

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%

Actions identified since October 2025



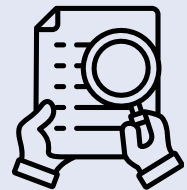
Review survey methodology – to ensure the approach captures accurate insights that support better decision-making.

Increase face-to-face home visits at Stage 2 - Builds stronger rapport with complainants, leading to deeper understanding of issues and more meaningful resolutions



When complainants accept compensation payments, we will encourage them to provide feedback on our survey - This will help increase response rates so we have more stronger and reliable understanding of their experience.

Our involved tenants have reviewed a selection of anonymised response letters to check how easy they were to read and understand. These letters came from customers who previously told us they were dissatisfied with the clarity of our written responses. The findings from this review was that the letters were clear and easy to understand.



THANK
YOU!

...for taking the time to
give us your feedback!