

Sustain (UK) Limited

COMPLAINTS, COMPLIMENTS AND COMMENTS POLICY AND PROCEDURE

Document 13a

Sustain (UK) Limited
Beech House
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Birmingham
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Front matter and version control

This Complaints, Compliments and Comments Policy and Procedure is Document 13a in Sustain (UK) Limited's policy framework. This version (v2) was prepared as part of the Policy Framework Review (May 2026) and addresses, in particular, the recommendations at Section 6 of the Sustain Rapid Assessment Report (November 2025) and the gap analysis findings (Document 13a Gap Analysis, May 2026).

Policy reference	13a
Policy title	Complaints, Compliments and Comments Policy and Procedure
Version	v2 (redraft addressing Policy Framework Review findings, May 2026)
Owner (role)	Operations Manager
Approver	Sustain (UK) Limited Board
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Review cycle	Annual (with annual self-assessment against the Housing Ombudsman Complaint Handling Code)
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Supersedes	13a v1 (DRAFT, review of 19 August 2024)
Linked policies	3.6 Safeguarding Policy; 20 Disclosure and Whistleblowing Policy; Managed Behaviour Policy; Anti-Social Behaviour Policy; Probity Framework; Sustain Risk Management Framework

1. The Policy

At Sustain (UK) Limited the needs of our tenants are paramount, alongside the employment fairness for staff and the reasonable expectations of those who deal with us. Sustain recognises the value of complaints, compliments and comments as an important tool for monitoring and responding to tenants, employees, managing agents / Home Providers and visitors, and for continuous improvement of our services.

All forms of complaint will be documented and assessed as part of an ongoing process. All compliments and comments will similarly be examined and acted on (including by feedback to the staff concerned).

Sustain follows the **Housing Ombudsman's Complaint Handling Code** (the "Code"), to which statutory force was given by the Social Housing (Regulation) Act 2023 from 1 April 2024, and the Housing Ombudsman's Dispute Resolution Principles. This policy and procedure is designed to comply with the Code as updated from time to time.

1.1 Aims of the policy (complaints)

- To recognise, promote and protect the right of tenants, employees, Home Providers and visitors to make a complaint.
- To recognise that effective complaint handling enables residents to be heard and understood.
- To operate accessible and well-publicised complaint procedures.
- To be fair to both the complainant and to the person or organisation complained about.
- To respond to complaints in a timely, courteous and objective manner.
- To determine and implement remedies, including learning from outcomes.
- To record, assess and review complaints regularly to drive service improvement.

1.2 Aims of the policy (compliments and comments)

- To recognise that compliments and comments received are equally valid feedback.
- To ensure the staff concerned are made aware of compliments received.
- To use comments to identify trends and to inform service improvement.

2. Regulatory and codified framework

This policy is anchored in the following regulatory, codified and statutory framework, against which Sustain assesses its complaint handling on an annual basis:

- **Statutory:** the Housing and Regeneration Act 2008 (Part 2); the Social Housing (Regulation) Act 2023 (including section 42, known as "Awaab's Law", and the Tenant Satisfaction Measures regime); the Equality Act 2010 (in particular sections 20–21 (reasonable adjustments) and the protected characteristics regime); and the Public Interest Disclosure Act 1998 (so far as the Disclosure and Whistleblowing Policy intersects).
- **Regulatory:** the Regulator of Social Housing's Transparency, Influence and Accountability Standard (April 2024) — required outcomes 1.4 (clear communication), 1.5 (publication of complaints performance information), 1.6 (fair and equal access;

reasonable adjustments), 2.1 (effective complaint handling) and 3.1 (learning from complaints); the Safety and Quality Standard (April 2024), required outcome 1.3 (escalation and learning from complaints involving hazards); and the Tenancy Standard (April 2024), required outcome 1.4 (right to complain about tenancy management).

- The **Housing Ombudsman Complaint Handling Code** — directly and fully applicable, with statutory force from 1 April 2024.
- **Sector codes:** the NHF Code of Governance 2020 (Principles 1, 5, 6 and 7) and the NHF Code of Conduct 2022 — both formally adopted by Sustain.

