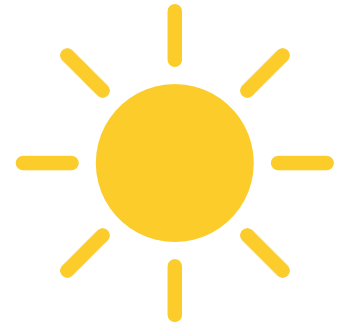


Plus Dane Housing

STAIRs Complaints Policy

2026
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1. Policy statement

The Social Tenant Access to Information Requirements (STAIRs) give eligible customers of private registered providers rights to access information about the management of their social housing. This policy explains how Plus Dane will review concerns about information published under STAIRs and, from 1 April 2027, concerns about the handling of individual STAIRs information requests.

A STAIRs review is separate from Plus Dane's standard complaints process. It considers whether Plus Dane has met the applicable STAIRs requirements, including concerns about published information and, the handling of an individual information request. A customer who remains dissatisfied after Plus Dane's review, or who does not receive a response within the required timeframe, may refer the matter to the Housing Ombudsman.

2. Policy aims

This policy aims to ensure that Plus Dane provides a clear, accessible and consistent process for eligible customers to seek a review of information published or provided under STAIRs; completes reviews fairly, independently and within the required timescales; gives transparent, evidence-based decisions, including reasons for any withholding or redaction; provides an effective route to the Housing Ombudsman where appropriate; and records outcomes, learning and improvement actions to support accountability, service improvement and assurance.

3. Policy scope

What Can Be Complained About?

This policy applies to current Plus Dane customers, including customers on probationary or trial tenancies and shared owners who own less than 100% of their property equity. It does not apply to leaseholders who own 100% of their property, council tenants, private tenants, or resident associations making a group request. A former customer may refer a matter to the Housing Ombudsman where the relevant information request was made while they were still a customer.

An eligible customer may authorise a family member, advocate or other representative to make or pursue a request on their behalf. Plus Dane may require evidence of the customer's consent and verification of identity. Family members and other occupiers who are not customers do not have an independent right to make a STAIRs request.

A customer may ask for a review where they are dissatisfied with information that Plus Dane has published or made available under the STAIRs publication scheme or, from 1 April 2027, with the handling of an individual STAIRs information request.

- How Plus Dane handled a STAIRs information request.
- A delay in responding to a request.
- A decision to withhold all or part of the requested information where a clear justification has not been provided.
- The format in which information was provided.
- The adequacy or completeness of the response provided.

- Any failure to follow Plus Dane's STAIRs process or published requirements.

What Is Not Covered?

The complaints process will not normally review:

- General service complaints that are unrelated to a STAIRs request.
- Requests for personal information, which should be made through a Data Subject Access Request (DSAR) process.
- Information that Plus Dane is legally entitled to withhold, including information protected by data protection, confidentiality, legal privilege, security, or other statutory exemptions.

4. Links to Corporate Plan

Customer Experience

The Social Tenant Access to Information Requirements (STAIRs) Policy directly supports the delivery of customer experience by providing Plus Dane with an opportunity to learn from customer experiences and make changes to support excellent customer service.

Colleague Experience

The policy also supports colleagues by setting out how to handle customer complaints relating to STAIRs.

5. Roles and responsibilities

Clear roles and responsibilities are essential to ensure STAIRs complaints are identified promptly, handled consistently and reported appropriately across Plus Dane.

Role	Responsibility
Director of Governance & Assurance	Executive accountability for the effective implementation of STAIRs and appropriate oversight and assurance.
Governance Manager	Oversight of the Governance and Data Protection function.
Senior Governance Business Partner / DPO	Policy ownership, provision of advice and guidance, monitoring compliance and reporting themes, performance and areas of concern.
Directors / Heads of Service	Ensure information within their areas is accurate, accessible and provided promptly when required, and that actions arising from reviews are implemented.
Data Protection Officer	Conducts an impartial review, considers relevant evidence and issues a clear, reasoned response within required timescales.
Customer Relations Team	Monitors and liaises with the Housing Ombudsman via the landlord portal.
All colleagues	Recognise potential STAIRs requests/reviews and refer them promptly through the appropriate route.

6. Our approach

Complaint Process

Where an eligible customer is dissatisfied with information published by Plus Dane under STAIRs or, from 1 April 2027, with the handling or outcome of a STAIRs information request, they may ask Plus Dane to carry out a STAIRs review. The review process is separate from Plus Dane's standard complaints process.

