

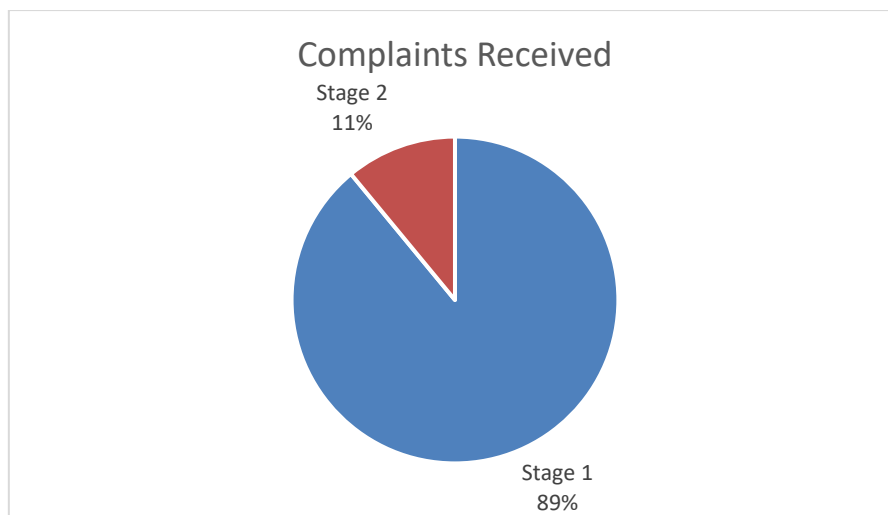
Complaints and Praise Analysis Report 2025/26

Report by Mary Hargreaves, Digital Services Officer – for information

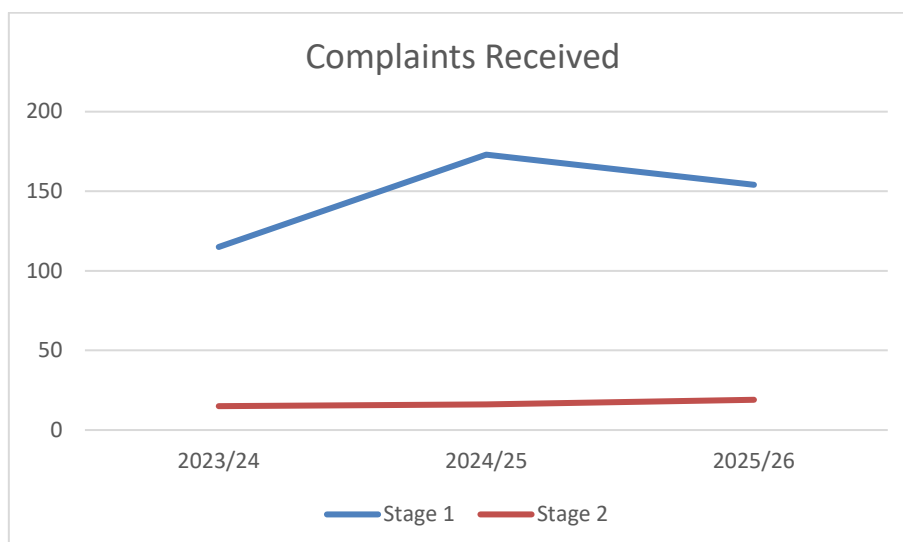
1.0 Complaints Received

Over the year, 154 Stage 1 and 19 Stage 2 complaints were received. One Stage 1 complaint and three Stage 2 complaints were carried into the reporting year, whilst one Stage 1 and one Stage 2 complaint were carried out.

The graph below shows complaints split into Stage 1 and Stage 2.