3. Definitions

- We will **accept a complaint** unless there is a valid reason not to do so. A complaint will be recognised at the point of first contact wherever possible, and we will not unreasonably delay escalation of an issue into the complaints process.
- A **complaint** is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Sustain, our staff, or those acting on our behalf (including Home Providers), affecting an individual resident or group of residents.
- Sustain recognises that a tenant does not have to use the word "complaint" for the matter to be treated as such. A complaint submitted to us via a third party or representative will still be handled in line with this policy.
- A **service request** is a request from a tenant to Sustain for action to put something right. Service requests will be recorded, monitored and reviewed regularly. A complaint should be raised where the tenant is dissatisfied with the response to a service request.
- Chasing a service request, such as a missed appointment, can often be resolved "there and then" with an apology and the provision of another appointment and may not need to enter our complaints system. However, if further enquiries are needed to resolve the matter, or if the tenant requests it, the matter will be logged as a complaint and the tenant informed of this decision.
- Comments of dissatisfaction recorded on tenant survey feedback forms will not automatically be recoded as a complaint, but where survey feedback meets the definition of a complaint, it will be logged and handled in accordance with this policy. Where the feedback does not constitute a complaint but indicates dissatisfaction, we will provide information to the individual on how to raise a formal complaint if they wish to do so.

4. Who can use this procedure

Sustain welcomes complaints, compliments and comments from anyone who deals with us. However, the formal complaints process set out in this policy, including the two-stage procedure and timescales required by the Housing Ombudsman's Complaint Handling Code, is designed primarily for our tenants and those acting on their behalf.

The formal complaints process under the Housing Ombudsman Code is available to:

- A person who is, or has been, in a landlord / tenant relationship with Sustain.

- Ex-tenants of Sustain, if the issue giving rise to the complaint occurred within twelve (12) months of the date the complaint is brought to our attention (see exclusions below).
- A representative of any of the people above, where they have the consent of the person on whose behalf they are acting.
- A representative of any of the people above who do not have capacity to give consent, where Sustain is satisfied that the representative has legitimate authority to act on the person's behalf (including where the person is deceased).

We also welcome complaints, compliments and comments from other parties, including Home Provider and managing agent staff, Sustain employees, local community members, Local Authorities and other partnership teams (such as hospital staff, GPs, mental health teams and social work teams). Feedback from these parties is valued and will be recorded, considered and acted on; it is handled through the appropriate internal route (see section 6) rather than the Housing Ombudsman process, which does not extend to non-tenant complainants.

5. Exclusions

Sustain will accept a complaint unless there is a valid reason not to do so. We may decline to consider a complaint in the following circumstances:

- The issue giving rise to the complaint occurred over twelve (12) months ago, *save that* complaints that concern safeguarding or health and safety matters will not be excluded on this basis — each such matter will be considered on its individual circumstances and the safeguarding pathway will, where engaged, run in parallel (see section 12).
- Legal proceedings have been issued and are active between the same parties and on the same issue (this is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court).
- The matter has previously been considered under this policy and the process was followed accordingly.
- The matter has previously been referred to the Housing Ombudsman, who has provided a determination, to which Sustain has implemented any directed actions, or which the Ombudsman declined to investigate.
- At the time the complaint is received, the matter is already being investigated by the Housing Ombudsman.

Where a complaint is not accepted, Sustain will write to the complainant **within five (5) working days** of receiving the complaint and provide a detailed explanation of the reasons. Where appropriate, we will advise the complainant of the right to refer the matter to the Housing Ombudsman. If the Housing Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may instruct Sustain to take on the complaint.

6. Procedures

6.1 Procedure for tenants

Tenants may raise a service request with their support provider (Home Provider or managing agent) where appropriate, and are advised to try and resolve issues with support workers or the head office of the support provider.

