



Complaints Summary 2025/26

During the 2025/26 reporting period, we received a total of **five formal complaints**, all of which were accepted and investigated.

- **Three complaints** were resolved at **Stage 1**
- **Two complaints** were escalated and resolved at **Stage 2**
- **No cases** were referred to the Housing Ombudsman, and there were **no Ombudsman findings**

We are committed to learning from every complaint to improve our services and outcomes for residents.

Key Themes

The complaints received during the year reflected a small number of recurring service areas:

- Neighbour disputes and reports of anti-social behaviour
 - Heating and repair issues
 - Property condition concerns
 - Delays in communication and updates
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Overview of Cases

Anti-Social Behaviour

In cases involving neighbour disputes and allegations of anti-social behaviour, we aim to resolve issues fairly and amicably wherever possible. This is particularly important where accounts differ and responsibility is not clear.

During the year, adjustments were made to case management approaches, including changes in staff involvement, to help achieve better outcomes.

Heating System Issues

One complaint related to a long-term heating fault that required multiple contractor visits. Following dissatisfaction with the initial handling, the case was escalated to Stage 2. After review, compensation was offered and the issue resolved.

Structural Concerns

A property affected by ongoing structural issues required coordination with the local authority. Delays in communication contributed to the escalation of the complaint. Following review, compensation was awarded and more regular communication initiated.

Emergency Repair

An overnight leak required urgent attendance and was resolved quickly. However, the tenant raised concerns about follow-up issues. A further inspection was carried out, and the complaint was resolved at Stage 1, by agreeing a number specific actions to address the damage caused.

Strengthening Our Approach

We continue to strengthen our complaints handling processes to ensure consistency, transparency, and accountability. Key improvements include:

- **Weekly case review meetings** between the Complaints Officer and Chief Executive.
- Regular review of complaint progress in **fortnightly team meetings**
- **Quarterly performance reporting** to the Board
- Appointment of a **Board member with responsibility for complaints oversight**
- Adoption of a **Policy on Compensation** to ensure a consistent approach in line with Housing Ombudsman guidance

These measures support our commitment to continuous improvement and high-quality service delivery.