

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS POLICY

Complaints, Compliments and Suggestions Policy

Responsible Officer	Executive Director of Customer Services
This policy is applicable to	Karbon Group
Policy version	9
Date this version implemented	27 July 2026
Date of next review	July 2029

Policy Statement

At the Karbon Homes Group, we are committed to delivering excellent customer service and ensuring customers can easily tell us when things have gone well, when they have ideas for improvement, or when we have not met expected standards. We value all feedback because it helps us learn, improve our services, and provide a better experience for our customers.

We aim to provide a complaints process that is accessible, fair, transparent, and easy to use. We are committed to making reasonable adjustments where needed to ensure everyone can access our services and be heard.

Complaints will be handled in line with the Housing Ombudsman's Complaint Handling Code and relevant legal requirements, including the Building Safety Act 2022, Information Commissioners Office and the Financial Conduct Authority. We will listen to concerns, investigate issues thoroughly, treat customers with fairness and respect, and seek to put things right as quickly as possible. Where mistakes have been made, we will provide appropriate remedies, which may include an apology, corrective action, service improvements, or compensation.

We are committed to learning from complaints, compliments, and suggestions. Feedback is monitored, reported, and reviewed regularly to identify trends, improve performance, strengthen accountability, and enhance the services we provide. By listening to our customers and acting on their feedback, we aim to build trust, improve satisfaction, and ensure we continue to meet the needs of the communities we serve.

Risk the policy is designed to control

4. Customer Service & Satisfaction – failure of the Group to keep its promises to customer by meeting its customer service and TSM targets

6. Governance and Compliance – failure to comply with statutory and regulatory requirements and failure in the arrangements for managing the organisation at the highest level

Key performance measures

Customer satisfaction with the complaints service

Proportion complaints raised per 1,000 homes

Proportion complaints resolved at stage 1

Complaints raised by stage, and trends in service area, reason and outcomes

Complaints refused to be heard or escalated

Proportion complaints acknowledged and responded to in timescales
 Learnings from complaints and subsequent improvements
 Outcomes of adjudications heard by the Housing Ombudsman Service.
 Complaint compensation
 Self-assessment against the Complaint Handling Code
 Annual report from the Housing Ombudsman (where provided)
 Compliments raised, by service area and reason
 Suggestions raised, by service area

Definitions

Customer	A tenant, leaseholder, resident or any person who has applied to be a tenant.
Advocate	A customer's designated representative. This could be an MP, Councillor, third party or a family member.
Service request	A request for one of the services we offer customers, such as a request for a repair or reporting antisocial behaviour. It may also be a query for information or an explanation, or a request to put something right. Service requests are not complaints. Where a customer is dissatisfied with our approach to resolve the issue, or the outcome, they will be given the opportunity to make a complaint.
Complaint	An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting a resident or group of residents.
Stage 1/ Stage 2	The entry point to our complaints service. The emphasis is on resolving problems and putting things right with the minimum of delay. If a customer is unsatisfied with the response provided at stage 1, they may request that their complaint is escalated to stage 2 of our process.
Compliment	An expression of satisfaction with a service that we have provided, or regarding an individual colleague or team. A 'suggestion' is an idea to change the way we deliver our services for the benefit of all customers.

Specifically for complaints relating to building safety:

Building Safety Regulator	The regulator for high-rise residential buildings in England and part of the Health and Safety Executive, they oversee the safe design, construction and occupation of high-risk residential buildings so that residents are safe and feel safe.
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High-Rise Residential Building	A building which is over 18 meters in height or has 7 or more storeys and contains at least two residential units. This can include blocks which fall below these height thresholds but are connected to a building which is considered to be high-rise in a specified way. A list of these can be found of Appendix 3 of the policy.
Accountable Person	An organisation or individual who owns or has legal obligation to repair any common parts of a building such as the structure of a building, corridors, lobbies and staircases. This is a role with legal duties defined by The Building Safety Act 2022 to manage the fire and structural safety risks of a high-rise residential building.
Principle Accountable Person	A role which must be one clearly identifiable accountable person for each high-rise residential building, if there is just one Accountable Person for a building, then the AP is also the Principal Accountable Person.
Relevant Complaint	An issue which specifically relates to a 'building safety risk' concerning structural failure and/or spread of fire or relates to the performance of an Accountable Person in connection with a specified high-rise residential building.