However, tenants have the right to make a complaint directly to Sustain at any time, and we will accept and log the complaint at the point of contact without requiring the tenant to pursue resolution elsewhere first.

Where a complaint relates to the actions of a Home Provider or managing agent, Sustain will take responsibility for investigating the complaint in line with this policy, working with the relevant parties as needed.

Complaints can be made in the following ways:

- In an email to info@sustainuk.org.
- In a letter to our Head Office at Beech House, 1a and 1b Greenfield Crescent, Edgbaston, Birmingham, B15 3BE.
- By telephone to 0121 428 2221.
- Online at www.sustainuk.org using the online feedback form.
- In comments on our tenant surveys issued.
- Verbally or face to face to a member of our inspections team who visits the property.
- Through their home provider and their staff (the home provider will ensure they escalate formal complaints to Sustain without delay)

Complaints made by tenants must be allocated an individual complaint number and recorded using the following key headings:

- Lack of support.
- Poor property conditions (including any condition that may engage section 42 of the Social Housing (Regulation) Act 2023 - see section 13).
- Unsuitable home or area.
- Other tenant issues.
- Breach of tenancy agreement.
- Tenant anti-social behaviour or police interest (note: tenant ASB reports are dealt with under the Anti-Social Behaviour Policy; complaints about Sustain's handling of ASB remain within this policy).
- Safeguarding (see section 12).
- Staff / Home Provider poor practice.

Tenants are also able to contact the Housing Ombudsman at any stage of their complaint to us. This will ensure they are able to gain impartial advice from the Ombudsman's dispute resolution team. The Ombudsman's contact details are set out at section 15.

6.2 Procedure for direct employees of Sustain

Employees wishing to register a complaint should speak directly to their line manager, who will deal with the complaint in an effective and timely manner. Individuals always have the right to nominate a representative or advocate to act on their behalf. Complaints can be made in

writing (email or letter), verbally (in person or by telephone), or in comments, feedback, appraisals, supervisions or surveys.

Where the concern engages a public interest disclosure — for example, suspected wrongdoing, regulatory breach, financial impropriety or a danger to the health and safety of any person — the employee should follow the **Disclosure and Whistleblowing Policy (Document 20)** in preference to this Complaints Policy. The Disclosure and Whistleblowing Policy provides specific protections for staff making protected disclosures under the Public Interest Disclosure Act 1998.

6.3 Procedure for external agencies and individuals

Sustain recognises that visitors, healthcare professionals, stakeholders, neighbours of our tenants, Local Authorities or anyone else directly affected by our business may wish to complain. Any external individual who wishes to complain about the service, the conduct of its employees, the conduct of Home Providers or any other aspect of Sustain's business may lodge their complaint in the following ways:

- In an email to info@sustainuk.org.
- In a letter to our Beech House, 1a and 1b Greenfield Crescent, Edgbaston, Birmingham, B15 3BE.
- By telephone to 0121 428 2221.
- Online at www.sustainuk.org using the online feedback form.
- Verbally or face to face to a member of our inspections team who visits the property.

Any reports of Anti-Social Behaviour will be dealt with under our Anti-Social Behaviour Policy and not under this policy. We will contact the person who made the report and explain this further, where needed. Complaints about Sustain's handling of ASB remain within this Complaints Policy.

7. Confidentiality

All complaints will be treated sensitively by the member of staff dealing with them. Individual rights, dignity and respect will always be upheld. Information will only be shared with relevant people in connection with the complaint, and will always be used with discretion and not shared without due consideration. Personal data is processed in accordance with Sustain's Privacy Notice and the UK General Data Protection Regulation.

8. Member Responsible for Complaints and advocacy

Sustain has appointed, in accordance with the Housing Ombudsman Complaint Handling Code, a Board-level Member Responsible for Complaints ("the MRC"). The MRC is a Non-Executive Director with responsibility for providing assurance to the Board on the complaint handling culture and on Sustain's compliance with the Code.

The MRC's responsibilities include:

- Receiving and challenging the quarterly complaints performance report submitted to the Board.
- Sign-off of Sustain's annual self-assessment against the Housing Ombudsman Complaint Handling Code.

