



Complaints Policy

Version Control

This is Version 2 of the Complaints Policy, effective from 15 September 2026

Approved by NewArch Homes Board: 15 September 2026

Next Review Date: September 2028

Policy Owner: Georgia Kirby-Watt

This policy applies to residents in NewArch rented and shared ownership homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication. We have asked residents with experience of the Version 1 Complaints Policy to give feedback, and their views have informed further development of the Policy.

Our approach to Complaints

At NewArch Homes, we believe that listening to our residents is fundamental to delivering excellent services and building trust. We welcome all feedback, including complaints, as an opportunity to learn, improve, and ensure our residents feel heard and respected. This policy sets out our approach to handling complaints, ensuring that every concern is managed fairly, transparently, and in line with our values.

We work hand-in-hand with carefully selected Management Partners who are responsible for putting this policy into practice in their day-to-day work. These partners are expected to comply with our policy.

Our approach to Complaints Handling is straightforward and transparent – we comply with the Housing Ombudsman’s Complaints Handling Code and you can refer your complaint to the Housing Ombudsman at any point for advice using the contact details outlined in the policy below.

What this policy means for you

This policy applies to all residents living in properties owned by NewArch Homes, as well as to our Management Partners acting on our behalf. Our aim is to provide a consistent and fair process for addressing complaints, ensuring that every resident receives a timely and appropriate response.

Where this policy uses the term ‘we or us’, it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

A complaint is defined as any expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by NewArch Homes, our staff, or those acting on our behalf, which affects an individual resident or group of residents.

Service requests—such as reporting a first-time repair—are not covered by this policy unless they remain unresolved within a reasonable timeframe and cause dissatisfaction. When it comes to complaints, we commit to:

Being open and honest if we have made a mistake, or not met our obligations

Treating every complaint with compassion and respect

Learning from our mistakes

Putting things right, where we got them wrong

Providing fair access to resolutions and outcomes

Continuously improving our service delivery from complaint insights

Legal and Regulatory Framework

The policy aims to meet NewArch Homes legal and regulatory requirements including adherence to:

- The Housing Ombudsman's Complaints Handling Code
- Transparency, Influence and Accountability Standard
- Equality Act 2010

Housing Management Partners

A NewArch Homes resident's complaint should be reported to their Housing Management Partner in the first instance. This will be the same organisation that collects the rent and arranges any repairs.

The Management Partner will:

- Log and acknowledge all complaints.
- Retain records of response times, outcomes, and supporting documents.
- Report complaints to NewArch Homes quarterly for wider learning and annual analysis.

NewArch Homes will have oversight of Stage 2 investigations and this informs our Complaints Learning and continuous improvement work with Management Partners.

As part of Management Partner due diligence and onboarding, NewArch Homes will review Complaints Performance and maladministration rates of Registered Providers being considered. We will not partner with poorly performing Registered Providers and have contractual remedies in place to engage and manage performance issues once onboarded and operational.

Complaints Officer

Complaints will be managed by a designated Complaints Officer (or team) appointed by the Management Partner. This officer will have access to all necessary information and the authority to resolve complaints promptly and fairly.

Accessibility & how to raise a Complaint

Residents can raise complaints in any way that is accessible to them—by phone, email, letter, in person, or via an app (where available). Management Partners will make reasonable adjustments in line with the Equality Act 2010 and keep records of any agreed adjustments or disclosed disabilities.

Residents may nominate a representative to act on their behalf at any stage of the process, including attending meetings. Written consent will be required to discuss the case with a representative if not previously provided.

We will publish this policy prominently on our website and require Management Partners to communicate it annually to all residents, including:

- Contact details and methods for raising a complaint.
- An outline of the two-stage process and expected timelines.
- Contact details for the Housing Ombudsman.

The Complaints Process

Complaint Definition

When a complaint is received, we will clarify the issues and the resolution sought. If multiple issues are raised, each will be addressed separately.

