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**Author**

Head of Lettings,  
Income and Resolutions

**Title of policy**

Customer Complaints Policy

**Section**

Customer

Updated: May 2026

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**1 Policy statement**

- 1.1 We value and encourage a positive complaint handling culture and are committed to ensuring that all our customers have a strong voice to influence decisions and challenge us as their landlord. We are also committed to consistently providing an excellent service to all our customers. However, we recognise that there are times when our service fails to meet the high standards we have set.
- 1.2 This Policy sets out Rooftop Housing Group's ('Rooftop') approach, obligations and responsibilities regarding customer complaints and extends to all our services including those of our contractors and agents. It applies to all our customers and their designated advocates including non-resident service users, key workers, those in shared ownership properties and leaseholders. Application of this Policy to other parties will be considered on a case-by-case basis.
- 1.3 Rooftop encourages a culture of continuous improvement, both as individuals and as an organisation. Rooftop recognises a high number of complaints can be indicative of a well-publicised and accessible complaint process. Learning from our customer feedback, including customer complaints, is an integral part of that process and this Policy sets out our expectations on how we evidence, monitor and deliver any learning points that arise from the complaints we receive.
- 1.4 Customers must be able to raise their complaints in any way and with any colleague. All colleagues are made aware of the complaints process and know how to record complaints.
- 1.5 All colleagues will collaborate and co-operate to resolve complaints and take collective responsibility.

**2 Statutory and Regulatory context**

- 2.1 The Transparency, Influence and Accountability Standard (Regulator of Social Housing 2024) states:
  - 2.1.1 Registered providers must ensure their approach to handling complaints is simple and accessible.
  - 2.1.2 Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.
  - 2.1.3 Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.
  - 2.1.4 Since April 2024, the Housing Ombudsman's Complaint Handling Code has become a statutory requirement for all social landlords. Rooftop complies fully with the Code and its mandatory provisions, including the required definitions, accessibility standards, timescales, reporting requirements and the appointment of a Member Responsible for Complaints (MRC). The Code sets out clear

expectations regarding complaint stages, timescales and the content of written responses. Rooftop will:

- Ensure all complaint acknowledgements and responses meet the statutory timescales.
- Undertake an annual self-assessment against the Code and publish the results on our website.
- Make sure staff are trained to deliver the requirements of the Code.
- Provide residents with clear information about their right to escalate complaints to the Housing Ombudsman.

2.2 Section 164A Data Protection Act 2018 states that an individual may make a complaint to an organisation if they consider that, in connection with personal data relating to them, there is an infringement of the UK GDPR.

### 3 Definitions

3.1 A **Contact** is the day-to-day correspondence we have with our customers. This might include reporting Anti-Social Behaviour (ASB), requesting a repair or providing a customer with an update on a service we are providing. We may classify an initial contact as a Service Request when this is our first opportunity to put something right for the customer. It may, however, be clear that the issues raised are complex or longstanding, or the customer may request to raise a complaint. Where a customer expresses dissatisfaction with our handling of a service request, we will raise a complaint, even where the service request is ongoing.

3.2 We have adopted the Housing Ombudsman's definition of a **Complaint**. This is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Rooftop, its own colleagues, or those acting on our behalf, affecting a customer or group of customers. A customer does not need to use the word 'complaint' for it to be treated as such. Whenever a customer expresses dissatisfaction, we will give them the choice to make a complaint. Complaints can also include where an individual considers that we have infringed data protection legislation because of the way we have handled their personal information (or the personal information of someone they are acting on behalf of). Sometimes individuals may complain about our service or other matters, whilst also exercising their data protection rights. We will not treat this as a data protection complaint.

3.3 An **Advocate** is a person that is representing the customer through this process. This may be a friend, relative or neighbour or someone in a more formal capacity, such as a solicitor. The customer will need to designate an individual or organisation to advocate on their behalf in writing. The customer will also have the right to be accompanied at any meeting with the landlord. If a customer appoints an advocate, that person will become the primary contact for the purpose of the complaint.

### 4 Equality, Diversity and Inclusion: Principles

4.1 At Rooftop we are committed to creating and sustaining a diverse and inclusive environment achieving positive outcomes for potential and existing customers, our colleagues and the wider community. Our commitments to our customers, colleagues and communities are detailed in our Equality, Diversity and Inclusion (EDI) Strategy. We are an organisation that values diversity, champions equality and inclusion. We demonstrate this through the activities and the services we provide. This means living by, working to and acting on our Values.

