

Submission Guidance

Why an annual submission is required

From 1 April 2024, it is a condition of membership of the Housing Ombudsman Scheme that all member landlords regardless of size are required to have a complaint policy which is compliant with the statutory Complaint Handling Code and to complete an annual submission which includes the landlord's self-assessment, an annual complaints performance and service improvement report and a response from the landlord's governing body.

The requirements of the submission

- The charity is required to have a compliant complaint policy.
- The charity should then complete a self-assessment against the Code. Please find a link to the [self-assessment template](#).
- In addition to this, the charity is required to provide an annual complaints performance and service improvement report.
 - The report needs to cover up to the charity's financial year end and should cover the previous year's complaints data so, for this year's submission, the report should cover the complaint data from 2023-2024.
 - Charity's will be expected to include their performance against the Code in place at that time, covering the following points:
 - a qualitative and quantitative analysis of the charity's complaint handling performance - this must also include a summary of the types of complaints the landlord has refused to accept
 - any findings of non-compliance with the Code by the Ombudsman
 - the service improvements made as a result of the learning from complaints
 - its actions following any annual report about the charity's performance from the Ombudsman
 - its actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the charity.
- Our webinar about what the report should contain will assist the Charity - [Annual complaint handling and service improvement report webinars - Housing Ombudsman \(housing-ombudsman.org.uk\)](#).

Please note, if no complaints have been received during the period, the report can reflect that, but the charity should use this as an opportunity to satisfy itself that the complaints process is accessible and that there are no barriers to complaints being raised, or that complaints are not being dealt with informally. The report should also include any actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the charity.

- The charity's Board of Trustees (or equivalent) will then need to approve the report and provide a statement to demonstrate that they have scrutinised the contents of the report and are satisfied that the report is an accurate reflection of the charity's position.
- All the above will need to be published on the landlord's website if it has one. If the charity does not have a website, then it needs to take steps to communicate this to its residents in an alternative way, e.g. information packs to residents, publishing the information on noticeboards in communal areas, etc. It will need to state in its self-assessment how it has published this information to residents.
- As well as publishing the information on its website (or alternative means), the charity will need to complete the process by completing the electronic submission form to the Housing Ombudsman Service. The link can be found here [submissions form](#).
- Below are the links to our guidance on submissions and the submissions webinar:

[Guidance on annual submissions | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)

[Submissions webinar - Housing Ombudsman \(housing-ombudsman.org.uk\)](#)
- Submissions are required annually
- Submissions for those with under 1,000 homes will either be 12 weeks after their financial year-end or the date of publication of Tenant Satisfaction Measures (TSM), whichever is sooner.

Contacting The Housing Ombudsman

Email: compliance@housing-ombudsman.org.uk