- Acting as an alternative point of contact for a tenant or other complainant who, having exhausted the formal two-stage process, has a serious concern about the integrity of Sustain's complaint handling, or where there is a specific reason that the formal process is not appropriate.

The MRC may be contacted, by role title and not by name, through **mrc@sustainuk.org**. This route is in addition to, and does not replace, the formal two-stage complaints process set out at section 10.

All tenants have the right to have a person advocate their complaint on their behalf and should be aware of this right before they register a complaint. An advocate can be any person a tenant chooses (for example, a key worker, Community Psychiatric Nurse, support worker, friend, family member or social worker). Tenants must tell us they have given consent for that person to act on their behalf and confirm that they are happy for us to share their personal information with that person.

9. Reasonable adjustments, communication preferences and vulnerability

Sustain makes reasonable adjustments for tenants, in compliance with sections 20–21 of the Equality Act 2010 and required outcome 1.6 of the Transparency, Influence and Accountability Standard. We will discuss with the tenant (or an allocated person speaking on their behalf) any communication preferences or adjustments they would like to make to how a complaint is usually handled.

We will keep a record of any reasonable adjustments agreed, alongside a record of any disability a tenant has disclosed. Adjustments are kept under active review and any record persists through the complaint lifecycle. Examples of adjustments include (the list is not exhaustive; every adjustment will be person-centred):

- Visiting the tenant face to face to discuss the complaint.
- Writing to the tenant in large print, in Braille or in their first language.
- Sourcing an interpreter.
- Only calling the tenant at an agreed time and date.
- Using a designated advocate or family member as a point of contact.

At Stage 1 intake, the case handler will record a vulnerability flag where any of the following are apparent: disability, mental health condition, language or literacy need, age-related need, recent bereavement or other significant life event, or any other circumstance that requires the complaint to be handled with particular care. The vulnerability flag persists through the complaint lifecycle and is taken into account in the way the complaint is investigated and the outcome communicated.

10. Stages of a formal complaint

10.1 Stage 1

- We will **acknowledge the complaint within five (5) working days** of the date we receive it.

- We will not stop a complaint from progressing through the complaints process due to parallel processes (such as legal or safeguarding), unless it falls within the exclusions defined in this policy.
- A complaints officer (acting in their role capacity) will be appointed to document the complaint and commence the investigation.
- The complaints officer may contact the complainant to clarify any further details required for a sufficient investigation and will establish the outcome the complainant is looking for.
- The complaints officer will **provide a full and detailed response within ten (10) working days of acknowledgement**. Where it is not possible to respond within that timescale, the response time may be extended by no more than a further ten (10) working days without good reason. Any extension, and the reasons for it, will be communicated to the complainant, together with the Housing Ombudsman's contact details.
- If, for any reason, the complaints officer is not going to be able to provide a response in the specified time, the complainant will be contacted, the reasons explained and an update of the investigation provided.
- If the complainant does not receive a response within the correct timeframe and has not received an explanation as to why this has been delayed, they should contact our Head Office to request this.

If the complainant is not satisfied with our response at Stage 1, they have the right to request that the complaint is moved to Stage 2.

10.2 Stage 2

- A request to move to Stage 2 should be made within 4 weeks of the date of the Stage 1 response, discretion will be applied on accepting stage 2 escalations made outside of this time limit considering individual circumstances and reasons.
- We will **acknowledge the request within five (5) working days** of receipt.
- Stage 2 will be handled by a manager (acting in their role capacity) who will review and investigate the complaint. This person will not be the same person who handled the complaint at Stage 1.
- The Stage 2 handler may contact the complainant to clarify further details and to gain a better understanding of the satisfactory outcome being sought.
- Stage 2 will deliver **a full and detailed response within twenty (20) working days of acknowledgement of the escalation request**. Where it is not possible to respond within that timescale, the response time may be extended by no more than a further twenty (20) working days without good reason. Any extension, and the reasons for it, will be communicated to the complainant, together with the Housing Ombudsman's contact details.