4.2 We will make it easy for customers to complain by providing different channels through which they can make a complaint under our duties under the Equality Act 2010. Complaints can be made to us in person, over the telephone, by email, by

letter, or via our website. We will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.

- 4.3 Our Assessing and Supporting Vulnerability Policy outlines our approach. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a customer has disclosed. Any agreed reasonable adjustments will be kept under active review.

## **5 Vulnerability: Reasonable Adjustments**

- 5.1 There are occasionally circumstances where we need to consider working outside of the parameters of this Policy. This may be where there are several complexities present, or where customers have vulnerabilities that may lead us to make reasonable adjustments to the way we apply this Policy.
- 5.2 In such cases, any approach outside of this Policy (and potentially other policies) will be considered and recorded, if agreed. This will always be considered in the context of the Assessing and Supporting Vulnerability Policy. This includes providing a named complaint owner to be the main point of contact for the person making the complaint and who is responsible for keeping them informed of progress on their complaint.

## **6 Data Protection: Principles**

- 6.1 Rooftop recognises the importance of protecting the personal data of our customers, colleagues, contractors and other stakeholders and our commitment to compliance with data protection laws and managing personal data responsibly. As an organisation, we are committed to ensuring everything we do with personal data follows the principles of lawfulness, transparency, fairness and accuracy whilst minimising the amount of data we collect and only using it for specific, explicit and legitimate purposes until we no longer need it.

## **7 Data Protection Complaints and the Information Commissioner's Office (ICO)**

- 7.1 The **UK GDPR** (General Data Protection Regulation) lays down rules relating to the protection of individuals with regard to the processing of personal data and rules relating to the free movement of personal data. This Regulation contributes to the protection of individuals' fundamental rights and freedoms.
- 7.2 Where a customer believes Rooftop has not handled their personal data in accordance with the Data Protection Act 2018 or UK GDPR, they may raise a data protection complaint through this Policy. Rooftop will investigate all data protection complaints fairly and transparently.
- 7.3 If a customer remains dissatisfied following Rooftop's final response, or believes that their information rights have been infringed, they have the right to escalate their concerns to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection. The ICO can consider whether Rooftop has met its legal obligations in relation to personal data.
- 7.4 ICO contact details will be provided to customers where a data protection complaint is made:
- Telephone 0303 123 1113
  - Website: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

## 7.5 What are data protection complaints?

7.5.1 If someone considers that we have infringed data protection legislation because of the way we have handled their personal information (or the personal information of someone they're acting on behalf of), they can complain to us.

7.5.2 In order to complain, they don't have to use legal terms or quote sections of the legislation. For example, people may submit complaints about:

- the way we've responded to their subject access request (SAR), or other rights request;
- the security measures we've used to store their information (eg someone who has been impacted by a data breach, regardless of whether it's reportable to the ICO); or
- how we've collected or used their personal information (eg where we've stored it, how long we've kept it for, or its accuracy).

7.5.3 Sometimes people may complain about our service or other matters, whilst also exercising their data protection rights. This doesn't count as a data protection complaint. For example:

- a person may acknowledge we responded to their subject access request on time, but express dissatisfaction that we didn't expedite it;
- a colleague may raise a grievance issue, and also request copies of their personal information; or
- a person may complain about a customer service issue and also request that we delete their information.

## 8 Key Principles

8.1 All complaints are dealt with fairly, honestly, consistently and in a timely manner in line with the Housing Ombudsman's Complaint Handling Code. We also ensure that our customers are aware of the Housing Ombudsman Service and provided with its contact details.

8.2 We will accept a complaint unless there is a valid reason not to do so. Each complaint is treated on a case-by-case basis.

8.3 Colleagues are trained and have responsibility for recognising complaints and making sure that they support the customer by referring the complaint to the Complaints Resolution Team quickly and explaining the next steps to the customer.

