Complaints

2025/26

	Indicator	Q1	Q2	Trend	YTD	Commentary
Stage 1 performance	**Number of complaints received**	162	178	⇔	**340**	
	Number of complaints refused	28	54	↑	**82**	Throughout Q2, 47 complaints have been refused, the main reasons for refusals have been because it's a first approach for service. All refusals have been received via our online form therefore a review of the form and how it supports customers with their request is being undertaken.
	Number closed	137	115	↓	**252**	Complaints completed in quarter
	Number of complaints accepted per 1000 properties	13.73	12.70	↓	**26.43**	
	Number completed on time	113	105	N/A	**218**	10 complaints were out of timeframe.
	Percentage completed on time (all)	82.48%	91.30%	↑	**86.51%**	
	Percentage completed on time (TSM)	83.33%	93.55%	↑	**88.21%**	The TSM measure does not include complaints from non-tenants. For example, leaseholders, homeless and other housing register applicants, non tenant ASB complainants
	Percentage upheld	51.09%	53.04%	⇔	**51.98%**	
Complaints by service area Stage 1	**Responsive repairs**	44	47	N/A	**91**	
	Building safety	22	11	N/A	**33**	
	Biomass	2	1	N/A	**3**	
	Damp and mould	4	0	N/A	**4**	
	Capital programmes	6	3	N/A	**9**	
	Concierge	1	3	N/A	**4**	

	ASB/community safety	3	0	N/A	**3**	
	Estates	23	24	N/A	**47**	
	Tenancy management	1	0	N/A	**1**	
	Arrears/rent control	1	2	N/A	**3**	
	Homelessness	16	7	N/A	**23**	
	Tenancy sustainment	3	4	N/A	**7**	
	Contact centre	1	1	N/A	**2**	
	Leaseholders	4	1	N/A	**5**	
	Aids and adaptations	2	5	N/A	**7**	
	Engagement	0	0	N/A	**0**	
	Wellbeing	1	1	N/A	**2**	
	Out of hours	0	1	N/A	**1**	
	Other	3	4	N/A	**7**	
	Crosscutting/multiple service areas	0	0	N/A	**0**	
Stage 2 performance	**Number of complaints received**	23	35	N/A	**58**	
	Number of complaints refused	3	0	⬇	**3**	
	Number closed	15	30	⬆	**45**	
	Number of complaints per 1000 properties	2.05	3.59	⬆	**5.64**	

	Number completed on time	12	29	N/A	**41**	
	Percentage completed on time (all)	80.00%	96.67%	↑	**91.11%**	One complaint was out of time frame
	Percentage completed on time (TSM)	75%%	100.00%	↑	**93.55%**	The TSM measure does not include complaints from non-tenants. For example, leaseholders, homeless and other housing register applicants, non tenant ASB complainants
	Percentage upheld	40.00%	53.33%	↑	**48.89%**	
	Total stage 2 complaints not upheld at stage 1	6	14	N/A	**20**	
	Total stage 2 complaints upheld after being not upheld at stage 1	2	7	N/A	**9**	
	% Stage 2 complaints upheld after being not upheld at stage 1	33.33%	50.00%	↑	**45.00%**	
Complaints by service area **Stage 2**	**Responsive repairs**	7	9	N/A	**16**	
	Building safety	1	1	N/A	**2**	
	Biomass	1	0	N/A	**1**	
	Damp and mould	0	0	N/A	**0**	
	Capital programmes	1	0	N/A	**1**	
	Concierge	0	0	N/A	**0**	
	ASB/community safety	1	1	N/A	**2**	
	Estates	2	8	N/A	**10**	
	Tenancy management	0	2	N/A	**2**	
	Arrears/rent control	0	1	N/A	**1**	

