

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...



749
Surveys sent



163
Gave feedback

Satisfaction with...

		Target	Apr to Dec 2025	Compared to 2024/25
	Easy to complain	75%	62%	-12%
	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%
	Steps taken to put things right	70%	50%	-7%
	Outcome of complaint	70%	75%	+9%
	Overall satisfaction	60%	42%	-1%