

Complaints Performance

2025-26 Annual Summary

This report summarises the performance of our Complaints Service from Tuesday 1 April 2025 to Tuesday 31 March 2026.

1,093 Service requests received*

1,867 in 2024/25

41%



1,038 Stage 1*

1,202 in 2024/25

We agreed with 82%

14%



256

Stage 2*

284 in 2024/25

We agreed with 76%

*complaints opened

10%



Housing Ombudsman Service

53 Contacts / Enquiries

28 New investigations

22 Investigations (closed cases) 39 determinations received

930 Councillor / Member enquiries

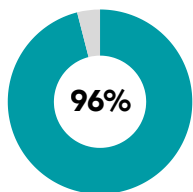
777 in 2024/25

20%

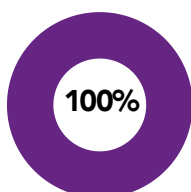


Response times

(including extensions)



Stage 1



Stage 2



1,118 Compliments

646 in 2024/25

73%



£92,967

Compensation paid

£110,845 in 2024/25

16%



Customer Satisfaction



Easy to complain

64% -10%*



Treated complaint fairly

80% -2%*



Complaint handled

70% +3%*



Final outcome

78% +12%*

*compared with 2024/25 satisfaction

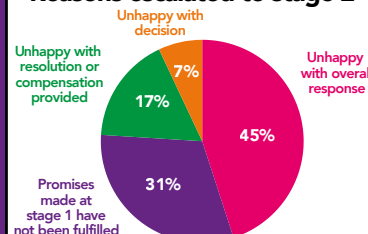
% Relating to Repairs

Service Request 55%

Stage 1 76%

Stage 2 80%

Reasons escalated to stage 2



Key - 2025/26 data compared to 2024/25



Increase



Stayed same



Decrease

Publish date: May 2026

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