IDS and OSHA Self-assessment June 2026

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*	Yes	This definition is used within section 9 of the Complaints resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	
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	This is explicit within section 5.2 of our Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	Section 5.2 confirms that residents do not need to use the word 'complaint' for dissatisfaction to be treated as a complaint. This is reinforced through annual complaint handling training, staff inductions, team meetings and one-to-one supervision sessions. Complaint handling expectations are regularly communicated to staff to ensure complaints are recognised and logged appropriately.

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	This is set out section 4.2 and 9 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	The distinction between a service request and a complaint is set out in the Complaints Resolution Policy (sections 4.2 and 9) and forms part of staff induction and annual complaint handling training. Staff responsible for logging complaints have completed the Ombudsman's Dispute Resolution training. Training completion is recorded on the HR system. Where a service request is received, it is logged, assigned, and monitored to resolution. Any subsequent dissatisfaction with how a service request was handled is treated as a complaint in line with the policy.
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	Failure to act upon an action is listed within the complaint definition of the Complaints Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf	When a complaint is logged, this does not prevent the service request from being carried out or completed. Where a resident expresses dissatisfaction with the response to a service request, a complaint is logged irrespective of whether the

				service request remains ongoing. Service requests continue to be progressed whilst complaints are investigated. Following learning identified through a previous complaint, staff received further guidance on the distinction between complaint handling and service delivery to ensure both processes continue in parallel.
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	TSM and transactional surveys reviews and follow up actions.	Any dissatisfied response via a survey is reviewed and followed up/escalated to the appropriate manager to ensure any issues that need investigating and picked up and the resident advised of the ability to raise a complaint if applicable.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation

2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	This is outlined in Section 4.3 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	A template letter provided if it is the case that a complaint is 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	Exclusions are outlined in Section 4 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	All cases are reviewed on a case by case basis.
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	Yes	This is covered in section 4.3 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	

	complaints made outside this time limit where there are good reasons to do so.			
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	Covered in section 4.1 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	A template letter is available should a complaint not be accepted so the resident can be advised why this is.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Section 6.4 of the Complaints Resolution policy outlines that all complaints will be considered on their own merits. IDS-Complaints-resolution-policy-March-2026.pdf	

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	Section 2.1 and 5 of the current Complaints Resolution policy outlines our duties under the Equality Act 2010 IDS-Complaints-resolution-policy-March-2026.pdf	Residents can make a complaint in person, via email, over the phone, via the resident portal, in writing or via a third party. Reasonable adjustments are considered in line with the Equality Act 2010, including alternative communication methods, support from representatives and accessibility requirements recorded on the housing management system where disclosed.
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	Section 5.1 of the Complaints Resolution Policy outlines the ways in which residents can complain. IDS-Complaints-resolution-policy-March-2026.pdf	All staff are reminded of the seriousness and process of taking and logging complaints via team meetings, 121 meetings and at a minimum annual training.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and	Yes	Opportunity for continuous learning is outlined in section 2.1 of the Complaints Resolution policy. IDS-	Complaint volumes are regularly monitored at department, executive and

	accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.		Complaints-resolution-policy-March-2026.pdf Complaints report to Operations Committee Minutes of Operations Committee meetings	committee level. Complaint trends are reviewed alongside resident feedback and satisfaction measures to ensure residents are able to access the complaints process and raise concerns freely. For 2025/26 IDS removed complaint volume targets to encourage positive complaint handling behaviours and learning.
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	IDS-Complaints-resolution-policy.pdf	The policy sets out the ways in which a complaint can be made and the process with attached time scales for responses. A flyer is distributed at sign up and the policy is published on the website. There are multiple routes to the complaints web page so it is easily accessible.
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	This is covered in section 8.2 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	Residents were consulted with the policy details and were happy with the publication on our website and within newsletters.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to	Yes	Section 5.4 of the current Complaints Resolution policy outlines the recognition of third	

	be represented or accompanied at any meeting with the landlord.		parties. IDS-Complaints-resolution-policy-March-2026.pdf	
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	Complaints response letters Website Complaints and feedback - Industrial Dwellings Society Complaints Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf	This is available on our website, in the policy, in resident estate based newsletters, complaints leaflet and at each stage of the complaints process.