Abbreviations

ICO	Information Commissioner's Office
The Group	The Karbon Homes Group

Policy Detail

1.0 Purpose of policy

- 1.1 The purpose of this policy is to set out how the Karbon Homes Group (the Group) deals with complaints, compliments and suggestions.

2.0 Objectives

- 2.1 The Group is committed to providing an excellent customer service, through the effective handling and learning from complaints, compliments and suggestions.
- 2.2 The policy aims to provide an accessible, clear, consistent, fair and customer focused complaint experience, enabled through a positive complaint handling culture. We'll seek to listen, act, and make appropriate remedies in a timely fashion which may include adapting to the individual customer or case.
- 2.3 To assure compliance with the Housing Ombudsman's Complaint Handling Code.
- 2.4 To ensure that duties and responsibilities of the Principle Accountable Person under the Building Safety Act 2022 are met.

3.0 Policy detail

3.1 Complaints

How we communicate how to make a complaint

3.1.1 We want to ensure all customers can raise a complaint when they want to, and the process is clear and easy to follow. To do this we:

- Provide information in our starter packs for new tenancies.
- Have a dedicated section on our website.
- Have a customer leaflet on how to make a complaint, including an easy read format and this is available in other formats on request.
- We have a customer audio video, to explain how to make a complaint.
- Display clear information on how 'relevant complaints' can be made within the lobby of each of our high-rise residential buildings.

How customers raise a complaint

3.1.2 We offer a range of ways for customers to express a complaint:

Karbon Homes

- By telephone on 0808 164 0111, between 8am and 6pm, Monday to Friday
- By email at info@karbonhomes.co.uk
- By live chat and WhatsApp into our Customer Relationship Team
- In writing to our Head Office address: PO Box 169, Blyth, NE24 9GZ
- With any Karbon colleague, who will pass this to the appropriate person
- Direct messaging via Karbon's social media pages, using X (formerly Twitter) Direct Message and Facebook Messenger
- Via a Councillor, MP or other relevant third party (e.g., Housing Ombudsman or consumer rights organisation) or advocate

54North Homes

- By telephone on 0345 521 1993, between 8.30am and 5pm, Monday to Friday
- By email at hello@54northhomes.co.uk
- In writing to our Head Office address: PO Box 23, Blyth, NE24 9HT
- With any 54North colleague, who will pass this to the appropriate person
- Direct messaging via 54North's social media pages, using X (formerly Twitter) Direct Message and Facebook Messenger
- Via a Councillor, MP or other relevant third party (e.g., Housing Ombudsman or consumer rights organisation) or advocate

3.1.3 Customers are asked to explain; what they are unhappy with, the reasons for this and what they would like us to do about it. If they are unable to do this, we will use the information available to us.

The Housing Ombudsman

3.1.4 Customers can obtain advice from the Ombudsman throughout a complaint. Acknowledgement, extension and response letters contain their contact details.

- 3.1.5 Customers can escalate a complaint to the Ombudsman for investigation if they have completed stage 2 of our complaint process and the issues have not been resolved to their satisfaction.
- 3.1.6 The Ombudsman can be contacted by calling 0300 111 3000, emailing info@housing-ombudsman.org.uk, online at www.housing-ombudsman.org.uk or in writing to Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

Who can complain to the Group

- 3.1.7 A customer who receives a product or service from us, or who has applied to be a tenant.
- 3.1.8 A complaint made on behalf of multiple customers can be treated as one complaint. Communications will be directed to the nominated representative. We will seek permission from all customers in a group issue before we employ this approach.
- 3.1.9 Customers may have an advocate or representative complain their behalf.
- 3.1.10 Relevant complaints concerning building safety risks in high-rise residential buildings can be raised by any customer living in that building and can also be raised by any other users of the building.

Complaints we will investigate

- 3.1.11 In line with the Complaint Handling Code, we recognise complaints as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting a resident or group of residents.”

