

Issue with the Complaint Handling Code Annual Submissions Form

If you are experiencing issues with logging into our engagement platform to complete the Complaint Handling Code Annual Submissions Form, it is most likely an issue with your browser/device that can easily be addressed by clearing your cache.

Clearing your cache

Clearing your cache is the act of:

- deleting temporary files your browser has downloaded
- removing locally stored information about webpages you've visited
- forcing your web browser to re-download fresh versions of files
- freeing up storage space on your device
- resolving loading issues

To clear your cache, you can follow these steps for different platforms:

Google Chrome: Click the three-dot menu > More Tools > Clear browsing data

Microsoft Edge: Go to Settings > Privacy > Clear browsing data

Once this is complete, go back to the Complaint Handling Code Annual Submissions Form and log in to [complete the form](#).

You may also be required to reset your password using this link - '[Forgot password? | Engage Housing Ombudsman \(housing-ombudsman.org.uk\)](#)'

Ongoing Technical Issues

If the charity continues to experience technical difficulties or is unable to submit its documentation via the electronic form, please contact us at compliance@housing-ombudsman.org.uk

We will ask for further information from the charity and investigate the issues on a case-by-case basis. If the issues continue, we will be able to discuss other ways the landlord can provide its submission.