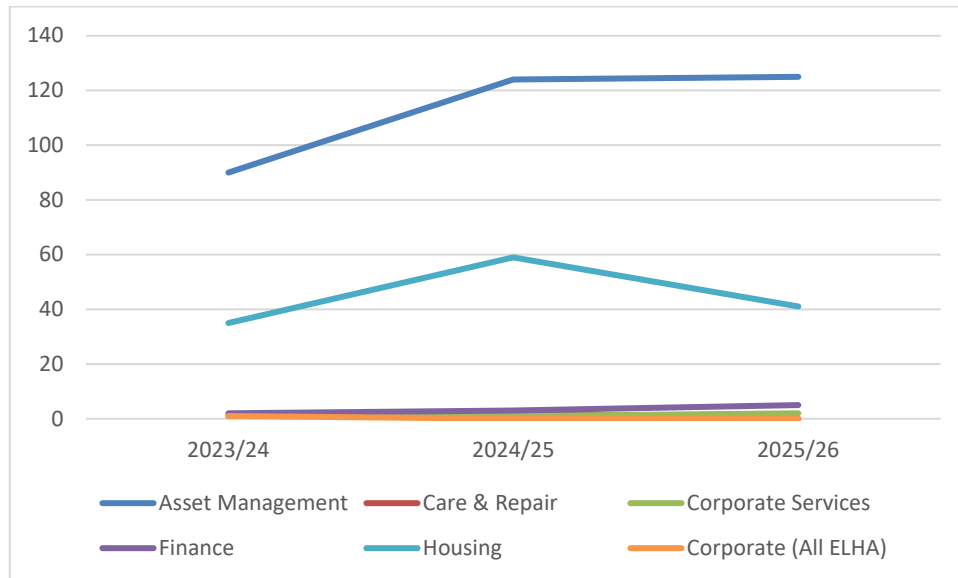


Trend Analysis for cases received for the last three years:



1.1 Complaints by Department

The graph below shows the number of complaints dealt with by each department for the last three years.

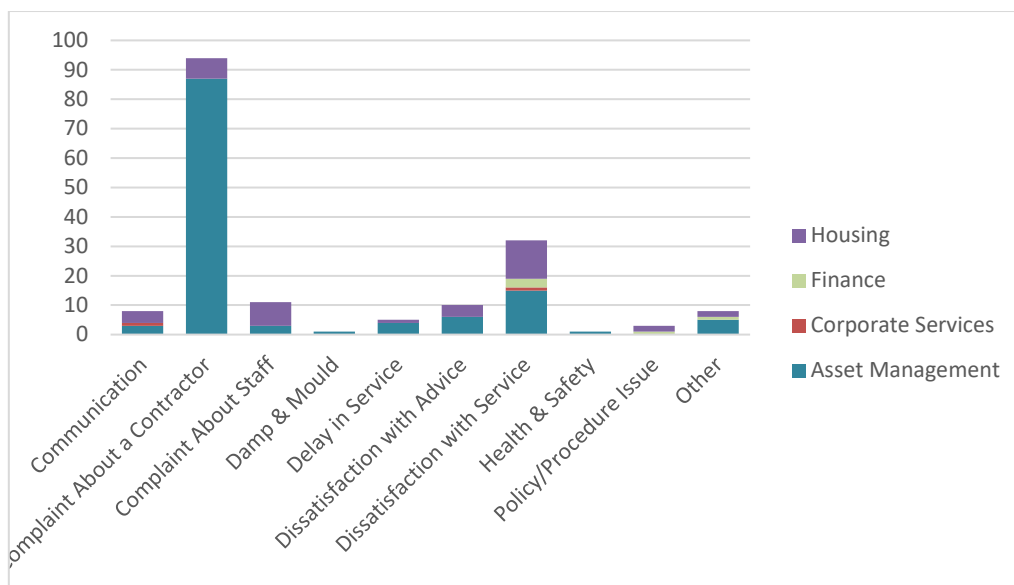


1.2 Trend Analysis

The number of complaints reported over the year has remained high for Asset Management, while complaints to Housing have returned to just above the level two years ago.

2.0 Types of Complaints

The graph overleaf gives a breakdown of complaints recorded for each department. These include Stage 1 and Stage 2 complaints.