- 3.1.12 This is a non-exhaustive list, illustrating the types of complaints we will consider:
- We fail to provide a service
 - We fail to deliver a service on time
 - We fail to achieve the required standards or quality of a service
 - A colleague/s attitudes, actions or lack of actions relating to a service.
- 3.1.13 A customer does not have to use the word ‘complaint’ for it to be treated as one. If a customer expresses dissatisfaction, we will give them the option to make a complaint.
- 3.1.14 A complaint will be raised at the customer’s request, even if the handling of the service request remains ongoing. We will not stop acting on a service request if the customer complains.
- 3.1.15 Complaints must be raised within 12 months, as close as possible to when the issue first arose or when the customer first became aware of the problem.
- 3.1.16 If a customer wishes to proceed to the next stage, we ask them to do this as close as possible of receiving the stage 1 decision or within 12 months.

3.1.17 In line with the Building Safety Act 2022, we will investigate 'Relevant Complaints' which will include the following:

- Building safety risks relating to structural failure and/or spread of fire in a high-rise residential building, this would include:
 - Issues in a high-rise residential building that could lead to a fire spreading;
 - Issues in a high-rise residential building that could lead to part or all of the building collapsing;
 - Issues with fire safety structural integrity in a high-rise residential building as a result of renovation works that are being carried out.
- The performance of an Accountable Person, namely Karbon Homes in respect of a specific high-rise residential building and The Building Safety Act 2022.

What is excluded by this policy?

3.1.18 Complaints will be considered in their individual circumstances and will only be excluded if there is a valid reason to do so. If we decide not to accept a complaint, we will record our reasoning, explain these to the customer and their right to take that decision to the Ombudsman.

3.1.19 Unless there is good reason, complaints excluded from our complaints process are:

- A request for a service, which is deemed to be a 'Service Request'
- The issue giving rise to the complaint occurred over twelve months ago
- Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court
- Issues that have previously been considered under the complaints policy
- Concerns regarding annual rent and service charge increases, which must be escalated thorough the First Tier Tribunal.
- Services or people not within our control e.g. Utility Companies, Local Authorities
- Complaints about our money advice service. Customers who wish to complain about this service must follow the separate guidance in Appendix 1.
- Concerns about how we have dealt with a Data Protection Rights request or how we handle information should be managed in accordance with our Data Protection Policy by our Supervisory Body the ICO.
- Concerns about actions taken in relation to the Unacceptable Customer Behaviour Policy, which has its own appeal process.
- Reports of issues covered in the Antisocial Behaviour Policy.
- Reports of issues covered in the Hate Crime and Harassment Policy.
- Complaints from those not defined as a customer.

The complaints process has two stages

3.1.20 Stage 1 is the entry point to our complaints process. The emphasis is on resolving problems and putting things right as quickly as possible.

3.1.21 If all or part of the complaint is not resolved to the customer's satisfaction at stage 1, it will be escalated to stage 2. Customers can request for their complaint to be

escalated to stage 2 with the person hearing their stage 1, or by any of the other contact methods listed in section 3.1.2. Stage 2 is our final response.

The role of colleagues handling complaints

3.1.22 Different colleagues are allocated at each stage, to investigate and respond.

3.1.23 They must:

- deal with complaints on their merits, act independently, and have an open mind
- give the customer a fair chance to set out their position
- take measures to address any actual or perceived conflict of interest
- consider all relevant information and evidence carefully
- treat all customers with fairness, empathy and respect
- support vulnerable customers through identification of their needs and agreement on reasonable adjustments.

3.1.24 Engaging with the customer as appropriate, they will clarify, record and act on:

- What the complaint is about – the complaint definition
- If appropriate, what elements we are not responsible for
- The evidence needed to fully consider the issues
- Any risks the complaint raises
- What outcome/s would resolve the matter for the customer
- Any customer vulnerabilities and any agreed reasonable adjustments for the complaint, including an explanation for adjustments we cannot make
- Any urgent action/s that need to be taken.

3.1.25 They will consider the context of the complaint including factors in 3.1.23 and 3.1.24, and the customer's preferences, to consider which complaints can be responded to as early as possible, and which require further investigation.

