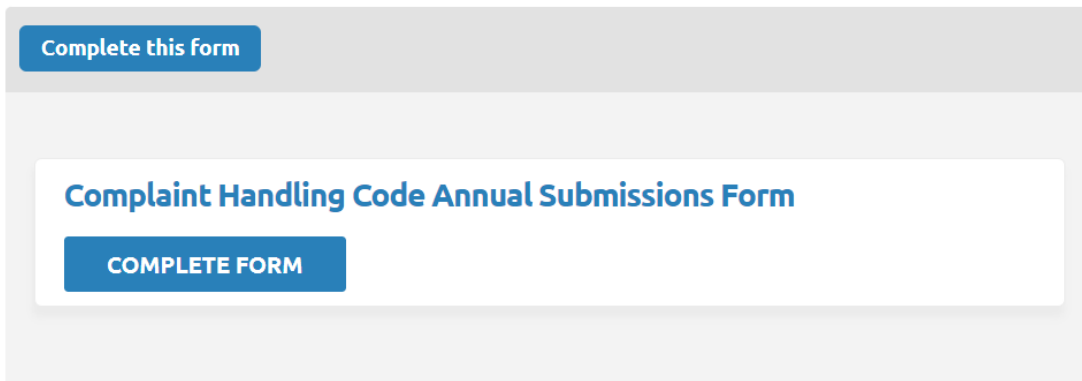
This guide aims to support landlords when completing the annual submission of Complaint Handling Code Self-assessment and associated documentation.

Landing page

The [Complaint Handling Code Annual Submissions form](https://www.engage.housing-ombudsman.org.uk/chc-annual-submissions-form) is hosted on a bespoke landing page which includes details of the form and useful resources as shown below.



To complete the form, please select the 'complete form' button at the bottom of the landing page:



First time users

If you are using the form for the first time, you will be asked to create an account and to log into our submissions system. By creating an account, you can access and use the form, and your details will be recorded against the submission.

This will help the Ombudsman make sure that an audit trail is kept for all submissions received during the financial year.

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Complaint Handling Code Annual Submissions Form



Only registered users can take part in this survey

Please [sign in](#) or [create an account](#)

If you are already signed in, please [refresh](#) this page

Creating an account

New users will be asked to register by completing a short form providing information about them to allow the account to be created:

Register

Registration is required in order to complete the form.

All fields marked with an asterisk (*) are required

Screen name - This will be attached to all public facing comments*

Email*

Password *

Your password must contain 8-16 characters with at least 1 number, 1 lower case and 1 upper case letter

Confirm password *

I agree to the [Terms of Use](#) and [Privacy Policy](#) for using Engagement HQ*

Register

Already have an account? [Login](#)

Key information

The first page on the form asks for key information from the landlord to support the submission. All fields marked with an asterisk (*) are mandatory and must be completed for the form to be submitted.

Q1. Contact email address

This is the email address that the Ombudsman can use to contact the landlord for any queries or requests relating to the submission. We recommend that landlords use a generic inbox, rather than an individual member of staff where possible to minimise the risk that any queries are overlooked.

Q2. Name of organisation

This should be the name of the landlord, written in full. Wherever possible, please avoid using abbreviations or acronyms to help ensure that submissions can be efficiently processed without additional queries.

Q3. Size of organisation (number of units)

Please submit the number of properties that are owned and/or managed by the landlord either directly or indirectly. This will be used to ensure that our internal records are complete ahead of the annual billing process.

Q4. Name of the form submitter

This should be the name of the person submitting the form and can be any member of staff authorised to do so.

Q5. Submitter's job title

This should be the job title of the person submitting the form and will be used to ensure that a clear record is retained of the submission.

Q6. Please confirm the reason for your submission

6. Please confirm the reason for your submission. *

Annual submission in line with the statutory Code

On request by the Ombudsman

Due to changes in operational arrangements

Other (please specify)

Landlords are required to provide their submission to the landlord at least once a year. When providing the submission as part of this process, the submitter should select the first button from the list above.

If a landlord has been requested to provide an updated self-assessment or submission by the Ombudsman, they should select the second button. This will ensure that the re-submission is identified and reviewed in a timely manner.

Landlords are required to provide a submission where there has been a change in operational arrangements, or where there are exceptional circumstances that impact on complaint handling. This could include a cyber incident, or event that has initiated business continuity plans. Where a landlord is submitting a new self-assessment or updated complaint handling and service improvement report, they should select the third button in the list above.

Where a landlord is using the submissions form for any other reason, they should select 'other' and provide an overview of why the form has been completed.

Q7 The date you submit this form

Landlords should include the date of submission, rather than the date that any reports or information has been approved or published. This will ensure that submission reviews are prioritised effectively.

Q8 Does the landlord have a website?

This question will allow those landlords who have a website to provide links to published documents, rather than uploading these to the submissions form. This approach helps to ensure that landlords are not providing large documents, or information unnecessarily.

