

Complaints

2025/26

2026/27

Indicator	Q1	Q2	Q3	Q4	YTD	Q1	YTD	Commentary
Number of complaints received	129	124	167	193	613	182	182	Complaint volumes continue to increase year on year
Number of complaints refused	29	47	42	71	189	54	54	Improvements to the online form are pending, this should help customers avoid getting a refused complaint and enable them to raise the appropriate service request
Number closed	115	121	149	193	578	166	166	
Number of complaints per 1000 properties	11.59	11.15	15.01	17.38	55.21	16.41	16.39	
Number completed on time	103	113	133	189	538	163	163	
percentage completed on time	89.57%	93.39%	89.26%	97.93%	93.08%	98.19%	98.19%	
percentage upheld	48.25%	52.94%	51.39%	48.19%	49.39%	42.77%	42.77%	
Responsive Repairs	46	41	59	63	209	62	62	
Building Safety	21	17	30	43	111	32	32	Building Safety relates to Compliance repairs - Gas and Electric
Biomass	3	1	1	3	8	1	1	
Damp and Mould	1	1	8	11	21	2	2	
Capital programmes	3	4	0	2	9	10	10	
Concierge	1	3	0	1	5	1	1	
ASB/Neighbourhoods	6	10	5	17	38	19	19	
Estates/Neighbourhoods	16	16	16	14	62	15	15	
Tenancy management	1	2	1	2	6	2	2	
Arrears/Rent Control	1	4	6	7	18	10	10	

Homelessness / Housing Register	16	7	13	7	43	19	19	
Tenancy Sustainment	3	5	2	5	15	1	1	
Contact Centre	1	1	7	0	9	1	1	
Leaseholder	4	1	1	2	8	0	0	
Aids and Adaptations	2	6	9	4	21	3	3	
Engagement	0	0	0	0	0	0	0	
Wellbeing	1	1	1	3	6	0	0	
Out of Hours	0	1	2	0	3	0	0	
Other	3	4	5	6	18	3	3	
Crosscutting/multiple service areas	0	0	1	0	1	1	1	
Number of complaints refused	3	0	1	0	4	0	0	
Number accepted	25	35	48	64	172	60	60	
Number closed	11	32	50	34	127	72	72	
Number of complaints per 1000 properties	2.25	3.15	4.31	5.76	15.46	5.41	5.41	
Number completed on time	9	28	33	22	92	49	49	
percentage completed on time	81.82%	87.50%	66.00%	64.71%	72.44%	68.06%	68.06%	23 Complaints were late, of these 22 are considered late due to the acknowledgement letter not being issued in 5 working days. These 22 were completed by the complaints original due date, however the late acknowledgement makes the overall completion late. The position is recoverable as long as the volume of complaints continues, and changes have been made to ensure Acknowledgements are no longer late.
percentage upheld	21.43%	50.00%	29.27%	23.26%	33.86%	44.44%	44.44%	
Number of stage 2 as a percentage of stage 1	8.53%	25.81%	29.94%	17.62%	20.72%	39.56%	39.56%	
Responsive Repairs	6	15	15	18	54	17	17	

building safety	2	3	6	7	18	8	8	
Biomass	1	0	0	0	1	0	0	
damp and mould	0	0	4	5	9	1	1	
Capital programmes	0	2	1	3	6	4	4	
Concierge	0	0	1	0	1	0	0	
ASB/community safety	1	9	15	9	34	7	7	
Estates	3	2	0	4	9	4	4	
Tenancy management	0	1	1	0	2	0	0	
Arrears/Rent Control	2	0	0	2	4	1	1	
Homelessness	3	2	1	6	12	3	3	
Tenancy Sustainment	0	1	0	1	2	2	2	
Contact Centre	0	0	0	1	1	1	1	
Leaseholder	1	0	0	1	2	0	0	
Aids and Adaps	1	0	3	1	5	1	1	
Engagement	0	0	0	0	0	0	0	
Wellbeing	0	0	0	1	1	1	1	
Out of Hours	0	0	0	0	0	0	0	
Crosscutting/multiple service areas	0	0	1	0	1	4	4	
Other	5	0	0	5	10	5	5	
Number of cases determined	0	0	2	0	2	3	3	1 Case re Boiler repairs = 1 x malad, 1 x no malad 1 Case re ASB and Allocations = 2 x Outside Jurisdiction 1 Case re reports of pests = 2 x Redress (our oldest case with HOS, we finanlised in Jan 2024)
Number of severe mal administration	0	0	0	0	0	0	0	

Number of mal administration	0	0	1	0		1	1	
Number of service failures	0	0	3	0	3	0	0	
Number no maladministration	0	0	4	0	4	1	1	
Number of Redress	0	0	0	0	0	2	2	Redress is where fault is found however appropriate steps have been taken to remedy
Number of orders made	0	0	4*	0	4	2	2	Apology and Compensation for the case with Maladministration regarding handling of boiler repairs
Number of orders completed on time	N/A	N/A	3	1	4	2	2	
Number of cases with ombudsman for determination		6	8	9	9	12	12	HOS activity has increased as they work through their backlog, more cases are expected to complete this year
Maladministration rate	0	0	50%	0	50.00%	75	75.00%	4 findings in total, HOS consider 3 of the findings as malad when calculating this rate.
Number of cases determined	3	2	0	4	9	1	1	1 Case declined to investigate
amount of compensation paid in quarter	£4665	£4,203	£4,861	£6,053	19,782	£6,793	£6,793	

Complaints learning

quarter	stage	Theme	service area	Action	responsible person	by when	PROGRESS
Q 2 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
Q 2 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
Q 2 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
Q 2 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
Q 2 2025/25	LGSCO	record keeping re homelessness advice given	Homelessness	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 available to staff to use when complex or numerous works are due - Action Plan, Work Schedule etc	Claire Albrighton	Jul-26	Pending
	1 & 2	Gas Safety Process and letter content	Compliance	Process to be updated to include a phone call and hand delivery of letters	Claire Albrighton	Sep-26	Pending
	1 & 2	Leaseholder charges - removal of GNAs	Neighbourhood Services	Review of letter should similar future activity take place	Claire Albrighton	Aug-26	Pending
	1 & 2	Repairs Communication - measure up letter not clear	Responsive Repairs	Review of Repairs Communication as per Delivery Plan	Claire Albrighton	Mar-27	Pending

Complaints action plan tracker

Date Last Updated: April 2026

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	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	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	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	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	Jan-26	Becci Youlden	Report being taken to ELT April 28th	Completed

Proposed Service Improvement Plan, as per pending Annual

Code/SA ref	Action Title	Action Detail	Resolution	Target Date
6.3	Complaint Timescales	Customers should receive a response to their complaint within the timelines of the Housing Ombudsman Code	Ensure compliance with the timeliness of complaints, with a focus on improving the timeliness of acknowledging a complaint at Stage 2	Mar-27
Annual Report	Online Complaint form	The online form leads to requests for complaints to be refused	Review and improve the online form, to help support customers ensure their enquiries are directed to the correct service teams	Oct-27
HOS Determinations	Recognition of Stage 2 complaint	Ensure all staff can recognise when to give the customer the choice of a Stage 2 complaint	Staff training, refreshers and communication regarding escalation to Stage 2	Mar-27
Annual Report	Stage 2 increase	Stage 2 volume has significantly increased	In depth review of reasons for the escalation to Stage 2	Dec-27
Annual Report	Improving Service	When learning is identified there isn't always a clear route to ensure changes are made to service delivery	Create direct link to Service Improvement Manager role to enable learning to be considered and acted upon	Sep-27