8.4 Complaints indicating a priority property safety risk (e.g., damp and mould) must be identified at first contact through staff questioning and relevant prompts. Where a potential safety risk is identified, for example under HHSRS or Awaab's Law, the issue must be immediately escalated to the appropriate specialist team to follow Rooftop's property safety or hazard management procedures. The complaint investigation will continue in parallel with the safety response. The escalation and actions taken must be recorded within the complaints record, including the responsible team and date of referral.

8.5 Where a customer has both a complaint case and a property hazard case which are related, these cases will be linked in the housing management system ensuring cross-team co-operation and knowledge. The Complaints Resolution Team will monitor the progress of the safety referral alongside the complaint and ensure the customer is kept informed.

8.6 We will investigate complaints raised by one of our customers, a current or former tenant or a current or former leaseholder/shared owner and, in relation to data

protection complaints, any individual who uses our services including children as they have the same rights under UK GDPR as adults. We will also investigate complaints made by customers of other landlords, leaseholders, owner-occupiers, or private tenants about one of our customers causing a nuisance within the vicinity of their home. Such investigations will fall under the Anti-Social Behaviour and Hate Incidents Policy and procedures and not under the Customer Complaints Policy.

- 8.7 We will not ordinarily entertain group complaints. This is because it's important we consider the relevant impact on and individual circumstances of each customer. Where multiple customers raise complaints about the same issue and the facts are identical, Rooftop may carry out a single investigation. Each customer will still receive an individual acknowledgement, response and outcome, recorded against their own complaint.
- 8.8 Negative comments or messages on social media will not be tracked or logged as complaints. Where possible and appropriate, we will signpost our customers to our complaints process.
- 8.9 All complaints are confidential and are recorded and investigated as such. The complaints process and the handling of related information is General Data Protection Regulation (GDPR) compliant.
- 8.10 Mandatory Complaint Handling training provides an overview of the Customer Complaint Policy and procedure. The training forms part of the corporate induction process for new colleagues and we expect existing colleagues to complete the training on an annual basis and when there is a fundamental change to working practice. This ensures that colleagues can recognise a complaint and offer support as required.
- 8.11 Rooftop has a Complaints Resolution Team assigned to take responsibility for complaint handling and is responsible for liaison with the Housing Ombudsman. The Complaints Resolution Team has access to colleagues at all levels to facilitate the prompt resolution of complaints. They also have the authority and autonomy to act to resolve disputes promptly and fairly. The Complaints Resolution Manager will lead the team and support on a group wide level ensuring a consistent and compliant approach and championing the Customer Complaints Policy and procedure. They will also ensure complaints are reported to the Group Board.
- 8.12 We have appointed a member of the Group Board to have lead responsibility for complaints. This is the Member Responsible for Complaints (the 'MRC'). The MRC and Group Board will receive regular reports relating to complaints.
- 8.13 This Policy is published and promoted on the Rooftop website, through social media platforms and can be made available to customers in multiple formats, including alternative languages and hard copy. Alongside the Policy we provide a guide for customers to explain the complaints process, timescales and expectations.
- 8.14 Our complaints handling performance is measured against our own targets and the standards set out by the Regulator of Social Housing and Housing Ombudsman. We publish a self-assessment of our performance against these standards and the Group Board's response on our website annually. We will also publish complaints performance and a summary of the learning and actions on our website.

## **9 Process**

- 9.1 **Acknowledgement** – all complaints must be acknowledged, defined and logged at Stage 1 **within five working days of receipt**. The acknowledgement will clearly set out which elements of the complaint Rooftop is, and is not, responsible for. The acknowledgement will clearly identify any reasonable adjustments requested by the customer.