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		The Head of Housing is the designated Complaints Officer and is responsible for oversight of complaint handling, liaison with the Housing Ombudsman, reporting complaint performance to the Operations Committee and Board, monitoring compliance with the Complaint Handling Code and completion of the annual self-assessment.
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	Complaints response letters showing the range of staff involved in the process	Communication channels are available to all staff members when dealing with a complaint and its investigation. Two weekly meetings are held with all service managers involved in complaint handling empowering staff to resolve complaints.
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	Yes	Training records Operations committee minutes	All resident-facing housing staff have completed the Housing Ombudsman Complaint Handling Code e-

	of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively.			learning and Dispute Resolution training. Complaint handling performance and learning are regularly reviewed through management meetings, Operations Committee reporting and annual refresher training.

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	Complaints Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf	A single policy is in place.
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	Section 6.1 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	The policy sets out a two stage process starting at stage 1
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Section 6.1 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	The policy sets out a two stage process
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor	Yes	Complaints Resolution Policy	The complaints process sets out that all complaints will be

	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.			handled by an IDS member of staff.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	N/A	This is not applicable as our policy states all complaints are handled by an IDS member of staff.
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 Response letters Complaints process	Template letters are provided so that the complaint and outcomes being sought are addressed. Every complainant is contacted by phone, email or in person, whichever their preference, to confirm their complaint details, and desired outcomes, as part of the investigation.
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	Complaint Response letters	This is included in the complaint template letters.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	Section 6.3.5 of the Complaints Resolution policy outlines this. IDS-	This is included in guidance given to staff that deal with complaints.

	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.		Complaints-resolution-policy-March-2026.pdf	
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	Section 6.2.4 and 6.3.4 of the Complaints Resolution policy covers investigations outside of the timescales. IDS-Complaints-resolution-policy-March-2026.pdf	Where complaints are unable to be completed within the agreed timescale, the resident will be contacted to agree an extension. This has happened when a complaint is complex, or the investigating officer and complainant haven't had opportunity to discuss the case in full.
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	Yes	Section 2.1 of the Complaints Resolution policy outlines the reasonable adjustments IDS will make in regard of the Equality Act 2010.	Reasonable adjustments and disclosed vulnerabilities are recorded on the housing management system and reviewed during complaint investigations. Agreed adjustments are reflected throughout the complaint

	adjustments must be kept under active review.			process and reviewed where circumstances change.
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	Complaint Resolution Policy section 4.1 IDS-Complaints-resolution-policy-March-2026.pdf Complaint response letters	Template letters are available should this be the case.
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 folders	A dedicated case folder is created on the IDS shared drive for each complaint. This contains the original complaint, all correspondence with the resident including verbal case notes, any relevant supporting documents (including reports, photographs, or survey results), and the final response at each stage. Cases are also recorded on the housing management system. Records are retained in line with IDS's data retention policy.
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	Yes	Complaints Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf	Service managers are empowered to remedy a complaint as quickly as possible. Two weekly meetings

	provided at any stage of the complaints process without the need for escalation.			are held for consistency and discussion of cases where required. Managers are available for assistance between meetings for guidance on remedies.
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	Our Unacceptable Behaviour Policy was published in July 2024. IDS-Unacceptable-Behaviour-policy-1.pdf	
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	Unacceptable Behaviour Policy IDS-Unacceptable-Behaviour-policy-1.pdf	As above. In practice, any restrictions will take into account the customers circumstances.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Complaints Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf	Timescales for complaint handling are set out within the policy. Focus is always on quick resolution wherever possible.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**.	Yes	Section 6.2.1 of the Complaints Resolution policy states we will log and acknowledge any complaint within this time scale. IDS-Complaints-resolution-policy-March-2026.pdf	
6.3	Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Yes	Section 6.2.3 of the Complaints Resolution policy sets out this timeline for responses to stage 1. IDS-Complaints-resolution-policy-March-2026.pdf	During 2025/26, 99% of Stage 1 complaints were responded to within Complaint Handling Code timescales. Reminders are triggered to investigating managers after 5 working days

