

COMPLAINT PERFORMANCE

Quarter 2 Summary

This report summarises the performance of our Complaints Service from 1 April 2025 to 30 September 2025

583 Service requests received*
1,056 in Q1 & Q2 2024



527 Stage 1*
628 in Q1 & Q2 2024
We agreed with 81%



132 Stage 2*
130 in Q1 & Q2 2024
We agreed with 76%



*complaints opened

Housing Ombudsman Service

23 Contacts / Enquiries

15 New investigations

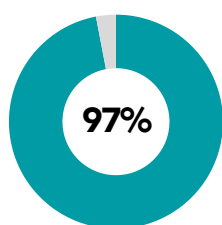
11 Investigations (closed cases)
18 determinations received

413 Councillor / Member enquiries
394 in Q1 & Q2 2024

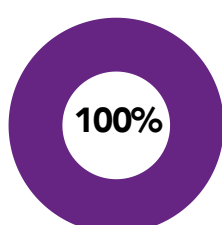


Response times

(including extensions)



Stage 1



Stage 2



619 Compliments

301 in Q1 & Q2 2024



£40,666

Compensation paid

£55,088 in Q1 & Q2 2024



% Relating to Repairs

Service Request **58%**

Stage 1 **73%**

Stage 2 **86%**

Top 5 reasons complained about at Stage 1

25% Delay carrying out repairs

10% Poor communication

7% Repair appointments

6% Neighbour disputes

6% Damp & mould

Customer Satisfaction



Easy to complain

65% **- 9%***



Treated complaint fairly

83% **+1%***



Outcome

76% **+10%***

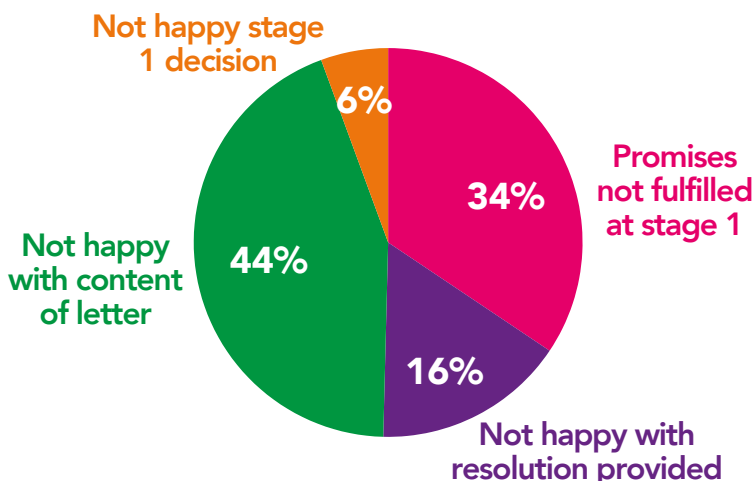


Overall

45% **+2%***

*compared with 2024/25 satisfaction

Reasons escalated to stage 2



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



Increase



Stayed same



Decrease



Publish date: Oct 2025

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