- 9.1.1 **Stage 1 Investigation and Response** – if a customer clearly wishes to raise a complaint about the service we have provided, the Complaints Resolution Team will investigate and issue a **full written response within 10 working days following the** acknowledgement. All Stage 1 responses will include:
- a) the complaint stage.
  - b) the complaint definition.
  - c) the decision on the complaint.
  - d) the reasons for any decisions made, referencing relevant policy, law and good practice.
  - e) the details of any remedy offered to put things right.
  - f) details of any outstanding actions and how these will be tracked, actioned and communicated.
  - g) details of how to escalate the matter to Stage 2
  - h) the Housing Ombudsman contact details.
- 9.1.2 We respond once we know the answer to the complaint, even if actions are still required afterwards. Outstanding actions will be tracked and suitable update intervals agreed with the customer
- 9.1.3 If new but related issues arise *before* the Stage 1 response is issued, they will be incorporated into the ongoing investigation.
- 9.1.4 If new issues arise that fall outside the scope of the investigation, a separate Stage 1 complaint will be opened to avoid delaying the original response.
- 9.1.5 **Stage 1 Extensions - If the complaint is complex and a response cannot be issued in 10 working days:**
- 9.1.5.1 Only one extension of up to 10 working days may be applied, with clear reasons provided. This is discussed with the customer and agreed prior to a formal extension letter being issued. In such cases:
- Customers will be informed of the new expected response date.
  - Housing Ombudsman contact details will be provided.
  - Where a response falls outside extended timescales, we will agree appropriate update intervals with the customer.
- 9.1.6 **Escalation to Stage 2**
- 9.1.6.1 If the customer remains dissatisfied with all or part of the Stage 1 outcome, they may request escalation to Stage 2. Stage 2 is our final response. Requests should normally be received within 30 working days of the Stage 1 response.
- 9.1.6.2 The Stage 2 reviewer will not be the same person who considered Stage 1.
- 9.1.6.3 Customers do not need to explain their reasons for escalation, although we will make reasonable efforts to understand why they remain unhappy.
- 9.1.6.4 Customers will be advised that while new information/evidence will be considered at Stage 2, the scope of the investigation at Stage 2 will not be widened to consider matters which have not previously been investigated at Stage 1.
- 9.1.7 **Stage 2 – Final Review and Response**
- 9.1.7.1 Stage 2 complaints will be **acknowledged**, defined and logged within five working days of the escalation request. The acknowledgement will clearly set out which elements of the complaint Rooftop is, and is not, responsible for. The

acknowledgement will clearly identify any reasonable adjustments requested by the customer.

9.1.7.2 A final written response will be issued within 20 working days following the acknowledgement, including:

- a) The complaint stage.
- b) The complaint definition
- c) The decision on the complaint.
- d) Reasons for the decision, referencing relevant policy, law and good practice.
- e) Details of any remedy offered.
- f) Any outstanding actions, including how they will be tracked, completed and communicated.
- g) How to escalate the matter to the Housing Ombudsman.
- h) As with Stage 1, we respond when we know the answer, not when all actions are completed. Update intervals will be agreed where actions remain open.

### 9.1.8 **Stage 2 extensions.**

9.1.8.1 If a Stage 2 complaint is complex:

**Only one extension of up to 20 working days** may be applied, with reasons clearly explained. This is discussed with the customer and agreed prior to a formal extension letter being issued. In such circumstances:

- Customers will be informed of the revised timescale.
- Housing Ombudsman contact details will be provided.
- Where responses fall outside extended timescales, we will agree suitable update intervals.

## 9.2 **Additional Considerations**

9.2.1 We will contact the customer within five working days of their complaint being logged at each stage to understand the outcome that they are seeking to enable their involvement and to facilitate a swift resolution.

9.2.2 **Additional extensions** will only be permitted in **exceptional circumstances** where investigations cannot reasonably be completed within the extended period (e.g., awaiting expert reports or essential information). Customers must be informed before the deadline, provided with the reason, new date, and Housing Ombudsman rights.

9.2.3 All extensions must be **approved by a manager** and recorded in the housing management system.

9.3 Complaints from shared owners and leaseholders will be investigated and handled in accordance with the requirements and guidance of the Housing Ombudsman Scheme.

9.4 Where the complaint is from a leaseholder or shared owner regarding a service charge, they may choose to take the matter to a Leasehold Valuation Tribunal.

9.5 We will support investigations by and the determination of the Housing Ombudsman or Leasehold Valuation Tribunal.

9.6 The outcome of every complaint will be recorded on the housing management system. Lessons learned from complaints will be agreed and overseen by the relevant Manager or Head of Service.

9.7 If a customer has a complaint about a contractor, we will ensure that our own complaints process is followed so that our customers do not have to go through two complaints processes.

9.8 Where the resolution for a complaint involves complex works, we will arrange for pre and post inspection by a Building Inspector.