Every Stage 2 case will be captured on a **Stage 2 investigation record** which records: the evidence reviewed, the parties heard, the findings on each ground of complaint, the rationale for the decision, any remedy offered and the learning point arising. The Stage 2 investigation

record is retained on file and is reportable, in aggregated and anonymised form, into the quarterly Board complaints report.

If the complainant remains dissatisfied with the Stage 2 response, which is our final complaint stage, they have the right to refer the complaint to the Housing Ombudsman.

11. Putting things right and compensation

Sustain is dedicated to putting things right when they have gone wrong. This policy is designed to improve, repair and rebuild our landlord / tenant relationship. We follow the Housing Ombudsman's Dispute Resolution Principles:

- Be Fair — treat people fairly and follow fair processes.
- Put Things Right.
- Learn From Outcomes.

Complaints can be resolved in several ways, including an apology; acknowledging where things have gone wrong; providing an explanation, assistance or reasons; acting where there has been a delay; reconsidering or changing a decision; amending a record or adding a correction or addendum; providing compensation; or changing policies, procedures or practices.

Sustain's approach to remedies and compensation is informed by the **Housing Ombudsman's Remedies Guidance** as updated from time to time. We will look at each case on its merits and will offer remedies that are fair and proportionate to the loss, inconvenience or service failure suffered.

Compensation is defined as a means of making amends for the loss, injury, service failure, breach of contract, inconvenience or offence caused. Compensation does not have to be financial — it can include a gesture of goodwill, replacement or service-based remedy. Sustain considers any inconvenience or loss the tenant has incurred and seeks to put the tenant back into the position they would have been in if there had been no service failure.

12. Safeguarding intersection

Where a complaint discloses, or appears to disclose, a safeguarding concern (whether to an adult or child), the following applies:

- The Stage 1 case handler will **immediately notify the Lead Safeguarding Officer (by role title)** and the matter will be referred under the Safeguarding Policy (Document 3.6).
- The safeguarding pathway runs in parallel with the complaint. The complaint is not paused, deferred or absorbed into the safeguarding process; the complaint timescales continue to apply, save where doing so would conflict with statutory safeguarding duties.
- Where the safeguarding pathway requires confidentiality (for example, where information might place an adult or child at risk), the complaint response will be calibrated to comply with those confidentiality requirements, with appropriate communication to the complainant.

- The safeguarding referral, and the steps taken thereunder, are documented in the complaint file.
- Complaints raising safeguarding concerns are not excluded by reference to the twelve (12) month time limit at section 5.

Note: consistent with the Policy Framework Review outputs, this policy refers to roles (such as Lead Safeguarding Officer) rather than to named individuals. Where a named individual is required to be communicated to a complainant, this is to be done at the point of contact and not embedded in this policy.

13. Property condition complaints and "Awaab's Law"

Where a complaint includes a report of a property condition hazard — in particular damp and mould, and any other hazard for which timescales are specified under section 42 of the Social Housing (Regulation) Act 2023 and accompanying regulations (known collectively as "Awaab's Law") — the following applies:

- The Operations Administrator (by role title) is **notified immediately** and the hazard is logged.
- The Awaab's Law investigation and remediation clocks run **in parallel** with the Complaint Handling Code timescales — the two regimes are complementary, not alternative.
- The Stage 1 (and, if applicable, Stage 2) handler retains ownership of the complaint response, with input from the Property Compliance Team.
- Property condition complaints raising a hazard are not excluded by reference to the twelve (12) month time limit at section 5.

14. Unreasonable and unreasonably persistent complainants

Sustain understands that people may act out of character in times of trouble or distress and that some tenants may find it difficult to express themselves or communicate clearly, especially when anxious or upset. To minimise barriers to communication we ask the person approaching us to explain what reasonable adjustments they are looking for (see section 9).

