

Cheltenham Borough Council

Cabinet Housing Committee – 24 September 2025

Q1 2025/26 Housing Complaints and Compliments Report

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Customer Services and Communities

Executive summary:

This report provides an overview of housing related complaints and compliments received during quarter one 2025/26.

Recommendations:

1. That the report and next steps are noted by Cabinet Housing Committee.
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1 Background

Complaints data is collected monthly and reported quarterly and annually. This allows for monitoring of areas and levels of customer dissatisfaction as well as the identification of learning and service improvements.

This reporting allows for performance monitoring to ensure that we are compliant with the Housing Ombudsman Complaints Handling Code in respect of complaint management and response timescales.

2 Main content

In this quarter, 66 complaints were received and accepted at stage one of the housing complaints process. 62 complaints have been responded to, with 55 complaints upheld, either in their entirety or in part, and 7 were not upheld.

In this quarter 9 complaints have been responded to outside of their agreed target date.

10 cases were escalated to stage two of the complaints process in Q1. 9 stage 2 responses were sent, 7 were upheld either in their entirety or in part and 3 were not upheld.

16 compensation payments have been offered to customers at Stage 1.

5 Compensation payments have been offered to customers at Stage 2

1 payment was made as a result of a Housing Ombudsman determination.

The three areas of greatest dissatisfaction are service provided, poor communication, and contractor complaints.

24 compliments have been received during the quarter, with the majority for Repairs (7).

Poor communication has been a top 3 reason for complaints in each quarter the previous year and continues to be a contributing factor for complaints, in turn this leads to poor service for our tenants and remains the leading factor identified from the learning framework and has been the highest reason from complaints in quarter one.

There were no complaints in this quarter that were specifically equality related.

3 Key risks

Failure to comply with the Housing Ombudsman Complaint Handling Code and the Council complaints policy and manage complaints appropriately may result in a maladministration decision from the Ombudsman, intervention and financial penalty.

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Appendices:

- i. Risk Assessment
- ii. Q1 2025/26 Housing Complaints and Compliments report

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Maladministration decision from The Housing Ombudsman Reputational damage arising from a complaint	Caroline Walker, Director of Housing, Customer Service and Communities	4	3	12	Reduce the risk	Complete annually the Housing Ombudsman Self-assessment form Ensure CBC Housing complaints policy is in line and following guidance from the Housing Ombudsman Code.	Natasha Dhillon, Complaints Officer	Annually Every 3 years or more frequently if any legislative changes