## 10 Exclusions

- 10.1 In line with the Code, we aim to deal fairly, honestly and consistently with all customers. Each complaint is considered on an individual basis; we do not take a one size fits all approach when excluding complaints. However, complaints will not be investigated in cases where:
- 10.2 Unacceptable behaviour. Where a customer's actions are considered unacceptable, such as aggressive or abusive behaviour, unreasonable demands, vexatious or persistent and / or unsubstantiated complaints, the complaints process may be withdrawn or otherwise restricted. Where appropriate we may refer matters to the police or other agencies. Please refer to Rooftop's Unacceptable Behaviour Policy.
- 10.3 The issue giving rise to the complaint occurred over 12 months ago, with discretion to consider each complaint request on a case by case basis. (Complaints where the customer has not been made aware of the issue within 12 months will be considered)
- 10.4 If customers express dissatisfaction with services when completing a satisfaction survey, we do not treat this as a complaint. All surveys will clearly outline how to make a complaint if the customer wishes to do so.
- 10.5 Legal proceedings have started. This is defined as details of the Claim Form and Particulars of Claim, having been filed at court. Please note, where a customer has started a disrepair claim, this will not prevent us from inspecting the property, providing repairs to the property, or logging complaints until we are notified that court proceedings are beginning.
- 10.6 Matters that have previously been considered under this Customer Complaints Policy.
- 10.7 The complaint relates to persons or bodies, over which we have no control, and actions or services which we are not responsible for providing
- 10.8 The complaint relates to Anti-Social Behaviour (this is covered in the Anti-Social Behaviour and Hate Incidents Policy) unless the complaint concerns the management of the Anti-Social Behaviour or Neighbour Nuisance issue reported.
- 10.9 When a contact is logged as a complaint (either through the app/website by the customer or by a colleague but it is clearly a request for service, we will reclassify this contact as a service request and direct it to the appropriate team for action in accordance with business as usual timeframes.
- 10.10 If the complaint or escalation request is not accepted, an explanation must be provided to the customer setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Housing Ombudsman. If the Housing Ombudsman does not agree that the exclusion has been fairly applied, it may instruct Rooftop to take on the complaint.
- 10.11 A complaint made by a non-customer will usually fall outside of this Policy and therefore may not be considered under this Policy. There may be limited exceptions, such as data protection complaints. The principle of considering each complaint on a case by case basis will be applied. In the event a non-customer brings relevant concerns to us, we undertake to investigate them and resolve them under the management of the appropriate team.

## 11 Putting things right

11.1 Where something has gone wrong, Rooftop will acknowledge this and set out the actions it has already taken, or intends to take, to put things right. Remedies can be provided at any stage of the complaints process without the need for escalation.

These can include:

- Apologising.
- Acknowledgement, 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 financial remedy (see Compensation Policy).
- Changing policies, procedures or processes.
- Providing training to colleagues as appropriate.

The Compensation Policy and procedure provide guidance on considering the individual impact on customers.

## 12 Housing Ombudsman

12.1 The role of the Housing Ombudsman is to resolve complaints between landlords and residents. This includes investigating the complaint independently to decide if the landlord or managing agent has acted appropriately, along with making decisions around compensation or other remedies if needed. The Housing Ombudsman support effective landlord and resident dispute resolution.

12.2 Customers can contact the Housing Ombudsman regarding enquiries and advice at any point before or during the complaint process. The contact details are:

Complaint form: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: 0300 111 3000

Write to:

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

## 13 Compensation

13.1 We recognise that occasionally we may deliver services that fail to meet our customers' and our own service expectations. In these circumstances, compensation may be appropriate. In awarding compensation, we will consider whether any statutory payments are due, if any quantifiable losses have been incurred and the time, inconvenience and distress caused to the customer.

13.2 Compensation may be awarded at any stage of the complaint process where out of pocket expenses impact a customer, and at the completion of the investigation if a complaint is upheld in line with our Compensation Policy.

#### 14 **Member Responsible for Complaints (the MRC)**

14.1 The MRC will be responsible for ensuring the Group Board receives regular information on complaints that provides insight on Rooftop's complaint handling performance. They must have access to suitable information and colleagues to perform this role and report on their findings. A role description for the MRC has been created which contains specific detail of the duties and responsibilities.

14.2 As a minimum, the MRC and the Group Board 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.
- c) regular updates on the outcomes of the Housing Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings.
- d) the annual complaints performance and service improvement report and annual self-assessment against the Code.

