Complaints

2025/26

	Indicator	Q1	Q2	Q3	Q4	YTD	Commentary
Stage 1	**Number of complaints received**	129	124	167	190	**610**	As identified in Q3, more complaints have been recieved and can be attributed to the season. Repairs continue to be the main driver which is to be expected.
	Number of complaints refused	29	47	42	70	**188**	Refusals continue to increase along with the volume of customer traffic.
	Number closed	115	121	149	192	**577**	
	Number of complaints per 1000 properties	11.59	11.15	15.01	17.11	**54.94**	
	Number completed on time	103	113	133	190	**539**	
	percentage completed on time	89.57%	93.39%	89.26%	98.96%	**93.41%**	
	percentage upheld	48.25%	52.94%	51.39%	48.44%	**49.39%**	Includes partially upheld.
Complaints by service area	**Responsive Repairs**	46	41	59	63	**209**	The majority of complaints relate to repairs both DLO and external contractors, which is expected.
	Building Safety	21	17	30	43	**111**	The majority of complaints relate to repairs both DLO and external contractors, which is expected.
	Biomass	3	1	1	3	**8**	
	Damp and Mould	1	1	8	11	**21**	
	Capital programmes	3	4	0	2	**9**	
	Concierge	1	3	0	1	**5**	

Stage 1	**ASB/Neighbourhoods**	6	10	5	17	**38**	
	Estates/Neighbourhoods	16	16	16	14	**62**	
	Tenancy management	1	2	1	2	**6**	
	Arrears/Rent Control	1	4	6	7	**18**	
	Homelessness	16	7	13	7	**43**	
	Tenancy Sustainment	3	5	2	5	**15**	
	Contact Centre	1	1	7	0	**9**	
	Leaseholder	4	1	1	2	**8**	
	Aids and Adaptations	2	6	9	4	**21**	
	Engagement	0	0	0	0	**0**	
	Wellbeing	1	1	1	3	**6**	
	Out of Hours	0	1	2	0	**3**	
	Other	3	4	5	3	**15**	
	Crosscutting/multiple service areas	0	0	1	0	**1**	
Stage 2 performance	**Number of complaints refused**	3	0	1	0	**4**	
	Number accepted	25	35	48	64	**172**	
	Number closed	11	32	50	43	**136**	
	Number of complaints per 1000 properties	2.25	3.15	4.31	5.76	**15.46**	
	Number completed on time	9	31	46	42	**128**	

	percentage completed on time	81.82%	96.88%	92.00%	97.67%	**94.12%**	
	percentage upheld	21.43%	50.00%	29.27%	23.26%	**31.62%**	
	Number of stage 2 as a percentage of stage 1	19.38%	28.23%	28.74%	33.68%	**28.20%**	
Complaints by service area **Stage 2**	**Responsive Repairs**	6	15	15	18	**54**	
	building safety	2	3	6	7	**18**	
	Biomass	1	0	0	0	**1**	
	damp and mould	0	0	4	5	**9**	
	Capital programmes	0	2	1	3	**6**	
	Concierge	0	0	1	0	**1**	
	ASB/community safety	1	9	15	9	**34**	
	Estates	3	2	0	4	**9**	
	Tenancy management	0	1	1	0	**2**	
	Arrears/Rent Control	2	0	0	2	**4**	
	Homelessness	3	2	1	6	**12**	
	Tenancy Sustainment	0	1	0	1	**2**	
	Contact Centre	0	0	0	1	**1**	
	Leaseholder	1	0	0	1	**2**	
	Aids and Adaps	1	0	3	1	**5**	
	Engagement	0	0	0	0	**0**	

