

# 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%



### Housing Ombudsman Service

**33** Contacts / Enquiries

**23** New investigations

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

### Councillor / Member enquiries

**619** Councillor / Member enquiries

594 in Q1 to Q3 2024

4%

\*complaints opened

### 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

Service Request	73%
Stage 1	74%
Stage 2	81%

### Customer Satisfaction



Easy to complain

62%

-12%\*



Treated complaint fairly

81%

-1%\*



Outcome

75%

+9%\*



Overall

42%

-1%\*

\*compared with 2024/25 satisfaction

### Top 5 reasons complained about at Stage 1

**24%** Delay carrying out repairs

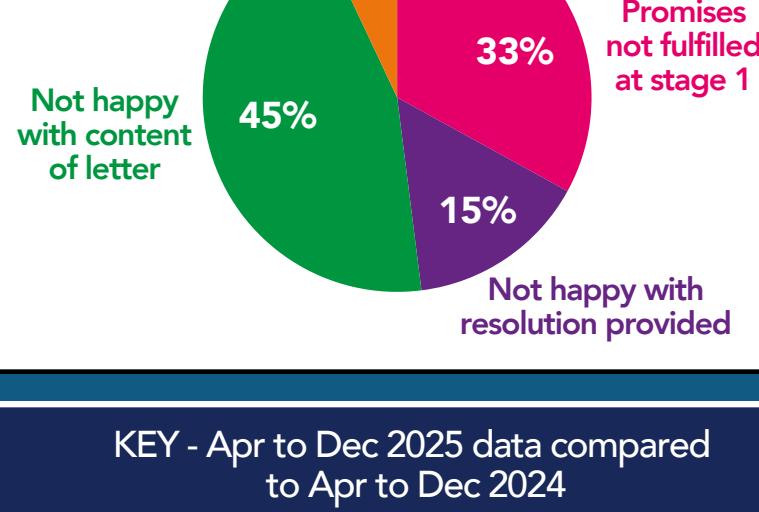
**9%** Poor communication

**8%** Damp & mould

**7%** Staff

**6%** Quality of repairs

### Reasons escalated to stage 2



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



Increase



Stayed same



Decrease