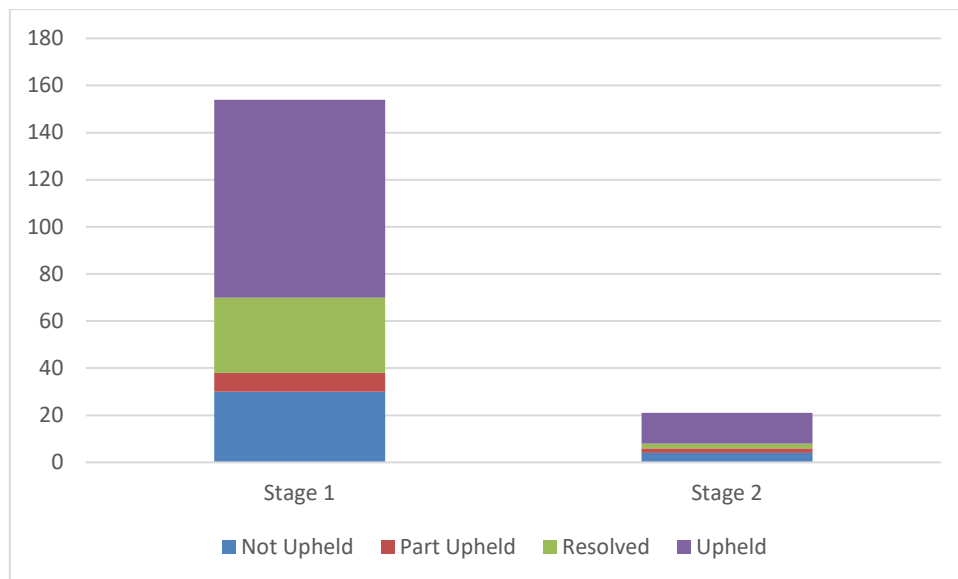
2.1 Trend Analysis

Complaint about a Contractor is consistently the most reported type of complaint, and this mainly corresponds to repair contractors, although some complaints about communal maintenance contractors have also been received. The proportion of complaints being about a contractor has remained at 54% for complaints received over the year.

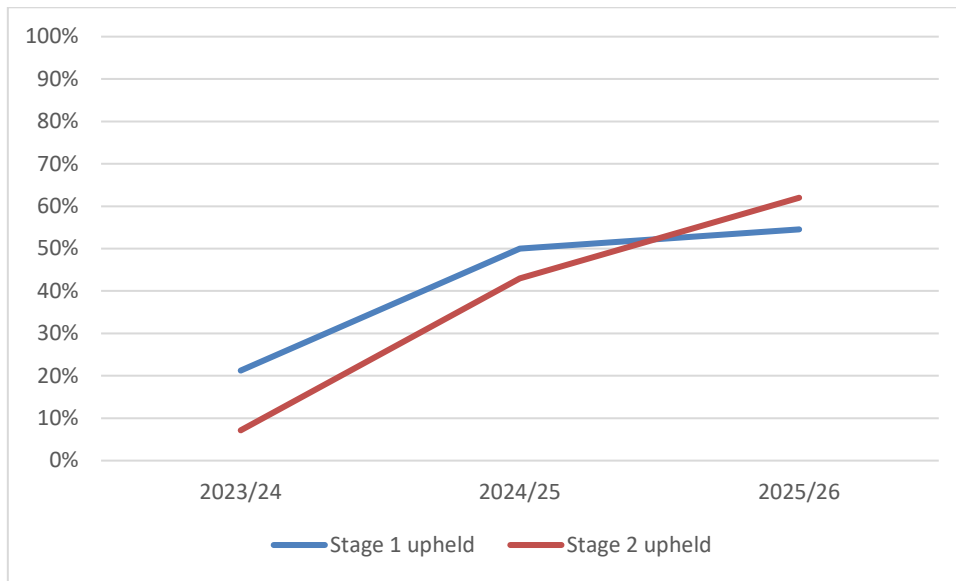
3.0 Outcomes

All of the complaints received during 2025/26, and the complaints carried into the reporting period from 2024/25, were responded to in full (RIF) during the reporting period, with the exception of the two cases which were carried over the year end and will be responded to in full during Quarter 1 of 2026/27.

