

Conditions of membership of the Housing Ombudsman Scheme are that we:

- must agree to be bound by the terms of the Scheme;
- establish and maintain a complaints procedure in accordance with any good practice recommended by the Ombudsman;
- inform residents of their right to bring complaints to the Ombudsman;
- publish our complaints procedure and make information about it easily accessible on our website and in correspondence with residents;
- manage complaints in accordance with our published procedure or, where this is not possible, within a reasonable timescale; and;
- provide information to the Ombudsman within a reasonable timescale.

A Complaint Handling Failure Order for non-compliance with the Scheme or Code, could be issued by the Housing Ombudsman for:

- failure to accept a complaint in a timely manner, or exclude without good reason;
- an inaccessible complaints procedure, or not managing complaints in accordance with the complaints policy;
- failure to progress a complaint through the procedure or respond within timescales without good reason;
- failure to notify a resident of their right to refer the complaint to the Housing Ombudsman;
- failure to provide evidence to support an investigation by the Housing Ombudsman.