3.1.26 Appropriate remedies can be provided at any stage of the complaint, and we will continue to resolve issues alongside any necessary investigation. This is without prejudicing consideration of the complaint or delaying the response timescales.

3.1.27 They will agree with the customer the frequency and method of communication and then maintain contact as agreed. Where a response will fall outside original timescales, they will agree with the customer how they will keep them informed.

3.1.28 They will ensure a full record of the complaint is maintained on our system. This will include the original complaint, date received, all correspondence with the customer and relevant parties, any supporting documentation such as reports or surveys, outcomes at each stage and any learnings.

3.1.29 Colleagues will oversee all remaining actions, including any remedies, closing the complaint once these have been completed.

Complaint handling standards

3.1.30 We will comply with the following standards at **stage 1**:

- Complaints are defined, logged and acknowledged within five working days of being raised.
- We offer to speak to the customer to assist in investigating their concerns.
- We give the customer a chance to comment on any adverse findings before a final decision is made.
- We respond to stage 1 complaints in writing within ten working days of acknowledgement.
- With good reason, the complaint can be extended up to another ten working days, and the customer will be informed of why this is.

3.1.31 We will comply with the following standards at **stage 2**:

- Complaints are defined, logged and acknowledged within five working days of being raised.
- We offer to speak to the customer to assist in investigating their concerns.
- We give the customer a chance to comment on any adverse findings before a final decision is made.
- We respond to stage 2 complaints in writing within twenty working days of acknowledgement.
- With good reason, the complaint can be extended up to another twenty working days, and the customer will be informed of why this is.

Responding to a complaint – at both stages

3.1.32 We will provide a complaint response when this is known, in line with our published timescales. Complaints will be responded to, where rectification plans are in place but may not have been concluded. This means not waiting for the completion of outstanding actions (e.g. outstanding repairs), so that reasonable complaint process timescales are achieved. Cases are closed once all actions are completed.

3.1.33 Where a customer raises additional issues during the investigation, these will be incorporated into the response if they are related, and the response has not been issued. Where the response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues will be logged as a new complaint.

3.1.34 We categorise final decisions about complaints as one of three outcomes:

- Upheld - we agree the complaint was justified, in its entirety.
- Partly upheld - we agree the complaint was justified in at least one element.
- Not upheld - we do not agree that the complaint was justified.

3.1.35 Where something has gone wrong, any remedy reflects the impact of all failures on the customer. This may include apologising, acknowledging, explaining, taking action, changing something and compensation.

Escalating a stage 1 complaint to stage 2

- 3.1.36 Customers can ask to escalate their complaint when stage 1 concludes if all or part of the complaint is not resolved to their satisfaction.
- 3.1.37 We will escalate a complaint unless there is a valid reason not to do so. Each case will be considered on its own merits.
- 3.1.38 Customers are asked, but not required to explain their reasons for requesting escalation to stage 2, so the investigation can address these concerns.

Escalating a complaint after stage 2

- 3.1.39 After conclusion of stage 2, the customer can ask the Ombudsman to consider investigating the complaint if they remain dissatisfied.
- 3.1.40 Leaseholders may refer their complaint in the first instance to the First Tier Property Tribunal in cases of lease or service charge disputes.
- 3.1.41 For relevant complaints about a high-rise residential building, relating to structural failure and spread of fire (building safety risks) or the performance of an accountable person, in accordance with The Building Safety Act 2022, relevant complaints can be referred to the Building Safety Regulator with the complainant's consent if there is no satisfactory outcome after a final response is given or if the complainant is not satisfied with the outcome.
- 3.1.42 For relevant complaints relating to Personal Data, these can be referred to the Information Commissioner's Office.

