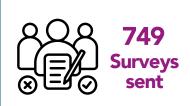
COMPLAINTS HANDLING SURVEY SUMMARY

April to December 2025

We asked tenants
who recently made a
formal complaint to give
their views on our
complaints service. Here's
what they told us...





Satisfaction with...

		Target	Apr to Dec 2025	Compared to 2024/25
V3	Easy to complain	75%	62%	-12%
(F)	Staff listened & Understood	75%	59%	-13%
	Staff treating complaint fairly	80%	81%	-1%
	Response letter easy to understand	75%	61%	-13%
	Handling of complaint	70%	65%	+2%
(V) 24**	Steps taken to put things right	70%	50%	-7 %
	Outcome of complaint	70%	75%	+9%
☆☆ 200	Overall satisfaction	60%	42%	-1%

