Complaints handling survey summary

April to September 2026



We asked tenants who recently made a formal complaint to give their views on our complaints service.

423 surveys sent

127 gave feedback

Satisfaction Results

	Compared to 25/26
Easy to deal with **72%**	+ 8%
Staff listened and understood **78%**	+ 21%
Treated fairly and respect **94%**	+ 14%
Response letter easy to understand **71%**	+ 10%
Handling of complaint **71%**	+ 1%
Steps taken to put things right **71%**	+ 24%

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		Compared to 25/26
Outcome of complaint	69%	⊖ 9%
Overall satisfaction	52%	⊕ 24%

Your feedback, our next steps

We've added an easy-read complaints guide on our website, so customers have a clearer understanding of the complaints process.

To improve customers experience and manage expectations better, we now contact every customer to explain the complaints process, next steps and what to expect.

We've created a short video on our website, which explains how to make a complaint and what to expect.

Staff have been reminded that complaint records must be accurate and up to date, so we can provide clearer response letters.

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