	Homelessness	1	5	N/A	**6**	
	Tenancy sustainment	0	0	N/A	**0**	
	Contact centre	0	0	N/A	**0**	
	Leaseholder	0	0	N/A	**0**	
	Aids and adaptations	0	1	N/A	**1**	
	Engagement	0	0	N/A	**0**	
	Wellbeing	0	0	N/A	**0**	
	Out of hours	0	0	N/A	**0**	
	Other	0	2	N/A	**2**	
	Crosscutting/multiple service areas	0	0	N/A	**0**	
Housing Ombudsman	**Number of cases determined**	0	0	N/A	**0**	
	Number of severe maladministration	0	0	N/A	**0**	
	Number of maladministration	0	0	N/A	**0**	
	Number of service failures	0	0	N/A	**0**	
	Number no maladministration	0	0	N/A	**0**	
	Number of orders made	0	0	N/A	**0**	
	Number of orders completed on time	N/A	N/A	N/A	**0**	

	Number of cases with ombudsman for determination	1	6	N/A	**6**	1. Repairs- Mouse infestation 2. ASB case- Neighbour dispute 3. ASB case- Neighbour dispute 4. Aids and Adaptations- shower installation 5. Aids and adaptations - Shower installation 6. Building safety (sprinkler installation)
	Maladministration rate	0	0	N/A	**0**	
LGSCO	**Number of cases determined**	1	0	N/A	**1**	
	Number of faults found	1	0	N/A	**1**	
	Number of orders made	0	0	N/A	**0**	
	Number of orders completed on time	N/A	N/A	N/A		
Compensation	**amount of compensation paid in quarter**	£3,765	£4,203	N/A	**£7,968.00**	The highest payment made in the period was £450 13 of the 30 payments relate to complaints that have been through a Stage 2 complaint Of the 30 payments made, 18 relate to DTD Repairs.
	Average amount of compensation per complaint closed	£24.76	£28.98			
Adjustments	**percentage of communication adjustments adhered to**	100%	100%			
Satisfaction	**Satisfaction with SCH's approach to handling complaints**	24%	46%			

Complaints learning

stage	Theme	service area	Action	responsible person	by when	PROGRESS
1	inconsistencies with communications where: follow-on works needed between DLO and contractor	repairs and compliance	Task and finish group to review communication	Becci Youlden	Feb-26	underway
1	Delayed responses	across service areas	Development of workflow though NetCall, across service areas to ensure all customer contact can be tracked	Jatinder Matharu	Jun-26	not started
1	Follow on work not completed	repairs and compliance	All complaint actions to be monitored through complaints team to ensure compliance with agreed actions	Claire Albrighton	Nov-25	underway
2	Customers with complex needing focused support	repairs and compliance	Introduction of process to ensure one point of contact	Steve Stone	Nov-25	completed
LGSCO	record keeping re homelessness advice given	Homlessness	Briefing to staff	Wendy Booth	Nov-25	completed
All	sharing more information with service areas	complaints team	Introduce 'Learning summaries' to SLT representative to encourage service improvement	Claire Albrighton	Nov-25	underway

Complaints action plan tracker

Date Last Updated: October 2025

Ref		ACTION	SOURCE	Due date	responsible person	PROGRESS	STATUS
A001	Complaint Timescales	Customers should receive a response to their complaint within the timelines of the Housing Ombudsman Code	Self Assessment Non compliance	Mar-26	Claire Albrighton	Q2 93.6%	**On track**
A002	Satisfaction	Improve customer satisfaction with regards to complaint handling, increase the feedback received	Annual report	Mar-26	Claire Albrighton	Agreed	**On track**
A003	Communication	Identify key areas where customers are frustrated by lack of communication	Annual Report	Mar-26	Claire Albrighton	Identified following areas within in repairs: -Follow up work -complex cases -consistency between DLO and Contractors Task and finish group to review	**On track**
A004	Winter ready	Review factors that contribute to stretch in service delivery and plan for such demand	Annual Report	Mar-26	Claire Albrighton	Decision to utilise spare 28 hours for 9 month contract at Stage 1, recruitment steps initiated. One point of contact for Dodd via contract manager.	**On track**
A005	Vulnerable complainants	drill down into the link between vulnerabilities and complaints following EDI analysis in Annual Report	Annual Report	Dec-26	Claire Albrighton	Underway. Data analysis undertaken and audit of complaints is underway	**On track**