Complaint Decision

At each stage, our response will state whether the complaint is:

Upheld	We agree something has gone wrong or our standards have not been met.
Partially Upheld	Some elements of the complaint are Upheld, but some are not.
Not Upheld	No failures identified or our standards were met.

If a complaint is upheld, we will propose a remedy that is reasonable and proportionate, considering the severity and any vulnerabilities. Remedies may include apologies, actions, policy changes, record amendments, or financial compensation in line with statutory guidance.

Stage One

All complaints are formally logged and acknowledged by the Management Partner within **five working days**.

Straightforward complaints may be resolved quickly; more complex cases will receive a written response within **ten working days** of acknowledgement.

If more time is needed, we will contact you to explain and agree an extension – usually because we are waiting on information or updates to be able to issue our response. If this is not agreed, residents may escalate to Stage Two or the Housing Ombudsman.

The Stage One response will include:

- The complaint stage.
- The complaint definition(s).
- The decision(s) and reasons.
- Details of any remedy or outstanding actions.
- How to escalate if dissatisfied.

Stage Two

Requests to escalate will not be unreasonably refused and you do not need to give a reason why you are not satisfied with the Stage 1 response. Our Management Partners must notify NewArch about Stage 2 complaints.

- A different investigator will handle Stage Two.
- Acknowledgement given within **five working days**; full written response within **twenty working days**.
- Extensions will be agreed where necessary; otherwise, residents may escalate to the Housing Ombudsman.

The Stage Two response will mirror the structure of Stage One and provide details for further escalation to the Housing Ombudsman if needed.

In the event of complex complaints or any uncertainty, NewArch may also attempt to speak to you directly to ensure we have the information and context needed to judge a suitable remedy and ensure our complaints handling and remedies are fair and consistent.

Exclusions

We may not investigate complaints that:

- Are service requests not previously reported.
- Are raised by individuals to whom NewArch does not owe a duty as landlord.
- Relate to anti-social behaviour (covered by a separate policy).
- Concern issues over 12 months old.
- Have already been investigated under this policy.
- Relate to decisions required by law or regulation.
- Are subject to ongoing legal proceedings.
- Are submitted anonymously via surveys.

However, we will always consider individual circumstances and may apply discretion to avoid unfair outcomes. If a complaint is excluded, we will explain why and provide information on how to appeal to the Housing Ombudsman.

Reasonable Conduct

We expect all communications to be respectful. While we understand complaints can be distressing, we will not tolerate abusive or vexatious behaviour towards staff. Persistent unreasonable behaviour may result in restrictions or, in exceptional cases, closure of the complaint. Any such actions will be documented and reviewed regularly.

Learning and Review

NewArch Homes produces an annual Complaints Learning Report, detailing complaints performance, what the Board has learned from complaints in the year and what improvements we have planned to address the issues. We also conduct an annual self-assessment against the Complaints Handling Code. Both documents are available to read on our website.

We monitor complaints performance across Management Partners and for NewArch as a whole, through regular analysis of:

How often responses and acknowledgements made on time

How often complaints are escalated to Stage 2, or referred to the Ombudsman

Average level of compensation awarded as remedy

% of complaints upheld

Number of complaints recorded

Difference between (a) formally recorded complaints and (b) number of customers who say they have made a complaint when surveyed

The Housing Ombudsman

The Housing Ombudsman offers a free, independent service for all social housing residents. Residents can seek advice at any stage and escalate complaints if dissatisfied with our process or outcome.

How to contact the Housing Ombudsman

By Post:

Housing Ombudsman Service

PO Box 152, Liverpool,

L33 7WQ

Telephone: 0300 111 3000

Email: info@housingombudsman.org.uk

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

Appendix

Term	Full Definition
Complaint	Any expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by NewArch Homes, our staff, or those acting on our behalf, which affects an individual resident or group of residents.
Service Request	A request from a resident asking us, or someone acting on our behalf, to take action to put something right, provide a service, or respond to an issue. Service requests are not complaints, but they may become complaints if the resident is dissatisfied with the response, the action taken, or the time taken to resolve the matter.