

Quarterly Housing Complaint Performance

July - September 2025

Complaints Performance

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

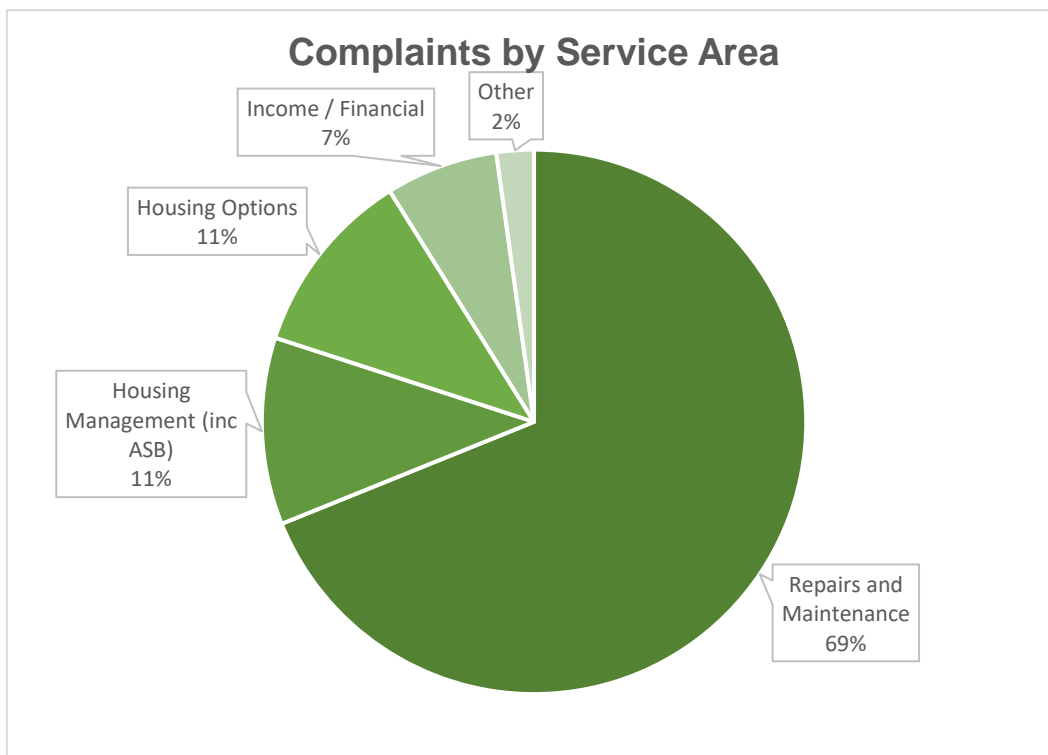
Year	Q2 Stage 1	Q2 Stage 2	Escalation Rate
2024-25	17	0	n/a
2025-26	41	15	36.6%

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

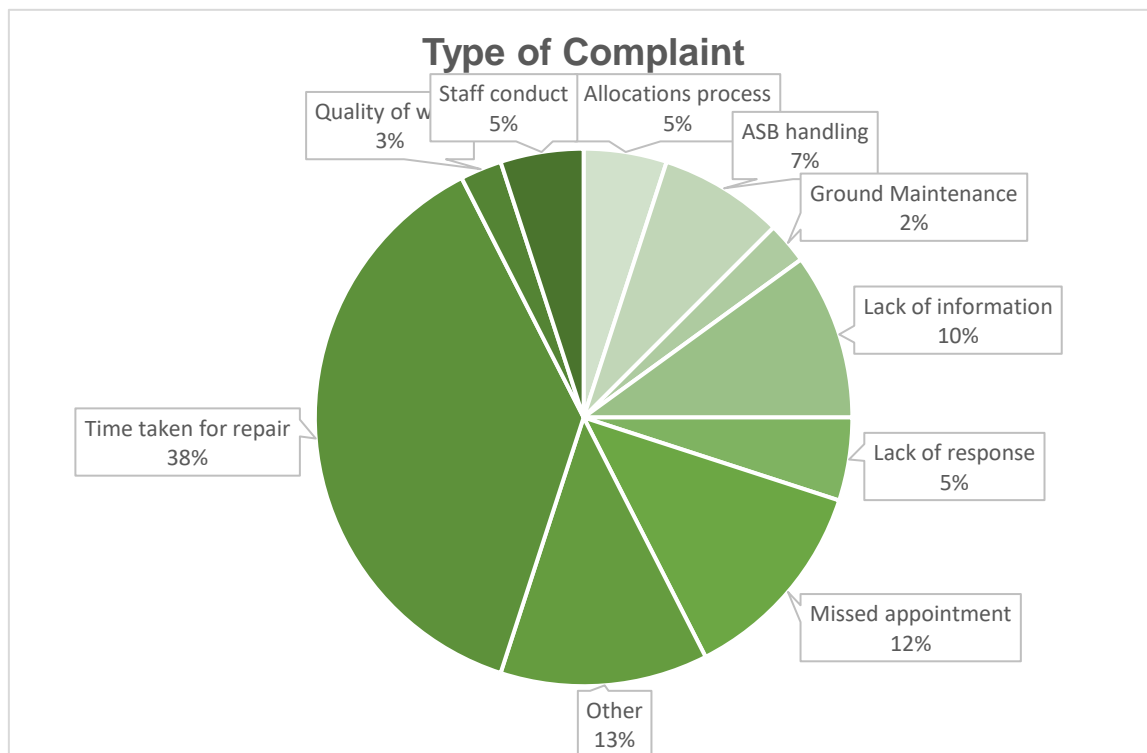
Year	Q2 Acknowledged	Q2 Stage 1 response	Q2 Stage 2 response
2024-25	58.8%	n/a	n/a
2025-26	97.5%	92.6%	100%

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

Year	Q2 Stage 1	Q2 Stage 2
2024-25	29.4%	n/a
2025-26	80.4%	84.6%



Complaints by Category



This quarter saw an increase in missed appointments, with the most common category of complaint related to the time it had taken to have a repair carried out.

Almost two thirds of Stage 1 complaints relating to repairs were made after works were planned and then delayed or cancelled.

A rise in Stage 2 complaints, up from 5 in quarter one is a cause for concern, as unresolved issues at Stage 1 can undermine confidence in the service. Eight of the 15 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 two will be to review how we communicate to residents when appointments cannot be kept. Other learnings include:

- Improve authorisation of specialist works
- Better monitoring of sub-contractors to ensure works are carried out as planned.
- Better tracking of works agreed to ensure completion.
- Introduce a robust Decant procedure.

Overall quarter two has been positive, with an increase in recorded complaints and identified learnings. Learnings have been identified and feedback shows residents are finding it easier to make a complaint.

Actions planned for quarter three include:

- Improve communication when appointments are changed or cancelled.
- Consider how we can formally involve residents in the complaints process.