				and all cases are reviewed at regular complaint review meetings to ensure timescales are achieved.
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	This is outlined within the Complaints Resolution policy in section 6.2.4 IDS-Complaints-resolution-policy-March-2026.pdf	
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	Outlined in section 6.2.4 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf Template letter	The Ombudsman contact details are provided at the point in which an extension is discussed.
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	6.3.6 Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Complaints response letters. Complaints action tracker.	The complaint is responded to within the time frames and the complaint details are added to our complaints action tracker and monitored through until satisfactorily resolved.
6.7	Landlords must address all points raised in the complaint definition and provide clear	Yes	Complaints response letters	Template letters are provided to ensure these points are met

	reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.			for each complaint response to guide the investigating officer.
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	6.2.5 Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Guidance to staff	
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; 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.	Yes	Complaints response letters	This is included in the complaint response template.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Section 6.1 and 6.3.1 of the Complaints Resolution Policy sets out the two stage process IDS-Complaints-resolution-policy-March-2026.pdf	Template letters at stage 1 state the ability to escalate to stage 2 where the customer is dissatisfied with the response or outcome.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Section 6.3.2 of the Complaints Resolution Policy outlines these timescales. IDS-Complaints-resolution-policy-March-2026.pdf	
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	6.3.1 Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Stage 2 complaints response letters	All complaint escalation requests are complied with. When a complaint is escalated to stage 2, the investigating officer will make every effort to speak to the resident to fully understand the dissatisfaction.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	6.3.2 of the Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Stage 1 and stage 2 response letters	It is set out in the policy that stage 1 is investigated by a service manager and stage 2 is investigated by a member of the Senior or Corporate Management Team.

6.14	Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Yes	Set out in section 6.3.3 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	During 2025/26, 100% of Stage 2 complaints were responded to within Complaint Handling Code timescales. Two extensions were agreed with residents where additional investigation was required.
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	Section 6.3.3 of the Complaints Resolution policy outlines this requirement.	This has not been applicable over the last 12 months but is worded in our policy if this was required.
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	6.3.4 Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Complaints response template letters	This is included in the letter templates.
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	6.3.6 Complaint Resolution Policy IDS-Complaints-resolution-policy-March-2026.pdf Complaints action tracker.	This is part of our procedure and a separate tracking document is in place to monitor actions that remain outstanding after a response is provided.

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	Section 6.3.3 of the Complaints Resolution policy outlines these requirements. IDS-Complaints-resolution-policy-March-2026.pdf	This is set out within the policy and letter template.
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	Complaint response letters	This is set out in the letter templates.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	This is outlined in section 6.3.1 of the Complaints Resolution policy. IDS-Complaints-resolution-policy-March-2026.pdf	This is coordinated by a senior manager with access to all relevant staff.

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	Complaints response letters	Where a complaint is upheld in full or in part, the response sets out what went wrong, why, and what action IDS will take to put things right. Staff dealing with complaints are guided by the Complaints Resolution Policy and the IDS Compensation Policy, which sets out the range of remedies available, including apologies, explanations, action plans, and financial compensation. The appropriate remedy is determined by the nature and impact of the fault, with reference to Ombudsman guidance on remedies. All resident-facing housing staff have completed the Ombudsman's Dispute Resolution training and the Complaint Handling Code e-learning. Proposed remedies are agreed with the resident where appropriate and tracked

				to completion via the complaints action tracker.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Compensation Policy IDS-Compensation-policy.pdf	This is reflected within the compensation policy.
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	Complaints response letters	This is included in letter templates.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	CEO reports to Board Minutes of Board meetings	Compensation and remedy decisions are considered against the Housing Ombudsman Remedies Guidance, IDS Compensation Policy and previous Ombudsman determinations. Relevant guidance is reviewed regularly and learning is reported to the Board and Operations Committee.