	Wellbeing	0	0	0	1	**1**	
	Out of Hours	0	0	0	0	**0**	
	Crosscutting/multiple service areas	0	0	1	0	**1**	
	Other	5	0	0	5	**10**	
Housing Ombudsman	**Number of cases determined**	0	0	2	0	**2**	1 case determined in Q3 reached final determination in Q4 after being reviewed by HOS. The review led to a reduced finding of 'Service Failure' in ASB handling, which was previously 'Maladministration'.
	Number of severe mal administration	0	0	0	0	**0**	
	Number of mal administration	0	0	1	0		Q3 figure reduced due to review, Maladministraion in Complaint handling as Stage 2 not progressed.
	Number of service failures	0	0	3	0	**3**	Q3 figure increased due to change from Malad to Service Failure.
	Number no maladministration	0	0	4	0	**4**	
	Number of orders made	0	0	4*	0	**4**	Orders did not change due to the review.
	Number of orders completed on time	N/A	N/A	3	1	**4**	All orders completed on time after the review.
	Number of cases with ombudsman for determination		6	8	9	**9**	HOS have 31 cases on file : 4 x Awaiting investigation - SCH have provided evidence 3 x Case under assessment - HOS reviewing, full evidence request not recieved 8 x Evidence Gathering, SCH have provided evidence in 6 cases with 2 due by the end of April 9 x Referral Assessment - HOS reviewing 1 x Under investigation - SCH have provided the evidence 5 x Within Landlords complaints proceedure - SCH complaints that have been completed
	Maladministration rate	0	0	50%	0	**50.00%**	Review change will not impact Malad rate, as Service Failure is included in calculation.

LSGO	**Number of cases determined**	3	2	0	4	**9**	6 of the total cases (9) determined by LGSCO were declined 3 of the cases that reached completion had fault found, with 1 order of £100 compensation.
Compensation	**amount of compensation paid in quarter**	£4665	£4,203	£4,861	£6,053	**19,782**	Q4 saw an increase in compensaiton in line with the increase in volume of complaints and there relation to repairs, with the need to put things right.
Adjustments	**percentage of communication adjustments adhered to**	100%	100%	100%	100%	**100%**	

Complaints learning

Quarter	Stage	Theme	Service area	Action	Responsible person	By when	PROGRESS
Q2 2025/26	All	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	Started
Q2 2025/26	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	Pending
Q2 2025/25	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	Started
Q2 2025/25	2	Customers with complex needing focused support	repairs and compliance	Introduction of process to ensure one point of contact	Steve Stone	Nov-25	Completed
Q2 2025/25	LGSCO	Record keeping re homelessness advice advice given	Homlessness	Briefing to staff	Wendy Booth	Nov-25	Completed
Q2 2025/26	All	Sharing more information with service areas	complaints team	Introduce 'Learning summaries' to SLT representative to encourage service improvement	Claire Albrighton	Nov-25	Started
Q3 2025/2026	HOS	Complaint Handling - all staff recognising a Stage 2 complaint	across service areas	Core Brief issued to all staff to remind of the need to consider if a Stage 2 is required	Claire Albrighton	Dec-25	Completed
Q3 2025/2025	0 & 2 multiple	Communal boiler works - process between day to day and capital unclear, leads to lack of clarity	repairs and compliance	Review with Heads of Service and request for owner of issue at Ipswich House.	Claire Albrighton	Nov-25	Completed
Q3 2025/2026	1 & 2 multiple	Communal boiler works - process between day to day and capital unclear, leads to lack of clarity	repairs and compliance	Request review of process	Claire Albrighton	Dec-25	Started
Q3 2025/2026	1 & 2	Follow on work not completed, in BAU and complaint outcomes	repairs and compliance	Case studies presented to ELT for further consideration Additional development in Netcall to improve oversight	Claire Albrighton	Feb-26	Completed
Q3 2025/2026	1 & 2	Policy adherence is measure of failure for both Ombudsman	across service areas	SLT update regarding policy adherence, Complaint team training on Policy adherence link to service failure	Claire Albrighton	Feb-26	Pending
	1 & 2	Communication and lack of action plans when multiple works	repairs and compliance	Review of tools avaible to staff to use when complex or numerous works are due - Action PLan, Work Schedule etc	Claire Albrighton	Jul-26	Pending

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 Noncompliance	Mar-26	Claire Albrighton	Overall performance to be confirmed - figures pending completion. However performance has increased	**Completed**
A002	Satisfaction	Improve customer satisfaction with regards to complaint handling, increase the feedback received	Annual report	Mar-26	Claire Albrighton	Awaiting TSM end of year figure	Not deliverable
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	**Completed**
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 completed. One point of contact via Dodd via contract manager.	**Completed**
A005	Vulnerable complainants	Drill down into the link between vulnerabilities and complaints following EDI analysis in Annual Report	Annual Report	Jan-26	Becci Youlden	Report being taken toELT April 28th	**Completed**