If a landlord does not have a website, they will be given the option to upload the relevant documents to the form. When doing so, we encourage landlords to provide PDF documents wherever possible. This ensures that the information can be collated and stored in a consistent way.

Q9 Has the Complaint Handling Code 2024 and the self-assessment process helped your organisation to promote a positive complaint handling culture?

Landlords should confirm if they have found the Complaint Handling Code helpful in reviewing or updating its approach. We will use feedback captured in response to this question to review the impact of the statutory Code and to help inform any future work in this area.

Q10 Please share any learning or changes you have made to promote a positive complaint handling culture.

This question is optional and is an opportunity for landlords to set out any changes they have made in response to the statutory Complaint Handling Code and any learning that they have taken from the self-assessment process.

We will use feedback captured in response to this question to share wider learning and best practice across the sector support landlords to embed a positive approach to handling complaints.

Q11 Has the Complaint Handling Code 2024 helped your organisation to promote fairness through consistency in complaint handling?

This question aims to assess the impact of the statutory Code on complaint handling across landlord members and the extent that consistency in fairness has been extended as a result. We will use feedback from this question to inform our future work in this area.

Q12 Please share any learning or changes you have made to promote consistency in complaint handling.

This question is optional and is an opportunity for landlords to set out any changes or good practice that they have implemented to ensure that complaints are handled consistently in line with the Code.

We will use feedback captured in response to this question to share wider learning and best practice across the sector.

Section 1: Code provisions

Section 1 of the submissions form asks landlords to confirm if they have complied or not complied with each individual provision as shown below:

10% answered

All fields marked with an asterisk (*) are required

Section 1 - Definition of a complaint
All fields are mandatory

17. Code Provision 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.' *

Complied

Not complied

For each question, landlords must select the same answer as set out in their published self-assessment.

There is no requirement to include evidence or supporting information to the Ombudsman to demonstrate compliance. We will examine each published self-assessment and associated information to verify the landlord's answers to these questions.

For each section of the Code, landlords who have selected 'not complied' for any provision are required to provide commentary that explains:

- the reason(s) that the landlord is unable to comply
- when it intends to comply with the provision
- any alternative approaches put in place to meet the intention of the provision

If a landlord does not comply with more than one provision in each section, they should set out clearly which provision the additional commentary relates to. This will ensure that any further enquiries or requests from the Ombudsman are effective.

As confirmed in the question, landlords who have complied with all provisions should include 'none'.

22. If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.

If you have complied with all provisions, please write 'none' *

Previous

Save and continue

At the end of each section, the submitter is asked to select the blue 'save and continue' button to progress to the next stage of the form.

Submitting the form

At the end of the submissions form, the submitter will need to click the blue 'submit' button:

97. If you have answered 'not complied' to any of the above provisions, please set out the reason(s), when the landlord intends to comply and details of any alternative approaches that have been put in place to meet the intentions of the provision.

If you have complied with all provisions, please write 'none' *

Previous

Submit

Once the form has been submitted, the submitter will be redirected to a final page which confirms that the form is complete:

Complaint Handling Code Annual Submissions Form



Thank you for completing the Complaint Handling Code Annual Submissions Form.
If you have any questions regarding the form submission, please contact compliance@housing-ombudsman.org.uk.

[Back to project page](#)

The submissions form will automatically notify the submitter that the response has been provided via email to the address used to create the account.

This email will be generated from support@engagementhq.com.

The email will provide a copy of the form, including the responses submitted as shown in the screenshot below:

Your response on Complaint Handling Code Annual Submissions Form



Housing Ombudsman Service <support@engagementhq.com>
To: Verity Richards

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Engage Housing Ombudsman

Hi,

Thank you for completing the survey Complaint Handling Code Annual Submissions Form. Your responses are listed below for your reference:

Contact email address

vrichards@housing-ombudsman.org.uk

Name of organisation

Housing Ombudsman Service

Size of organisation (number of units)

10

Name of the form submitter

Top tips for completing the submissions form

- We recommend that landlords allow for between 15 and 30 minutes to complete the form, depending on the number of provisions that require further explanation.
- Landlords should ensure that it is clear who will be submitting the form and when they will complete this. This will help avoid landlords inadvertently providing duplicate submissions.
- The submitter should have access to all relevant information to complete the form before doing so. This will reduce the risk that a form is submitted with incomplete information and the overall time needed for completion.
- For landlords with a website, they must ensure that the links provided are correct, and that any documents held are clearly labelled and dated. This will reduce the likelihood of further enquiries about these documents by the Ombudsman.
- For landlords without a website, they must ensure that all key documents are available to be uploaded to the submissions form. Wherever possible, these uploads should be in a PDF format to help ensure that information collected can be easily accessed and collated for review.
- When providing commentary about non-compliance with a provision, landlords are asked to be succinct wherever possible. If a landlord wishes to provide more extensive information or context, this should be set out in the published self-assessment.

If landlords have any queries about the submissions form, they can email compliance@housing-ombudsman.org.uk and a member of the Duty to Monitor team will respond accordingly.