

# Quarterly Housing Complaint Performance Summary - April – June 2025

## Complaints Performance

This report provides a summary of the housing complaints received during 1 April – 30 June 2025. This table shows the number of complaints received and the escalation rate by quarter compared to the same period last year.

Year	Q1 Stage 1	Q1 Stage 2	Escalation Rate
2024-25	6	1	16.7%
<b>2025-26</b>	<b>28</b>	<b>5</b>	<b>17.9%</b>

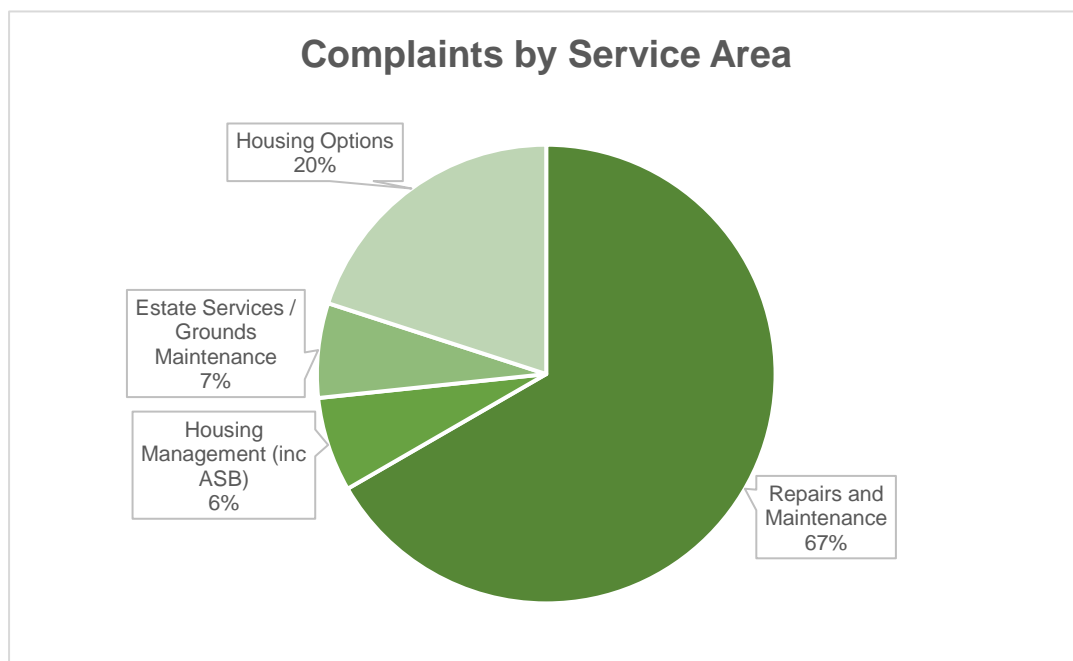
This table sets out the number of complaints responded to within timescales

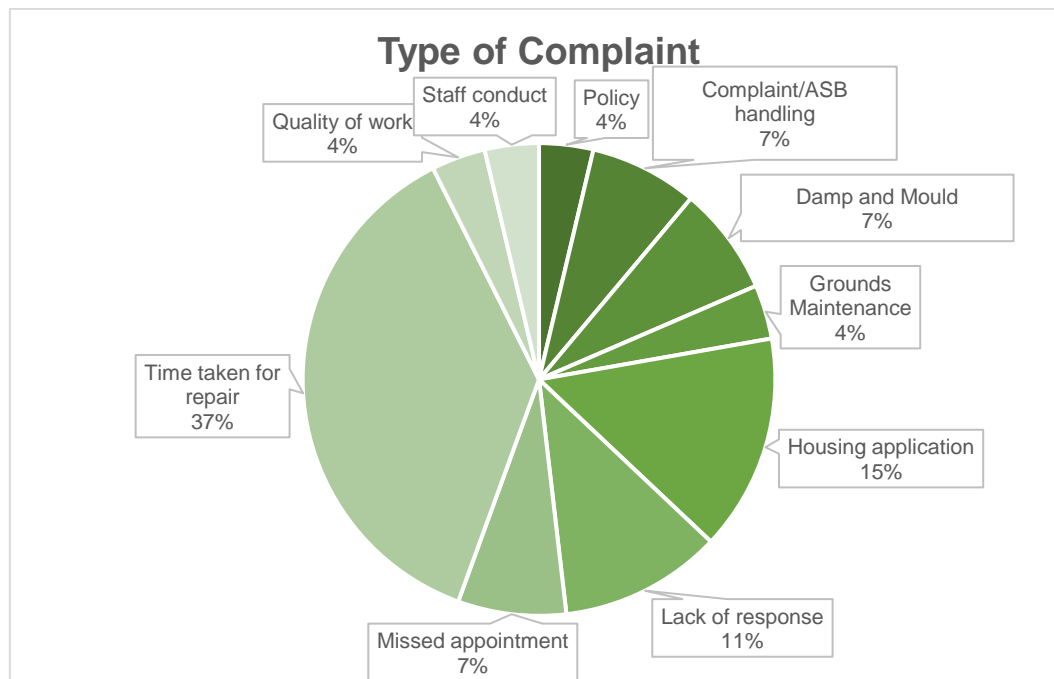
Year	Q1 Acknowledged	Q1 Stage 1 response	Q2 Stage 2 response
2024-25	66.7%	66.7%	0%
<b>2025-26</b>	<b>96.7%</b>	<b>100%</b>	<b>100%</b>

Percentage of complaints upheld in quarter one compared to the previous year.

Year	Q1 Stage 1	Q1 Stage 2
2024-25	41.7%	83.3%
<b>2025-26</b>	<b>75%</b>	<b>80%</b>

## Complaints by Category





The most common category of complaint was related to the time it had taken to have a repair carried out. This was across all repair types with no 'trade' standing out. Several delays were due to the operative arriving as scheduled but unable to carry out the work that had been agreed and therefore another appointment had to be booked.

The Council main repairs and maintenance contractor since 1 April 2025 is MCP. We are expecting some transitional issues as they build up resources to the new contract.

Almost two thirds of Stage 1 complaints relating to repairs were made after works were planned and then cancelled and rebooked. Two of the five Stage 2 complaints were due to the work promised at Stage 1 not taking place as set out in the response letter.

## Learnings and Service Improvement

A key learning from quarter one will be to review how we communicate to residents the work that will be carried out when the operative arrives. Other learnings include:

- Review how work is approved to ensure planned work is not forgotten.
- Improve tracking of works when further works are required.
- Update Tenants Handbook to ensure current responsibilities are clear.
- Ensure full itinerary and photos are taken as part of a decant.
- Review how we deal with reports of domestic abuse to ensure clear lines of responsibility.

Overall quarter one has been positive, with an increase in recorded complaints and identified learnings. We will continue with the same approach and introduce more improvements during the next quarter.

Actions planned for quarter two include:

- Training to be delivered on the new policies and processes.
- Introduce learning circles for staff engaged in the complaints process.
- Adopt consistent approach to compensation.
- Consider how we can formally involve residents in the complaints process.
- Submit Housing Ombudsman's Complaint Handling Code self-assessment.