We are committed to making it as easy as possible for customers to raise a complaint and share feedback. There are multiple ways for customers to contact us:

- during office or home visits
- by email dpo@plusdane.co.uk
- by calling 0800 169 2988
- through our Customer Portal
<https://customer.plusdane.co.uk/account/login>
- through a Plus Dane colleague
- via social media, for example Facebook or Twitter
- in writing to our registered Head Office

The complaint will be investigated by a manager who was not involved in the original decision wherever possible and will consider:

- Whether the request was handled in line with STAIRs requirements.
- Whether response times were met.
- Whether any information was incorrectly withheld.
- Whether further information should be disclosed.

The written review response will explain the decision, the reasons for it, any information to be disclosed, any corrective action or service improvement required, and the customer's right to refer the matter to the Housing Ombudsman.

The review response will set out the matters considered, the evidence reviewed, the decision reached and the reasons for that decision. It will explain whether information will be disclosed, corrected or republished; justify any withholding or redaction; identify any remedy or service improvement; and explain how and when the customer may refer the matter to the Housing Ombudsman.

Plus Dane will provide its STAIRs review response within **30 calendar days** of receiving the request for review.

Escalation

If the customer remains dissatisfied after Plus Dane has completed its STAIRs review, or if Plus Dane does not provide a review response within the required timeframe, the customer may refer the matter to the Housing Ombudsman.

The Ombudsman requires that STAIRs complaints be referred within **three months** of:

- Receiving the landlord's response; or
- The point at which a response should have been received.

The Housing Ombudsman has been designated as the complaints body for STAIRs complaints and can investigate whether a housing association handled an information request appropriately.

Complaints to the Housing Ombudsman can be submitted via their online form or telephone.

7. Assurance

First line	Second line	Third line
Operational management and delivery of the policy sit with service areas, complaint handlers and relevant managers. This includes identifying complaints promptly, recording them accurately, carrying out timely investigations, communicating outcomes clearly, escalating issues where needed, and implementing actions arising from lessons learned.	Oversight is provided by the Governance team and the Data Protection Officer through advice, guidance, monitoring, reporting, training for colleagues who handle data protection requests, or complaints received by customers, thematic review and escalation support. This includes reviewing complaint trends, checking adherence to policy requirements, identifying control weaknesses and recommending improvements.	Independent assurance may be provided through internal audit, regulatory review or other independent scrutiny where appropriate. The scope and frequency of assurance activity will be informed by complaint volumes, response performance, disclosure and withholding decisions, recurring themes, overdue improvement actions and Housing Ombudsman findings. Outcomes will support Board and Committee oversight of the adequacy and effectiveness of the control environment.

All STAIRs review requests, decisions, response dates, extensions, disclosures, refusals, redactions, remedies and improvement actions will be recorded in a consistent and auditable form on Cx.

Themes, timeliness, outcomes and recurring control weaknesses will be monitored and reported through the appropriate governance arrangements. Actions arising from reviews or Housing Ombudsman decisions will have named owners and completion dates and will be tracked to closure.

8. Equality Impact Assessment

Plus Dane will provide reasonable adjustments and accessible routes for customers who may experience barriers when requesting a STAIRs review. Information about the process and review outcomes will be available in appropriate formats, and customers will be supported where digital access, language, literacy, disability or other communication needs could affect their ability to use the process. Equality impacts will be monitored through review data, feedback and identified service improvements.

9. Modern slavery & human trafficking

Plus Dane has a modern slavery & human trafficking statement and a number of policies that enable it to identify and deal with modern slavery or human trafficking.

- Safeguarding Policy
- Whistleblowing Policy
- Code of Conduct
- Anti-Fraud Policy
- Anti-Bribery Policy
- Anti-Money Laundering Policy
- Conflict of Interest Policy
- Procurement Policy

Any complaints made that could potentially expose instances of modern slavery or human trafficking will be dealt with in line with Plus Dane's statement and the relevant policy.

10. Legislative and regulatory considerations

This policy supports Plus Dane's compliance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard and the Government's Social Tenant Access to Information Requirements policy statement dated 30 September 2025, as they apply to private registered providers.

11. Links to other Plus Dane policies

- Complaints and Customer Feedback Policy
- Data Protection Policy
- Retention Policy