

Complaints Performance

Quarter 1 Summary

This report summarises the performance of our Complaints Service from Wednesday 1 April 2026 to Tuesday 30 June 2026.

296 **Service requests received***
325 in Q1 2025



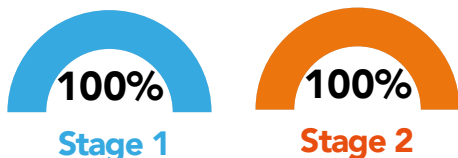
238 **Stage 1***
280 in Q1 2025
We agreed with 83%



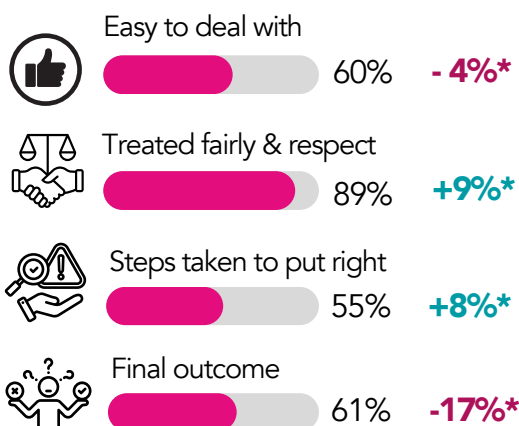
44 **Stage 2***
69 in Q1 2025
We agreed with 79%
*complaints opened



Response times (including extensions)



Customer Satisfaction



*compared with 2025/26 satisfaction

Housing Ombudsman Service

22 Contacts / enquiries
9 New investigations
2 Investigations (closed cases)
Five determinations received

311 **Councillor / Member enquiries**
187 in Q1 2025



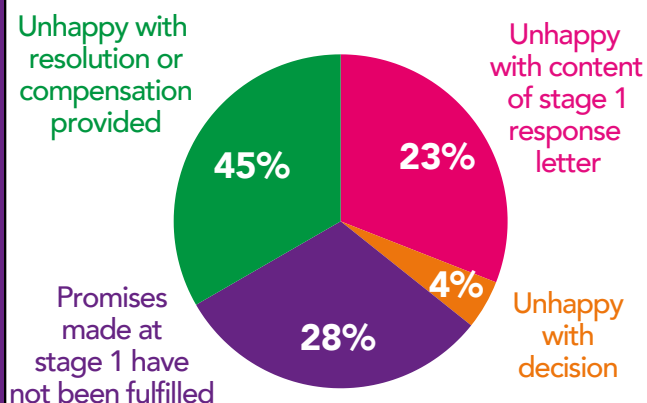
176 **Compliments**
319 in Q1 2025



£12,074 **Compensation paid**
£17,791 in Q1 2025



Reasons escalated to stage 2



Publish date: July 2026

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

Key - Q1 2026 data compared to Q1 2025



Increase



Stayed same



Decrease