Sustain will not, however, tolerate **unacceptable behaviour** — abusive, offensive or threatening behaviour towards our staff (or those working on our behalf), or actions that result in unacceptable or excessive demands so significant that they prevent our staff from carrying out their duties effectively and safely. The framework for managing such behaviour is set out in the Sustain Managed Behaviour Policy.

Actions we may take include:

- Warning the person about their behaviour and requesting that they modify their behaviour in future contact with us.
- Appointing a specific point of contact for the person at Sustain.
- Communicating only in writing or via a representative.
- Limiting direct contact with Sustain.

Any restriction of contact under this section is documented, time-limited, proportionate and subject to review. The complainant is informed in writing of the restriction, the reasons for it, the route to challenge it, and the date on which it will be reviewed.

15. The Housing Ombudsman

A complainant may refer their complaint to the Housing Ombudsman at any stage and, in any event, after Sustain's Stage 2 response. The Housing Ombudsman will consider whether the complaint comes within their jurisdiction, investigate as appropriate, and come to a determination. Following the Housing Ombudsman's determination, Sustain will not consider the matter further. The Housing Ombudsman's contact details are:

- Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.
- Telephone: 0300 111 3000.
- Online complaint form: www.housing-ombudsman.org.uk/residents/.

16. Satisfaction surveys and the Tenant Satisfaction Measures

On completion of dealing with a complaint, Sustain asks the complainant to complete a satisfaction survey. The survey records the complainant's view of how the complaint was handled (whether the complainant was kept informed; whether staff were professional, polite, understanding and fair; whether timescales were met) and any suggestions for improvement.

Sustain's complaint handling performance is published, and reported to the Regulator of Social Housing, through the **Tenant Satisfaction Measures** (TSM) regime under the Social Housing (Regulation) Act 2023. The TSMs include, in particular:

- **CH01** — satisfaction with the Organisation's approach to complaint handling;
- **CH02** — complaints relative to the size of the stock; and
- **CH03** — complaints responded to within Complaint Handling Code timescales.

The case-level satisfaction survey and the TSM regime are complementary: the survey supports learning at case level; the TSMs are the headline published measures that allow tenants and the Regulator to assess Sustain's complaint handling at scale.

17. Compliments and comments

Sustain recognises that compliments and comments received are equally valid feedback as complaints. We have a system in place to record, assess and review all complaints, compliments and comments — both for service improvement and to identify any patterns of concern or trends that need to be acted on.

We record, assess, review and monitor compliments and comments received in a similar fashion to complaints, in order to identify positive trends that we can learn from and encourage across the organisation.

18. Governance and assurance

Sustain's governance and assurance arrangements over complaint handling are as follows:

- **Quarterly reporting to the Board:** the Tenant Engagement Team (in conjunction with the Director of Governance) reports to the Board, each quarter, on complaint volumes, the stage at which complaints sit, themes, outcomes, lessons learned, and any complaints referred to or determined by the Housing Ombudsman.
- **Annual self-assessment:** Sustain carries out, on an annual basis, a self-assessment against the Housing Ombudsman Complaint Handling Code. The self-assessment is signed off by the Member Responsible for Complaints, approved by the Board, and published.
- **Annual Complaints Performance Report:** Sustain publishes, on an annual basis, a Complaints Performance Report covering the matters required by the Code and the Transparency, Influence and Accountability Standard required outcome 1.5.
- **The Tenant Engagement and Empowerment Committee** receives an annual report on complaints whilst the **Audit & Risk Committee** is presented with an independent assurance report over the self-assessment, complaints trends, and complaints-related risk.
- **Member Responsible for Complaints:** see section 8.
- **Learning from complaints:** every Stage 2 investigation record captures a learning point. Learning points are aggregated through the quarterly Board report and the annual ARC report, and inform policy, procedure and service review.

19. Home Provider training and assurance

Sustain's supported housing operating model relies on third-party Home Providers. To ensure that complaints raised by tenants are handled consistently and to standard across the Sustain portfolio:

- This Complaints Policy is issued to every Home Provider on appointment, alongside the Safeguarding Policy (Document 3.6) and other supporting policies.
- Sustain provides Home Providers with annual refresher briefings covering this policy and (where a complaint engages safeguarding) the Safeguarding Policy, including any material changes arising from regulatory or legislative developments.
- Home Providers are required to acknowledge receipt of, and confirm understanding of, the Complaints Policy and the Safeguarding Policy as part of annual Home Provider review.
- Home Providers are expected to apply the principles of this policy to complaints raised directly with them by Sustain tenants, and to escalate to Sustain any complaint that the tenant remains dissatisfied with following the Home Provider's response.

20. Annual review of this policy

This policy is reviewed annually by the Director of Governance and approved by the Board. The annual review takes account of: (i) the Housing Ombudsman Complaint Handling Code (as in force at the time of review); (ii) the Sustain annual self-assessment; (iii) themes and learning from the quarterly Board complaints report; (iv) any complaints referred to or determined by the Housing Ombudsman in the preceding year; (v) any changes in the

regulatory or codified framework; and (vi) any independent assurance findings (whether from internal audit, external consultants, or the Regulator).

21. Concerns about this policy or how a complaint was handled

Where a complainant has concerns about this policy itself — for example, where they feel it gives way to generic poor practice for handling complaints — they may put their concerns in writing to us through the contact details at section 6. We will not handle this in the same way as a formal complaint, but we will acknowledge receipt of the comments within three (3) working days and take the comments on board.

Where a complainant has concerns solely about the attitude of the staff member(s) who handled the complaint, they may put their concerns in writing to us, either by post or by email, or leave the comments on the satisfaction survey issued.

22. Accessibility

This document can be made available in large print, Braille and audio. Sustain (UK) Limited is fully committed to equal opportunities. The summary statement of accessibility below is published in multiple languages on request.

This document can be made available in large print, Braille and audio.

English	This organisation is fully committed to equal opportunities. If requested, this document can be provided in the languages listed below.
Arabic	هذه المنظمة ملتزمة تماماً بتكافؤ الفرص. إذا طلب ذلك، يمكن توفير هذه الوثيقة باللغة العربية.
Kurdish	ئێم رێکخراوییه ئێواروبه بههانه بۆ یهکسانی دهرفهت. ئێمگهر داوا بکړیت، دهکړیت ئێم بهلگهنامهیه به کوردی پهیدا بکړیت.
Somali	Ururkani wuxuu aad ugu dadaalaa sinaanta. Sidaa awgeed haddii la codsado, warbixintan waxaa lagu siin karaa luqada Soomaaliga.
Punjabi	ਇਹ ਸੰਸਥਾ ਬਰਾਬਰ ਮੌਕਿਆਂ ਲਈ ਪੂਰੀ ਤਰ੍ਹਾਂ ਪ੍ਰਤੀਬੱਧ ਹੈ। ਮੰਗ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੰਜਾਬੀ ਵਿੱਚ ਮੁਹੱਈਆ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।
French	Cette organisation s'est entièrement engagée à respecter l'égalité des chances. Par conséquent, ce document peut être fourni en français, sur demande.
Gujarati	આ સંસ્થા સમાન તકો માટે સંપૂર્ણપણે પ્રતિબદ્ધ છે. વિનંતી પર, આ દસ્તાવેજ ગુજરાતીમાં પ્રદાન કરી શકાય છે.
Polish	Nasza organizacja ściśle przestrzega zasady jednakowych możliwości. Na żądanie dokument ten możemy dostarczyć w języku polskim.
Vietnamese	Tổ chức này hoàn toàn cam kết với sự bình đẳng về cơ hội. Nếu có yêu cầu, hồ sơ này có thể được cung cấp bằng tiếng Việt.
Chinese	本机构完全致力于机会平等。如有需要，本文件可用中文提供。

Document 13a — Complaints, Compliments and Comments Policy and Procedure (v2)

Redrafted May 2026 — supersedes the DRAFT review of 19 August 2024

Annual review cycle — next scheduled review: 12 months from effective date