Please note that from this point on, the reporting is using data from the complaints which were completed during the year, and as such includes complaints carried in from the previous reporting year, and excludes complaints which were still in progress at the year end.



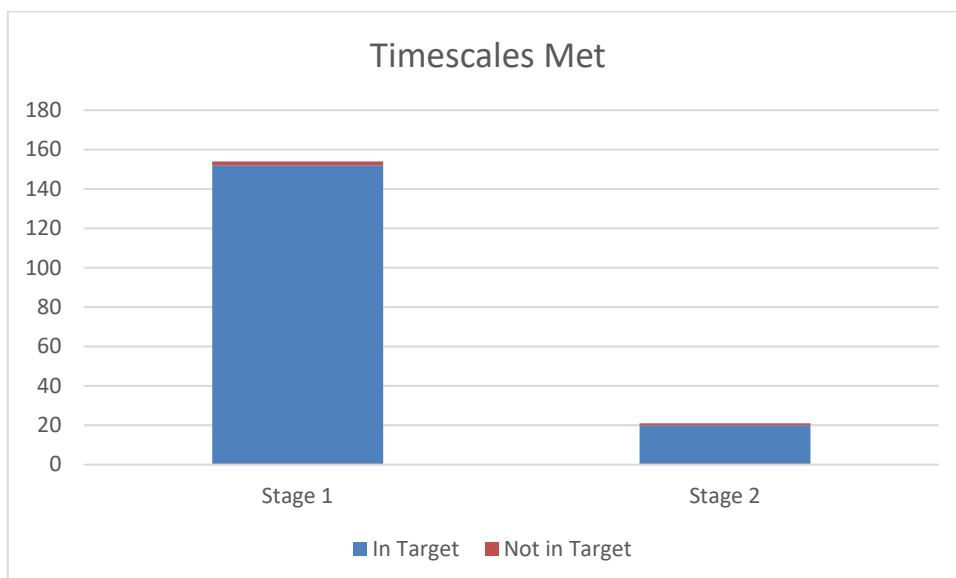
3.1 Trend Analysis



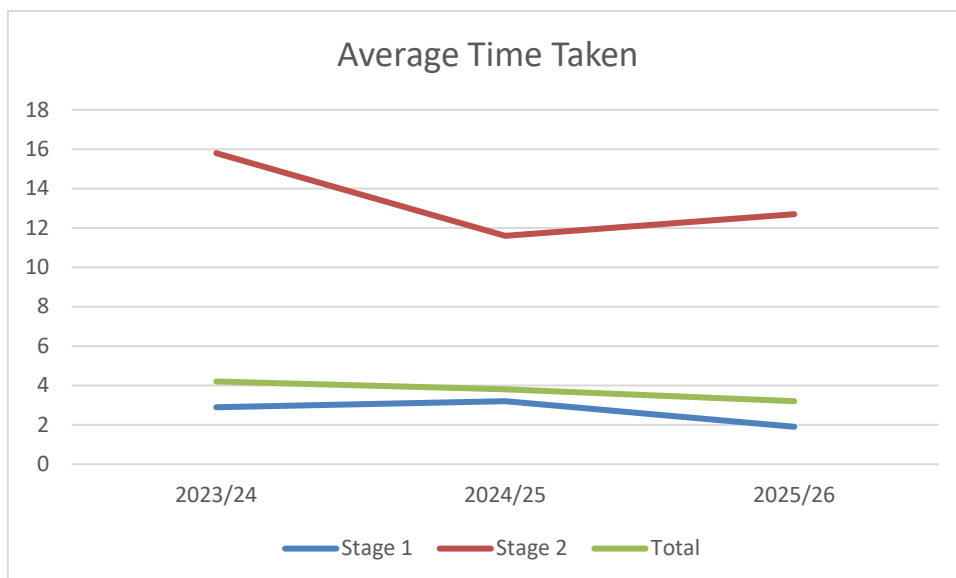
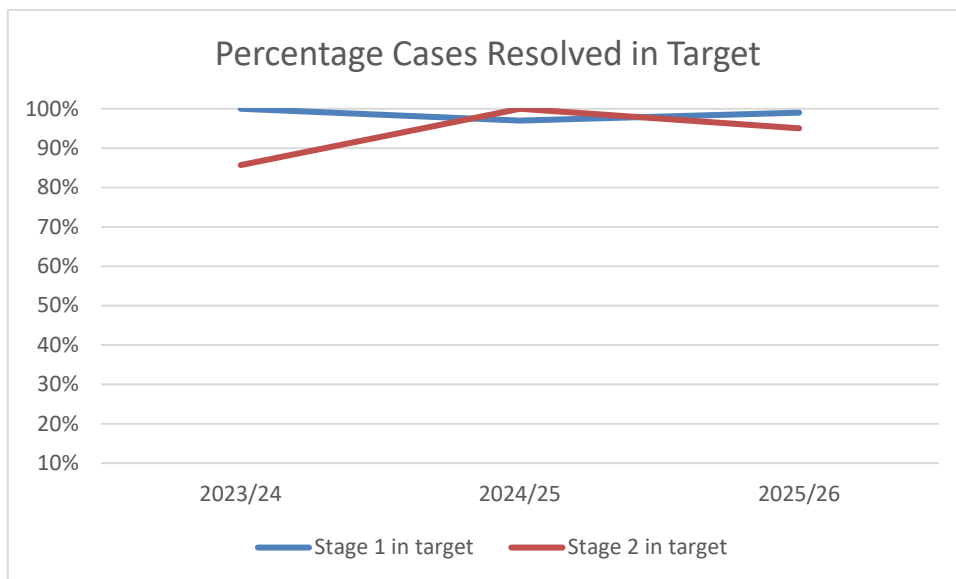
4.0 Timescales

All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 within 20 working days. During 2025/26, internal targets of 3 days for Stage 1 and 12 days for Stage 2 were introduced, and this has resulted in an improvement of the average time taken to resolve Stage 1 complaints.

The average time taken to resolve Stage 1 complaints was 1.9 days, and to resolve Stage 2 complaints was 12.7 days. This came to a cumulative average of 3.2 days, an improvement on 3.8 days in the previous reporting year. The graph below gives a breakdown of timescales for each complaint Stage. Over the year, two Stage 1 complaints and one Stage 2 complaint exceeded the target timescale.



4.1 Trend Analysis:



5.0 Corrective Action

All upheld complaints should have an associated corrective action or have a 'No Action Required' note. There is also an option for resolved complaints to be closed on a 'Resolved with Corrective Action' outcome. Details of these corrective actions are reviewed quarterly by the Business Management Team.

Breakdown (some complaints had more than one corrective action)

Staff Training	5
Policy/Procedure Change	2
Reminder to Staff	10
Review Contractor Performance	15
Add to Business Plan	1
No Action required	65