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	Complaints report to Operations Committee Annual Complaint and Service Improvement Report Annual Report to Residents	Quarterly complaint reports and an Annual Complaints and Service Improvement Report are scrutinised by the Operations Committee, Corporate Management team

	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.			and the Board. The annual report includes complaint volumes, outcomes, demographics, Ombudsman determinations, complaint handling performance, learning outcomes and service improvements arising from complaints. No complaints were refused during 2025/26. Complaints performance data is also presented to the Board, Committee, and Corporate Management Team at each meeting, enabling them to scrutinise operational performance and identify trends.
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	Annual complaints and service improvement report Report	The Annual Complaints and Service Improvement Report is reviewed by the Operations Committee and key findings are reported to the Board through committee minutes and performance reporting. The complaints review and the self-assessment, service improvement report including the response from MRC are

				published on the website alongside complaint performance information. The 2026/27 the Annual Complaints and Service Improvement Report presented to the Board and includes the response from the Member Responsible for Complaints (MRC) who is a Board Member. This has been approved by the Board.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	Updated self-assessment following restructure	This was completed in 2024 following a restructure of the Housing service and updated polices.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Revision updated in November 2025 following Ombudsman review.	IDS has complied with any reviews carried out by the Ombudsman.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	Not yet applicable	This has not yet been applicable but would be complied with if it happened.

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	Learning from complaints in Operations committee complaints reports and monthly dashboards Complaints and feedback - Industrial Dwellings Society	Every complaint is considered for learning opportunities, and themes across complaints are analysed to identify service improvements. Examples during 2025/26 included reviewing scaffold erection procedures, introducing enhanced investigations for recurring emergency lighting failures, refresher training on rent verification processes, improving transparency when repair requests are declined, strengthening shared ownership sales procedures and introducing additional resident communications in areas with higher complaint volumes.
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	Yes	Operations committee complaints report	All resident facing staff are reminded of the importance of complaint handling and why it is important. Lessons are shared with staff monthly for

	to identify issues and introduce positive changes in service delivery.			opportunities for learning and improvements. Themes from complaints are shared with the Operations committee who escalate any key learning/topics to the Board
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	Operations committee complaints report	Operations Committee receive a quarterly report, and complaints are reviewed at the monthly management team meetings. Monthly dashboards are published on our website for transparency.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes		The Head of Housing is the senior lead accountable for complaint handling and undertakes regular reviews of complaint trends, Ombudsman determinations, service improvement actions and compliance with the Complaint Handling Code. Findings are reported through monthly meetings with the Member Responsible for Complaints and through quarterly reporting to the

				Operations Committee and Board.
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	Member Responsible for Complaints discussion in minutes at Operations Committee	Non-Executive Director/Board Member appointed as MRC
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	MRC updates via the Operations Committee	Deborah Fox, Member Responsible for Complaints, meets monthly with the Head of Housing to review complaint performance, complaint themes, Ombudsman determinations, service improvement actions and compliance with the Complaint Handling Code. Quarterly complaint reports are also scrutinised by the Operations Committee.
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;	Yes	Updates to Operations Committee	Quarterly complaint reports include details of Housing Ombudsman determinations, compliance with Ombudsman orders and learning arising from investigations. During 2025/26, IDS received two Housing Ombudsman

	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.			determinations and all Ombudsman orders were completed within the required timescales and accepted by the Ombudsman Compliance Team.
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 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.	Yes	Staff objectives	These are standard objectives for resident facing staff to reflect the need for a collaborative approach to resolution, collective responsibility for service failure and compliance with the Complaint Handling Code. Objectives are set annually and reviewed quarterly. Third party contractors operating on behalf of IDS are required under their contract to cooperate with the complaints process and respond to information requests within agreed timescales.