

# COMPLAINT PERFORMANCE

## Quarter 1 Summary

This report summarises the performance of our Complaints Service from 1 April 2025 to 30 June 2025

**314** **Service requests received\***  
560 in Q1, 2024/25



**278** **Stage 1\***  
281 in Q1, 2024/25  
We agreed with 83%



**69** **Stage 2\***  
52 in Q1, 2024/25  
We agreed with 80%



\*complaints opened

### Housing Ombudsman Service

**15** **Contacts / Enquiries**

**7** **New investigations**

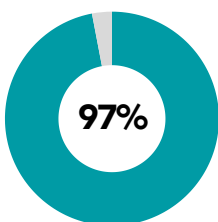
**6** **Investigations (closed cases)** 8 determinations received

**179** **Councillor / Member enquiries**  
151 in Q1, 2024/25

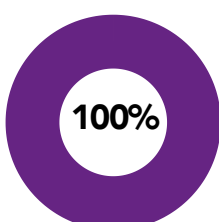


### Response times

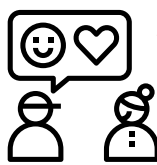
(including extensions)



Stage 1



Stage 2



**194** **Compliments**

183 in Q1, 2024/25



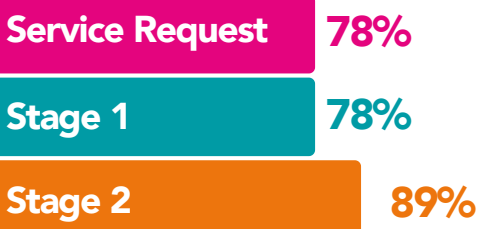
**£17,791**

**Compensation paid**

£21,836 in Q1, 2024/25



### % Relating to Repairs



### Top 5 reasons complained about at Stage 1

- 24.0% Delay carrying out repairs
- 12.9% Poor communication
- 8.4% Repairs quality
- 7.1% Repair appointments
- 6.7% Damp & mould; & Programmed repairs

### Customer Satisfaction



Easy to complain



Treated complaint fairly



Outcome

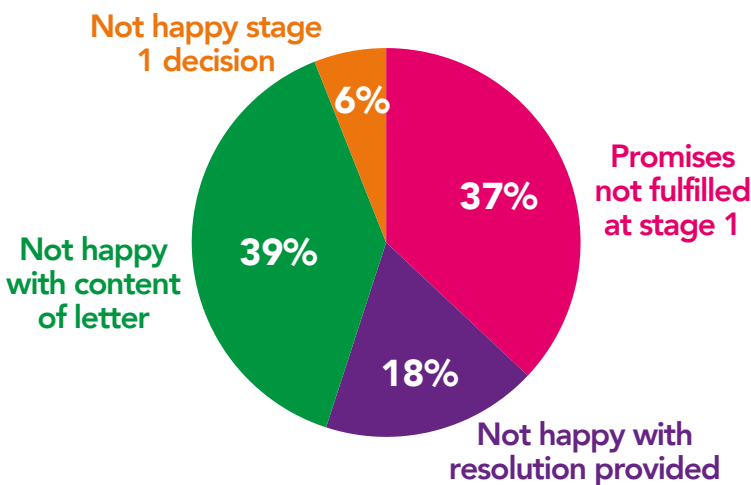


Overall



\*compared with 2024/25 satisfaction

### Reasons escalated to stage 2



### KEY - compared to Quarter 1 in 2024/25



Increase in Quarter 1, 25/26



Stayed same for Quarter 1, 25/26



Decrease in Quarter 1, 25/26



Publish date: July 2025

Please note figures within this summary may change following auditing and monitoring checks