

COMPLAINT PERFORMANCE

Quarter 3 Summary

This report summarises the performance of our Complaints Service from 1 April 2025 to 31 December 2025

861 **Service requests received***
1,463 in Q1 to Q3 2024

41%



772 **Stage 1***
878 in Q1 to Q3 2024
We agreed with 79.26%

12%



183 **Stage 2***
206 in Q1 to Q3 2024
We agreed with 74.71%

11%



*complaints opened

Housing Ombudsman Service

33 **Contacts / Enquiries**

23 **New investigations**

16 **Investigations (closed cases)** 27 determinations received

619 **Councillor / Member enquiries**

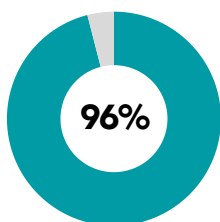
594 in Q1 to Q3 2024

4%

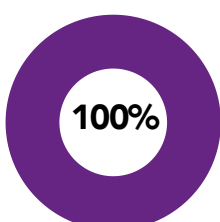


Response times

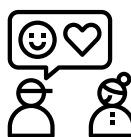
(including extensions)



Stage 1



Stage 2



910 **Compliments**

452 in Q1 to Q3 2024

101%



£62,968

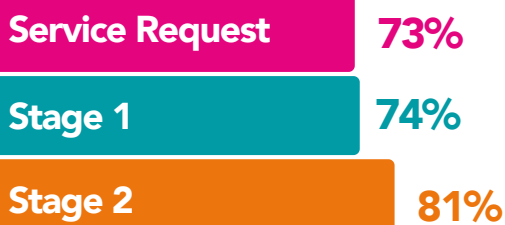
Compensation paid

£86,610 in Q1 to Q3 2024

27%



% Relating to Repairs



Top 5 reasons complained about at Stage 1

- 24% Delay carrying out repairs
- 9% Poor communication
- 8% Damp & mould
- 7% Staff
- 6% Quality of repairs

Customer Satisfaction



Easy to complain

62% -12%*



Treated complaint fairly

81% -1%*



Outcome

75% +9%*

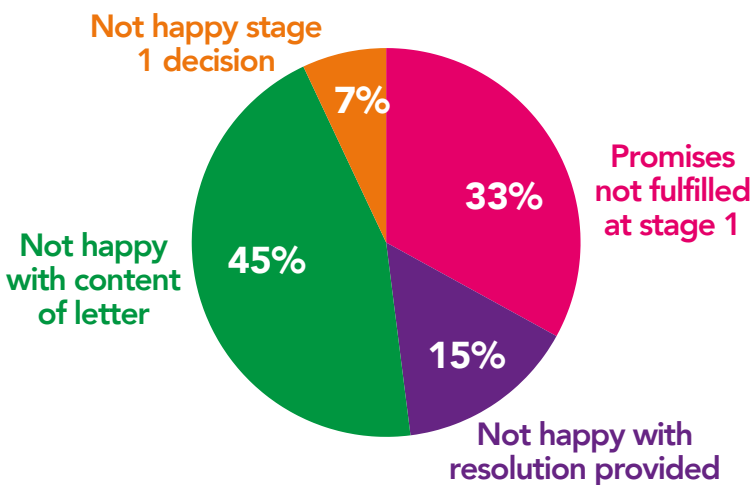


Overall

42% -1%*

*compared with 2024/25 satisfaction

Reasons escalated to stage 2



KEY - Apr to Dec 2025 data compared to Apr to Dec 2024



Increase



Stayed same



Decrease



Publish date: Jan 2026

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