#### 15 **Learning**

15.1 We actively seek to identify learning from customer complaints and use them to improve services. We will report learning as necessary to relevant committees and customer panels.

15.2 The Complaints Resolution Team will complete a lessons-learned report, including any opportunities to improve that have been identified.

15.3 Rooftop will maintain a database of all lessons learned and ensure that any actions identified are monitored for completion and effectiveness. This will be the responsibility of the Head of Service and the Complaints Resolution Team.

15.4 The relevant Head of Service is responsible for implementing and communicating any lessons learnt within their own team and across the wider business.

15.5 Any service improvements are implemented by those Heads of Service and Service Managers whose business areas are the subject of the complaint.

15.6 Where a complaint concerns a colleague or colleagues acting inappropriately, the Human Resources department will be notified to support the investigation.

15.7 Rooftop will also network, share and learn from any good practice including specific spotlight reports or topics that have been reported on by the Housing Ombudsman as necessary.

#### 16 **Performance Monitoring**

16.1 Overall compliance against our Policy will be monitored by the Complaints Resolution Manager.

16.2 The Executive Director – Customer will be the lead person accountable for complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.

16.3 We are promoting a high performing learning culture through harnessing customer feedback to genuinely improve the service we provide and offer opportunities for continuous learning within our service teams.

- 16.4 Complaints performance is reported to the Leadership Team, the Executive Team and Group Board. The MRC will receive detailed information relating to volume, categories and outcomes as specified at Section 14.
- 16.5 Cases that are under notification to or review by the Housing Ombudsman are reported to Executive Team through the Compliance, Health and Safety report, including any impact against our existing risk assessment and risk score.
- 16.6 Regular and relevant reports are also taken to the Audit and Risk Committee.
- 16.7 Our performance will be shared more widely with our customers via the website quarterly and each year through the annual report to customers.
- 16.8 In line with the Code, each year we will carry out an annual self-assessment of our performance which will be reported to the Group Board and made publicly available via our website together with the Group Board's response.

**17 Review**

- 17.1 This Policy will be reviewed annually together with the self-assessment against the Housing Ombudsman's Complaint Handling Code unless there are major changes in legislation or good practice.

**18 Consultation**

- |      |                                   |               |
|------|-----------------------------------|---------------|
| 18.1 | Customer Strategy Group           | December 2025 |
| 18.2 | Leadership Team sub-group         | February 2026 |
| 18.3 | Data Protection Officer           | March 2026    |
| 18.4 | Member Responsible for Complaints | April 2026    |
| 18.5 | Executive Team                    | April 2026    |

**19 Responsibilities**

**Responsible body**

- |      |   |   |
|------|---|---|
| 19.1 | Formulation, amendment and approval of policy                       | Board of Rooftop Housing Group  |
|      | Monitoring of policy  | Complaints Resolution Team  |
|      | Operational management of policy/policy author                      | Head of Lettings, Income and Resolutions<br>Complaints Resolution Manager |
| 19.2 | <b>Date of formulation of policy</b>                                | February 2005   |
| 19.3 | <b>Dates of policy reviews</b>                                      | May 2026  |
|      | Minor changes to reflect recommendations from the Housing Ombudsman | August 2025<br>May 2025<br>January 2025                                   |

September 2024

March 2024

May 2023

November 2022

December 2020

July 2019

August 2015

May 2027

19.4 **Date of next review**

**Appendix 1**

**Associated documents**

Internal – Rooftop policies and procedures

- Complaints procedure
- Whistleblowing Policy and procedure
- Compensation Policy and procedure
- Unacceptable Behaviour Policy
- Assessing and Supporting Vulnerability Policy
- Receiving Dissatisfaction and Complaints directly – Guidance for Board Members
- Complaints guide to Customers
- MRC Role Description
- Data Protection and Privacy Policy

External

- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Regulator of Social Housing Transparency, Influence and Accountability Standard (2024)
- Information Commissioner's Office (ICO)
- ISO 9001:2015 Quality Management System
- Housing Ombudsman's Complaint Handling Code (2024)
- Equality Act 2010
- Leasehold Valuation Tribunal for service charge disputes
- NHF Code of Governance (2020)
- NHF Together with Tenants Charter