6.0 Annual Return on the Charter (ARC)

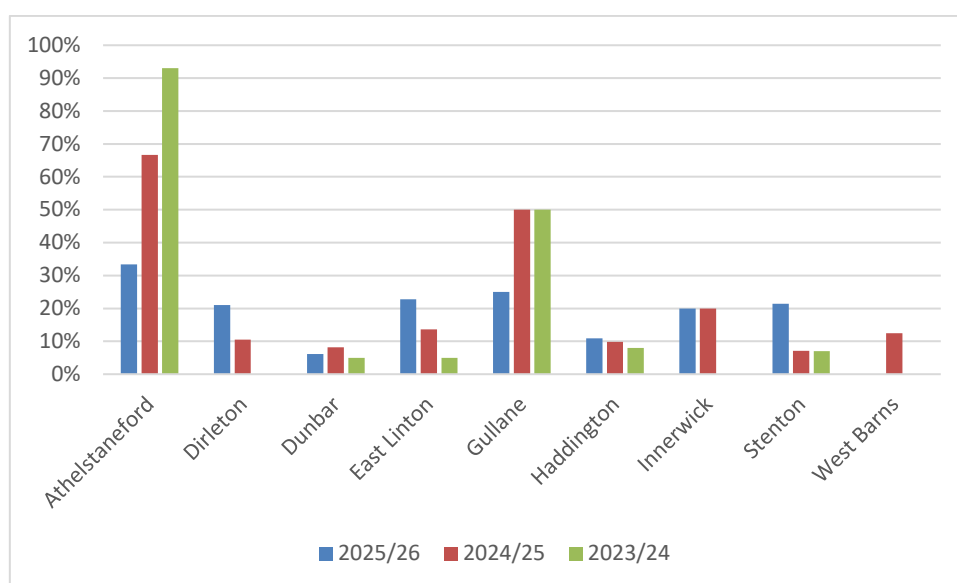
The required figures have been reported in the 2025/26 Annual Return on the Charter (ARC).