Handling a complaint differently

- 3.1.43 We may deal with a complaint differently (outside this policy). This would be if circumstances required us to act in the customer's best interests.
- 3.1.44 If there is a need to deal with a complaint differently, we will agree this with the customer, record why this is, and confirm this in writing or in an appropriate way.
- 3.1.45 If a complaint is raised or escalated outside of the 12 months, we apply discretion to accept those outside this time limit, where there are good reasons to do so.
- 3.1.46 For customers requiring adjustments, together we will consider options and agree what is reasonable in the circumstances, keeping this under review, examples are:
- Adding more ways to raise a complaint
 - Pausing, expediting or extending a complaint
 - Allowing more time for customers to respond
 - Allowing customers to communicate in ways as they need to
 - Providing replies and information in a different format such as audio and providing plain text versions of our materials
 - Providing translation services for documents and discussions

- Allowing complaints raised or supported through a customer's designated advocate. This could be an MP, Councillor, third party or a family member. Support may include representing or accompanying customers in meetings.
- Accepting anonymous complaints.

3.1.47 Where a resident requests that their complaint be placed on hold, we will agree a reasonable period to allow the resident additional time to gather information, seek advice, or consider their position. We will agree a review date with the resident. If a resident requests a pause in the complaint investigation and does not re-engage within three months, we may close the complaint. Where the resident returns within 12 months of the original issue occurring, we will consider reopening the complaint or accepting a new complaint. Complaints will not normally remain on hold for more than 3 months unless there are exceptional circumstances.

3.1.48 Our Unacceptable Customer Behaviour Policy sets out our approach to managing the very few customers whose actions or behaviour are considered unacceptable. If a customer's behaviour is hampering the progress of the complaint, this will be explained to them, to get to a position to respond to their complaint. Where this persists, we will conclude the complaint based on available information.

3.1.49 If we are unable to comply with the Code due to exceptional circumstances, such as a cyber incident, we will inform the Ombudsman, provide information to customers who may be affected and publish this on our website. This includes sharing a timescale for returning to compliance with the Code.

3.2 Continuous learning and improvement

Karbon Homes

- 3.2.1 Annually we will self-assess our complaint handling against the Code, submitting this to the Ombudsman. It will also be completed following a significant restructure, merger, change in procedures, or following an Ombudsman investigation if asked.
- 3.2.2 On a quarterly basis, information will be reported to the Karbon Group Customer Committee, Karbon Leadership Team and Karbon's Resident Committee. The report will include all complaints, compliments and suggestion performance outlined in 'Key performance measures'.
- 3.2.3 Annually, information will also be shared with the Group Board. The report will include all complaints, compliments and suggestion performance outlined in 'Key performance measures'. The board response will be published on our website alongside the report.
- 3.2.4 The Chair of the Karbon Group Customer Committee, as a member of our Group Board, is appointed to have lead responsibility for complaints to support a positive complaint handling culture. This 'Member Responsible for Complaints' oversees the complaint performance and leads on the board's response.

54North Homes

- 3.2.5 Annually we will self-assess our complaint handling against the Code, submitting this to the Ombudsman. It will also be completed following a significant restructure, merger, change in procedures, or following an Ombudsman investigation if asked.
- 3.2.6 On a quarterly basis, information will be reported to the 54North Homes Customer Experience Committee and the 54North Homes Senior Leadership Team. The report will include all complaints, compliments and suggestion performance outlined in 'Key performance measures'.
- 3.2.7 Annually, information will also be shared with the 54North Homes Board. The report will include all complaints, compliments and suggestion performance outlined in 'key performance measures'. The Board response will be published on our website alongside the report.
- 3.2.8 The Chair of the 54North Homes Customer Experience Committee, as a member of the 54North Homes Board, is appointed to have lead responsibility for complaints to support a positive complaint handling culture. This 'Member Responsible for Complaints' oversees the complaint performance and leads on the board's response. Similarly, 54North Homes manages a small number of homes on behalf of the Harrison and Potter Trust, where their Chair of the Board of Trustees acts as the Member Responsible for Complaints.

3.3 Compliments

- 3.3.1 Compliments can be made by any of the methods outlined in section 3.1.2
- 3.3.2 A record of all reported compliments will be held on our computer system.

3.4 Suggestions

- 3.4.1 Suggestions can be made by any of the methods outlined in section 3.1.2
- 3.4.2 A record of all reported suggestions will be held on our computer system.

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.
- 4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 This policy will be reviewed every three years by the Group Director of Customer Experience, delegated by the Executive Director of Customer Services. The review will be brought forward if there are significant changes to the Complaint Handling Code, new best practice, or to comply with regulatory or legislative requirements.
- 5.2 The Executive Director of Customer Services is responsible for delegating the monitoring, review and implementation of this policy.

6.0 Equality and Diversity

- 6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.
- 7.2 Under the Data (Use and Access) Act 2025, individuals have the right to complain about how we collect, use, store, share, or otherwise handle their personal data. Appendix 2 explains how complaints of this nature will be managed differently.

Karbon Homes Group Complaints, Compliments and Suggestions Policy

Appendix 1

COMPLAINTS ABOUT OUR MONEY ADVICE SERVICE

1. Appendix Purpose

1.1. If your complaint relates to our money advice service, the following process for investigating and resolving it applies. This service is regulated by the Financial Conduct Authority (FCA).

2. What happens when a customer makes a complaint?

2.1 In some cases, we may feel a complaint can be resolved quickly and within 3 business days.

- The 'three business days' rule is calculated by reference to the close of business on the third business day following the day on which a complaint was received.
- A resolution can be indicated acceptance - it does not have to be in writing and neither does a 'three business day response' - we must still record the complaint.

2.2 If the complaint is resolved within 3 business days, the Karbon Homes Group (the Group) will send a summary resolution communication (SRC). This will be in writing and include:

- Reference to the complaint and that it is considered resolved.
- That the complainant can still refer to the Financial Ombudsman Service (FOS).
- Whether the Group decides to waive time limits to refer to FOS.
- Refer to further availability of information on FOS website - i.e. how FOS looks at complaints.

2.3 The Group will:

- Send a prompt acknowledgement stating the complaint is received, being dealt with, by whom and when they can expect a written reply.
- Send prompt updates where necessary.
- Provide a final response within 8 weeks, accepting or offering redress, or confirming why a complaint is rejected.
- Provide a Financial Ombudsman Service leaflet and explain to the customer that they can refer to the Financial Ombudsman Service if dissatisfied.
- If for any reason the Group is unable to provide a final response we will advise customers that they can refer to the Financial Ombudsman Service.

2.4 All complaints will be recorded, including their outcome and any redress or remediation offered. Records will be retained for three years.

2.5 Complaints will be reported to the FCA annually on the GABRIEL system in most cases.

Karbon Homes Group Complaints, Compliments and Suggestions Policy

Appendix 2

COMPLAINTS ABOUT HOW WE HANDLE PERSONAL DATA

1. Appendix Purpose

1.1. Under the Data (Use and Access) Act 2025, individuals have the right to complain about how we collect, use, store, share, or otherwise handle their personal data.

1.2. The following explains how such complaints will be managed differently.

2. What is a Personal Data Complaint?

2.1. Your personal data is data that relates to you as an individual, that you can be directly or indirectly identified by. This can be as simple as your name or address. It also includes more sensitive personal data such as your ethnic origin, health conditions or political opinions, for example.

2.2. You will be making a personal data complaint, if you are:

- Either making a complaint about your own **personal data**, or acting as an authorised representative for someone else complaining about their personal data
- Making a complaint that personal data is incorrect, incomplete, unclear, lost, misused, or shared inappropriately. Examples of this could be:
 - You believe that data we have recorded about you is incorrect
 - You believe there has been a data breach of your personal data, (e.g. you think we have sent out a letter meant for you to another customer)
 - You have previously made a Subject Access Request (SAR) and don't believe we have shared the personal data we hold.
- If you are dissatisfied with the way your personal data has been handled, rather than with the service provided.

2.3. If the answer to any of the above questions is **yes**, the complaint will be managed as a personal data complaint.

2.4. If you make a complaint which includes a personal data complaint as well as other issues, the personal data element of your complaint will be handled

separately to the other issues raised, under our separate personal data complaint procedure.

3. Responding to a Complaint

- 3.1. When you make a data protection complaint to us, we will acknowledge receipt of the complaint within 30 calendar days at the latest.
- 3.2. If you are an authorised representative, we will check that you are authorised to speak on the individual's behalf.
- 3.3. We will gather the information we need to understand what has led to the complaint being made. This may include looking at all the relevant facts, speaking to relevant members of staff, comparing the information in your complaint with any information we hold, and checking we've followed our own policies and standards. We may need to ask you for more information as part of this process. We will begin this investigative process without due delay when we receive your complaint.
- 3.4. We will then write to you, letting you know the outcome of your complaint. Where we believe we have complied with our personal data protection obligations, we will explain this clearly to you, including the reasons for our decision.

4. Extending the Response Timeframe

- 4.1. In some circumstances, we may extend the response timeframe by up to a further two months while we complete our investigations. This may apply where:
 - the complaint is particularly complex;
 - the matter is large in scale or scope;
 - information is required from unavailable colleagues or third parties; or
 - the investigation depends on retrieving information from back-up systems.
- 4.2. Where an extension is required, we will keep you informed of this and provide you with the reasons for the delay.

5. Record Keeping

- 5.1. We will keep records of the date we received your personal data complaint, the acknowledgement letter we send you, relevant conversations and documents, the outcome of your complaint and any actions we take as a result of our investigation into your complaint.

6. Escalation

6.1. If you are dissatisfied with our response, you may contact the Information Commissioner's Office (ICO):

- Online: <https://ico.org.uk/make-a-complaint/>
- Telephone: 0303 123 1113
- Post:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Responsible Officer	Senior Data Protection Business Partner
This appendix is applicable to	Karbon Group
Version	1
Date this version implemented	19 June 2026
Date of next review	With Complaints, Compliments and Suggestions Policy

Karbon Homes Group Complaints, Compliments and Suggestions Policy

Appendix 3

HIGH RISE BUILDINGS LIST

St Oswalds Court, Felling containing:

- 1-23 Merganser Lodge, St Oswalds Court, Felling, Gateshead, NE10 0HG
- 1-32 Mandarin Lodge, St Oswalds Court, Felling, Gateshead, NE10 0RZ
- 1-36 Harlequin Lodge, St Oswalds Court, Felling, Gateshead, NE10 0HF

Note: 1-30 Mallard Lodge, St Oswalds Court does not fall in scope as a high-risk residential building as it does not meet the building height criteria.

Byker Wall (Grace Lee) containing:

- 1-61 Felton Walk, Byker, Newcastle upon Tyne, NE6 2HF
- 1-12 Felton House, Byker, Newcastle upon Tyne, NE6 2NW
- 1-43 Long Headlam, Byker, Newcastle upon Tyne, NE6 2EG
- Headlam House, 1-18 Headlam Street, Byker, Newcastle upon Tyne, NE6 2LF
- 1-55 Shipley Rise, Byker, Newcastle upon Tyne, NE6 2DG • 1-52 Rabygate, Byker, Newcastle upon Tyne, NE6 2EF

Byker Wall (Shipley Street) containing:

- 1-58 Shipley Walk, Byker, Newcastle upon Tyne, NE6 2HB
- Brinkburn House, 1-19 Brinkburn Court, Byker, Newcastle upon Tyne, NE6 2JW
- 1-18 Kendal House, Byker, Newcastle upon Tyne, NE6 2HT
- 1-47 Dalton Crescent, Byker, Newcastle upon Tyne, NE6 2HD
- 1-21 Gordon House, Byker, Newcastle upon Tyne, NE6 2JF

Byker Wall (Dunn Terrace) containing:

- 89-128 (Excl.91), 89-128 Tom Collins House (Sheltered Housing Scheme), Dunn Terrace, Byker, Newcastle upon Tyne, NE6 1DB
- 76-88 & 91, 76-88 Tom Collins House (General Needs), Dunn Terrace, Byker, Newcastle upon Tyne, NE6 1DB
- 64-75 Wolseley House, Dunn Terrace, Byker, Newcastle upon Tyne, NE6 1DA
- 17-70 Dunn Terrace, Byker, Newcastle upon Tyne, NE6 1AZ
- 1-16 Graham House, Dunn Terrace, Byker, Newcastle upon Tyne, NE6 1AT
- 28-65 Northumberland Terrace, Byker, Newcastle upon Tyne, NE6 1AF
- 1-27 Salisbury House, Byker, Newcastle upon Tyne, NE6 1AG