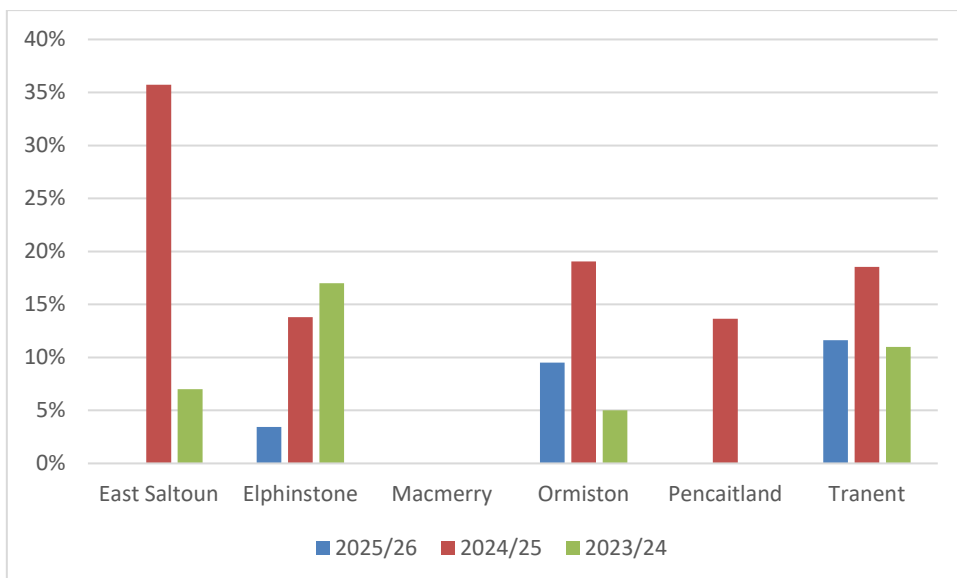
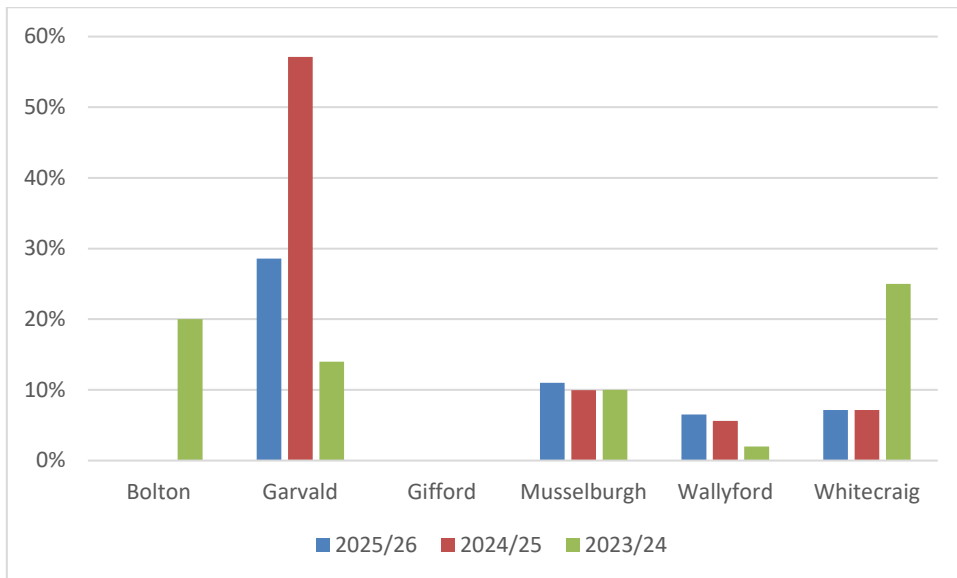
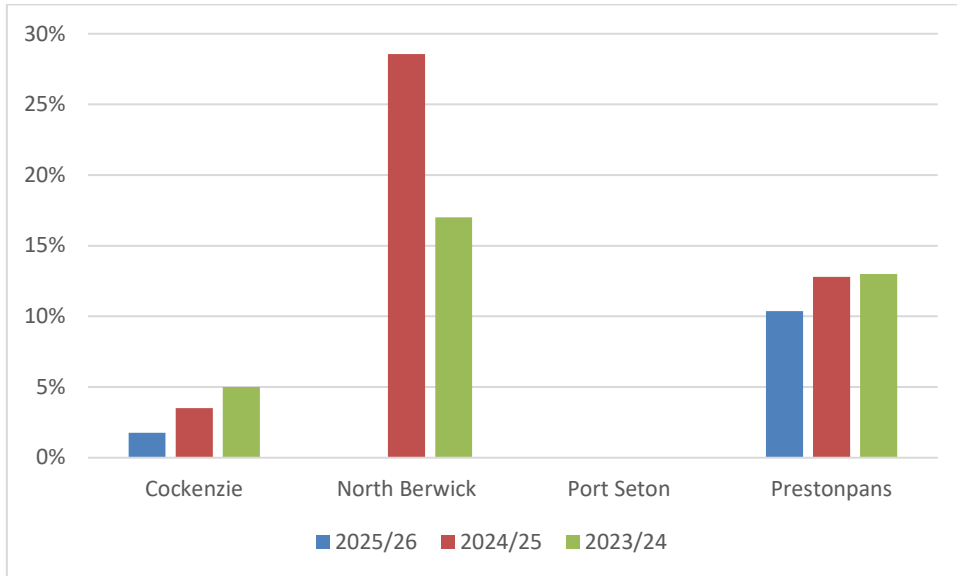
7.0 Location Trends

'Hot spots' of complaints can be identified by expressing the number of complaints in an area as a percentage of the total number of tenancies in that area. For ease of view, these have been split across several charts (please note that these only consist of complaints made by tenants).

Areas of concern are where the percentage of complaints remains consistently high. A single spike, particularly in a rural area where the Association only owns a small amount of housing, may correspond to a single event or circumstance, while high percentages over the three years may show an ongoing issue.

Please note that as the new HomeMaster system does not log complaints by area, this only refers to complaints resolved before the move to HomeMaster midway through Quarter 4 of 2025/26.





8.0 Praise Recording

155 praise records were logged during 2025/26 compared to 549 praise records in 2024/25, as follows:

Department	Contractor	Service	Staff
Asset Management	128	2	5
Care & Repair	0	4	3
Corporate Services	0	0	2
Housing	0	6	5
Total	128	12	15

The majority of praise is recorded via repair satisfaction surveys. The significant drop in numbers can be attributed to the loss of the Care & Repair Small Repair Service at the end of 2024/25.

8.1 Trend Analysis:

