Housing Complaints and Compliments Report

Q1 April to June 25/26

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CHELTENHAM
BOROUGH COUNCIL
Housing services

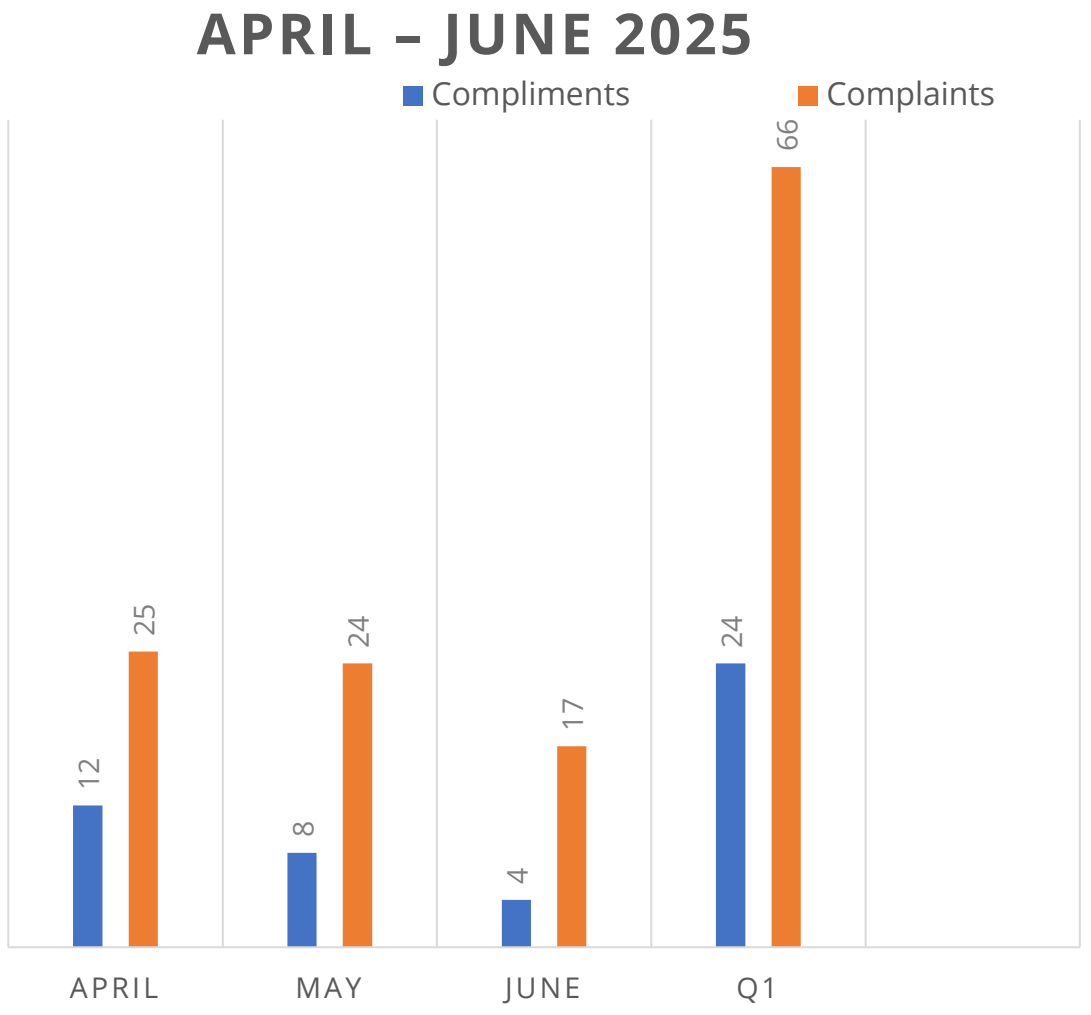
In this period:

STAGE 1	Compliments	Complaints Opened	Complaints responded to
April	12	24 (1 Withdrawn)	26
May	8	22 (2 Withdrawn)	25
June	4	17	11

STAGE 2	Complaints Opened	Complaints responded to
April	3	1
May	3	5
June	4	5

In quarter 1 for 2025/26, 66 complaints were opened at Stage 1, with 3 of these subsequently being withdrawn or closed due to no tenant contact. During this period, responses were provided for 62 complaints at Stage 1 and 11 complaints at Stage 2.

During this period, a recurring pattern of complaints has been identified, primarily related to works that were agreed upon but not completed or followed through, as well as a lack of updates provided to our customers. The majority of these works are arranged with external contractors; however, there appears to be insufficient monitoring of these activities. This highlights the need for regular and consistent contact and contractor management. Notably, this same issue has also contributed to a number of Stage 2 complaint escalations.



The period for this report is between 01/04/2025 00:00:00 – 30/06/2025 23:59:59 (inclusive)

Q1 OVERVIEW STAGE 1: April to June 2025/26

66 complaints were opened in Q1, April to June 2025 and 62 complaints were responded to. 32 out of the 62 complaints responded to were within 10 working days, 2 of these complaints were responded to outside of target as no extension was agreed.

30 out of 62 complaints had agreed Stage 1 extensions, 7 of these were responded to outside of their extended timescale.

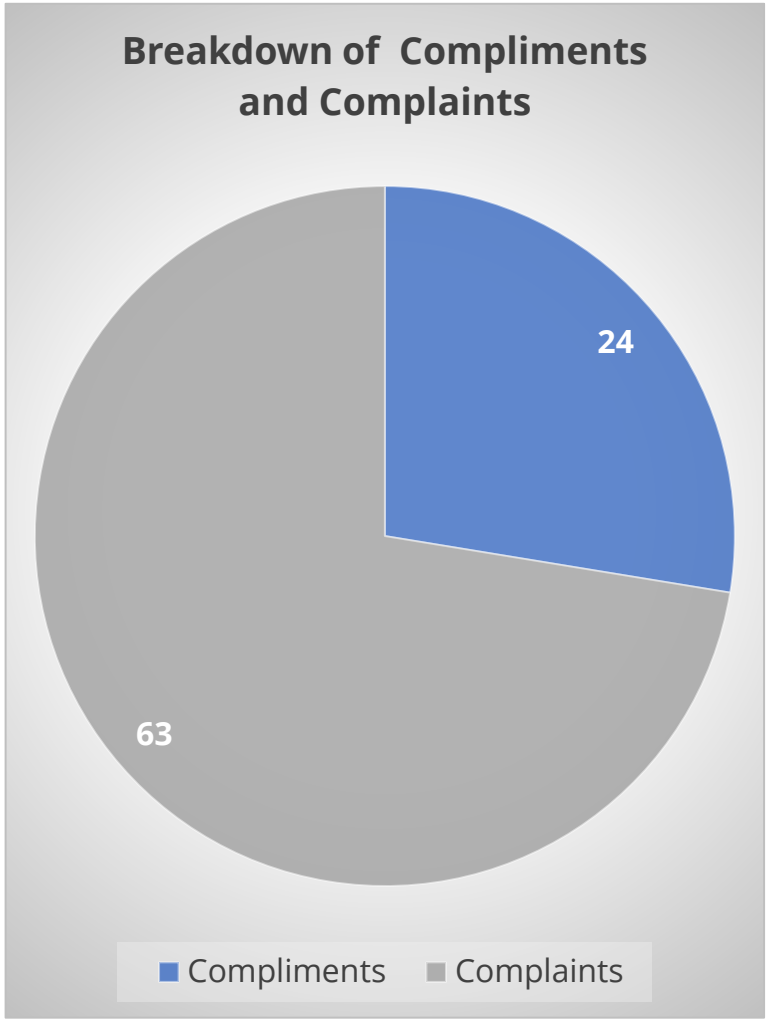
The average number of days taken to investigate all closed complaints was 16.3 days.
30 complaints had formal extensions agreed with the complainant, in line with the Housing Ombudsman code.
The increase in average days to respond has been recognised within building services and additional resource is being put into the complaints team to assist with this.

Compensation: Of the 62 stage 1 responses sent, 17 (39.5%) of these were offered compensation.

CBC declined eight complaints in Q1, these complaints were responded to initially via a phone call if possible and all by letter to advise why the complaint was not accepted in line with our complaints policy.

RESOLVED AT STAGE 1	ESCALATED TO STAGE 2
52	10

UPHELD	PARTLY UPHELD	NOT UPHELD
42	13	7



Q1 OVERVIEW Stage 2: April to June 2025/26

Number of complaints escalated to Stage 2: In this period 10 complaints were escalated to Stage 2.
10 complaints were responded to at Stage 2
9 complaints were responded to with their agreed target date and 1 complaint was responded to outside of the agree target date.

Compensation: Of the 10 Stage 2 responses sent, 5 were offered compensation:

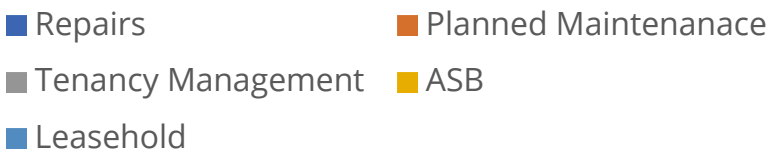
- £1500
- £750
- £750
- £400
- £500

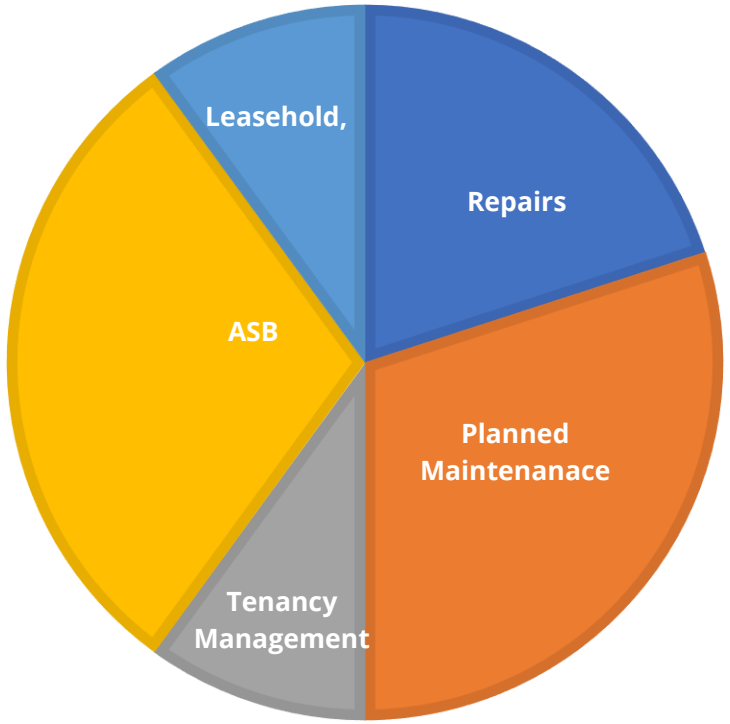
RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN
10	0

UPHELD	PARTLY UPHELD	NOT UPHELD
7	0	3

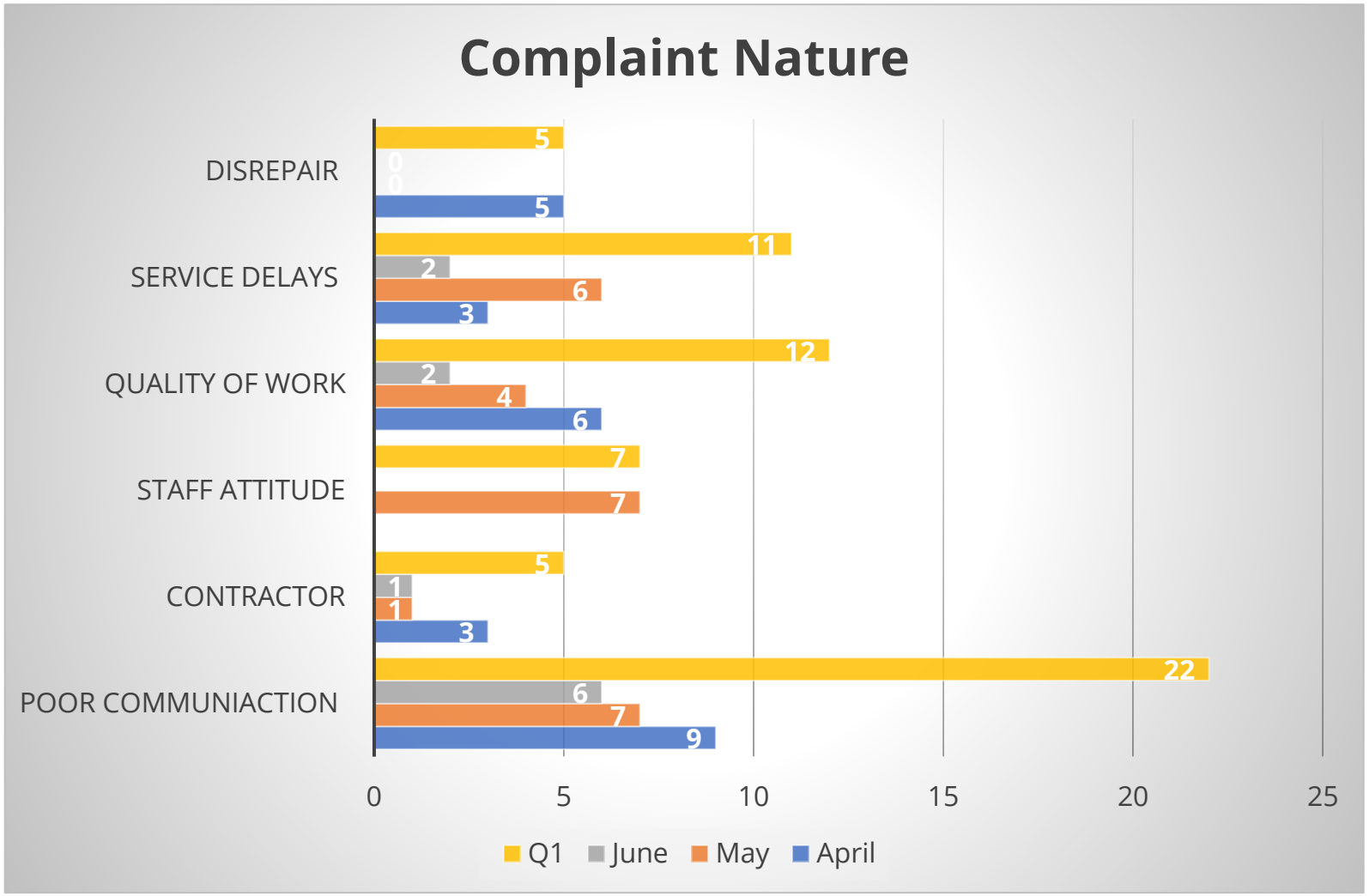
An increase in Stage 2 requests continues in this period, this may be in part due to demands being placed on staff in Building Services, additional resource is being put into the complaints team to try and resolve this. The delays in completing and responding to promises made at Stage 1 has led to the escalation of some stage 1 complaints and there is evidence that some Contractor work has not been monitored.

BREAKDOWN OF STAGE 2 COMPLAINTS ESCALATED IN THE PERIOD BY SERVICE AREA





Breakdown of Complaint Nature for complaints responded to

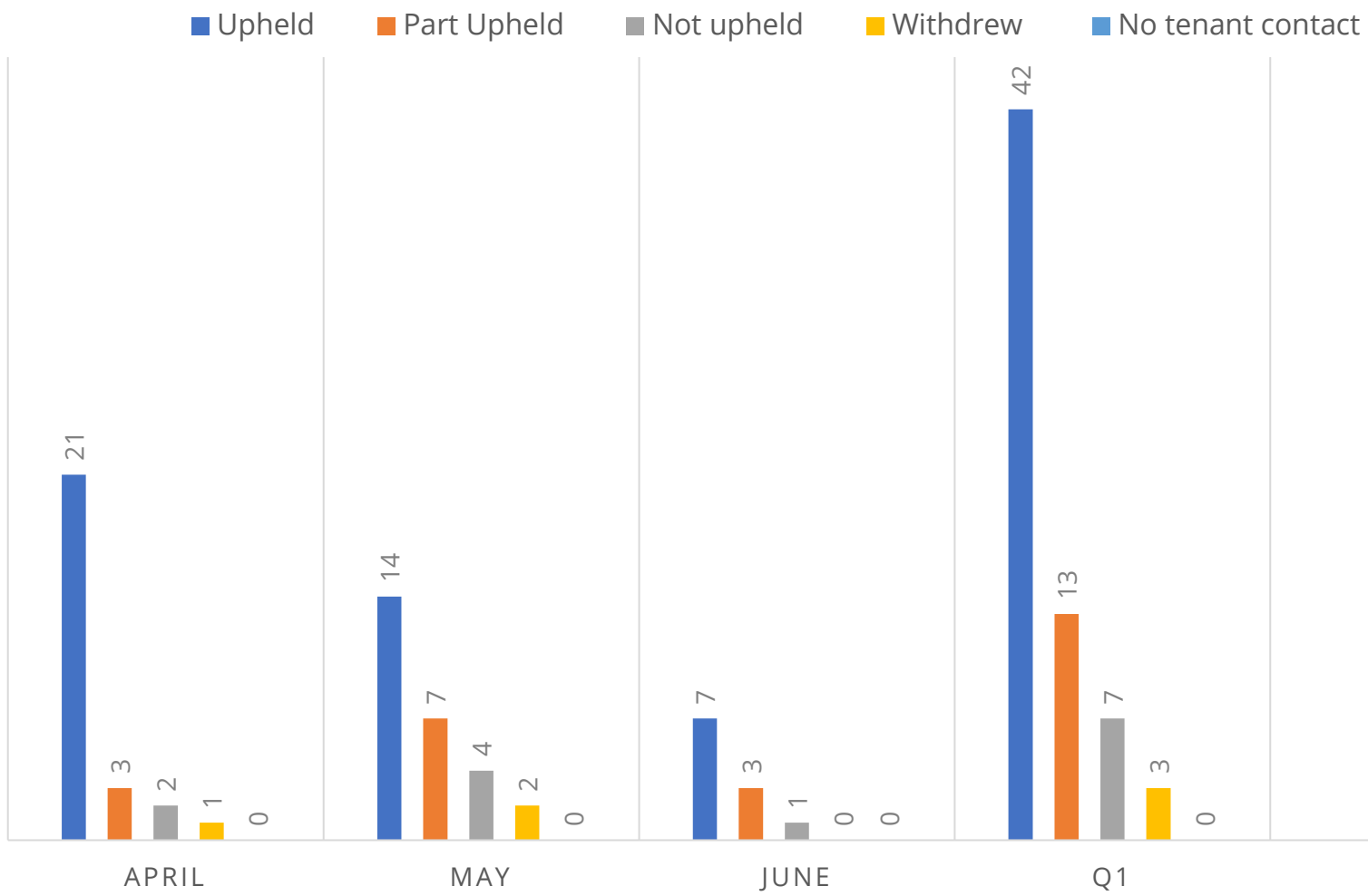


Following a review, it was found that the most common reason for Stage 1 complaints was ‘poor communication’.

This issue is often linked to contractor related complaints, where residents report a lack of clear and consistent communication regarding works managed by external contractors on behalf of CBC. Additionally, delays in responding to callbacks and enquiries frequently lead to official complaints, particularly when residents receive no response from CBC staff. A contributing factor is inconsistent use of the QL system, where callbacks are logged but not always actioned due to staff or departmental non-engagement.

Another key driver of complaints is the quality of work. This is partly due to the absence of routine post-inspections on both internal and external works, which affects the ability to ensure and maintain service standards.

Complaint Outcomes

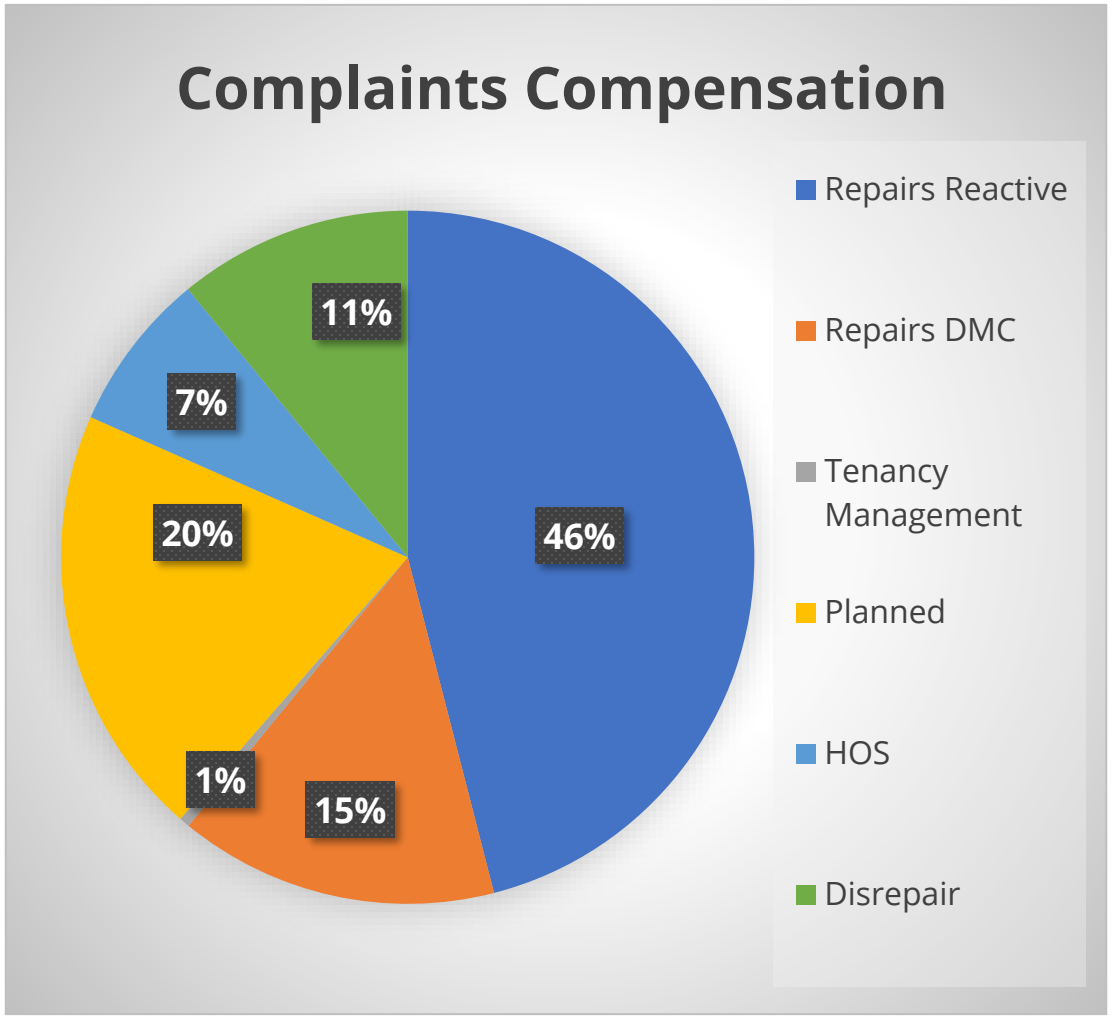


42 out of 62 complaints (68%) that were addressed in Stage 1 were partially and fully upheld.

To help CBC carry out additional internal investigations with the appropriate departments, learning records are kept for complaints that are responded to and the Complaints Officer works with the service areas required to monitor learning.

There are complaints that are not responded to due to no tenant contact. Tenants are contacted on three occasions by phone and sent an email if we have a recorded email address. Customers are able to re open a complaint after a period of no contact.

Complaints Compensation – Stage 1 -



Month	Amount	Department	Total
April	£36.99 £300 £1500 £1500 £250	Planned Maintenance Disrepair Complaint Planned Maintenance DMC Complaint Repairs	£3,586,99
May	£100 £200 £880 £500 £1500 £250 £100	ASB Disrepair Complaint Repairs Disrepair Complaint Repairs Repairs Disrepair Complaint	£3,530.00
June	£750 £1000 £500 £750 £50	Housing Ombudsman Determination Repairs Planned Maintenance Repairs/Tenancy Management Tenancy Management	£3,050.00
Total			**£10,166.99**

Complainant Profile

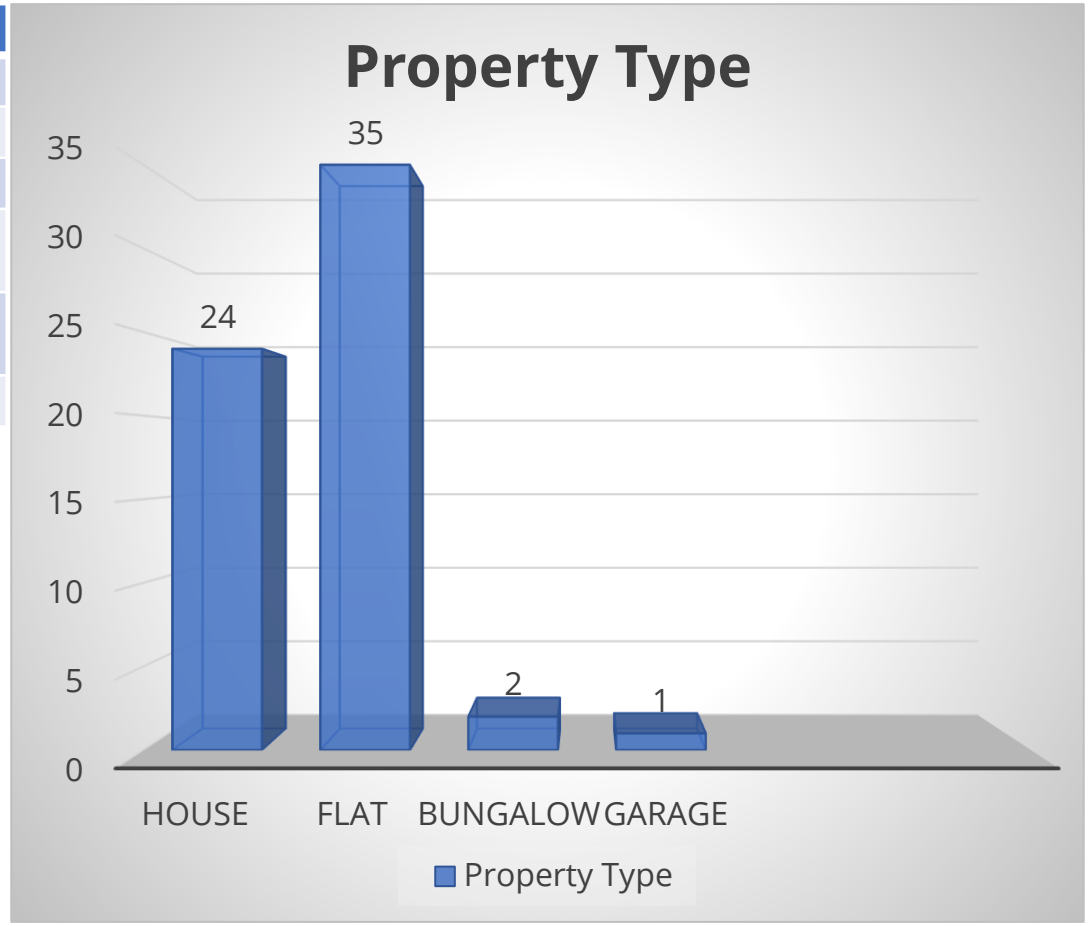
Age Category	Total
No Age Data	3.9%
16-24	7.4%
25-34	9.9%
35-44	15.3%
45-54	27.9%
55-64	12.4%
65-74	10.9%
75-84	10.5%
85+	1.9%
Total	100%

Ethnic Origin	Total
White British	74.5%
No Data	10.8%
White Other	11.1%
Black or Black British African	1.9%
Asian or Asian British Other	1.9%
Total	100%

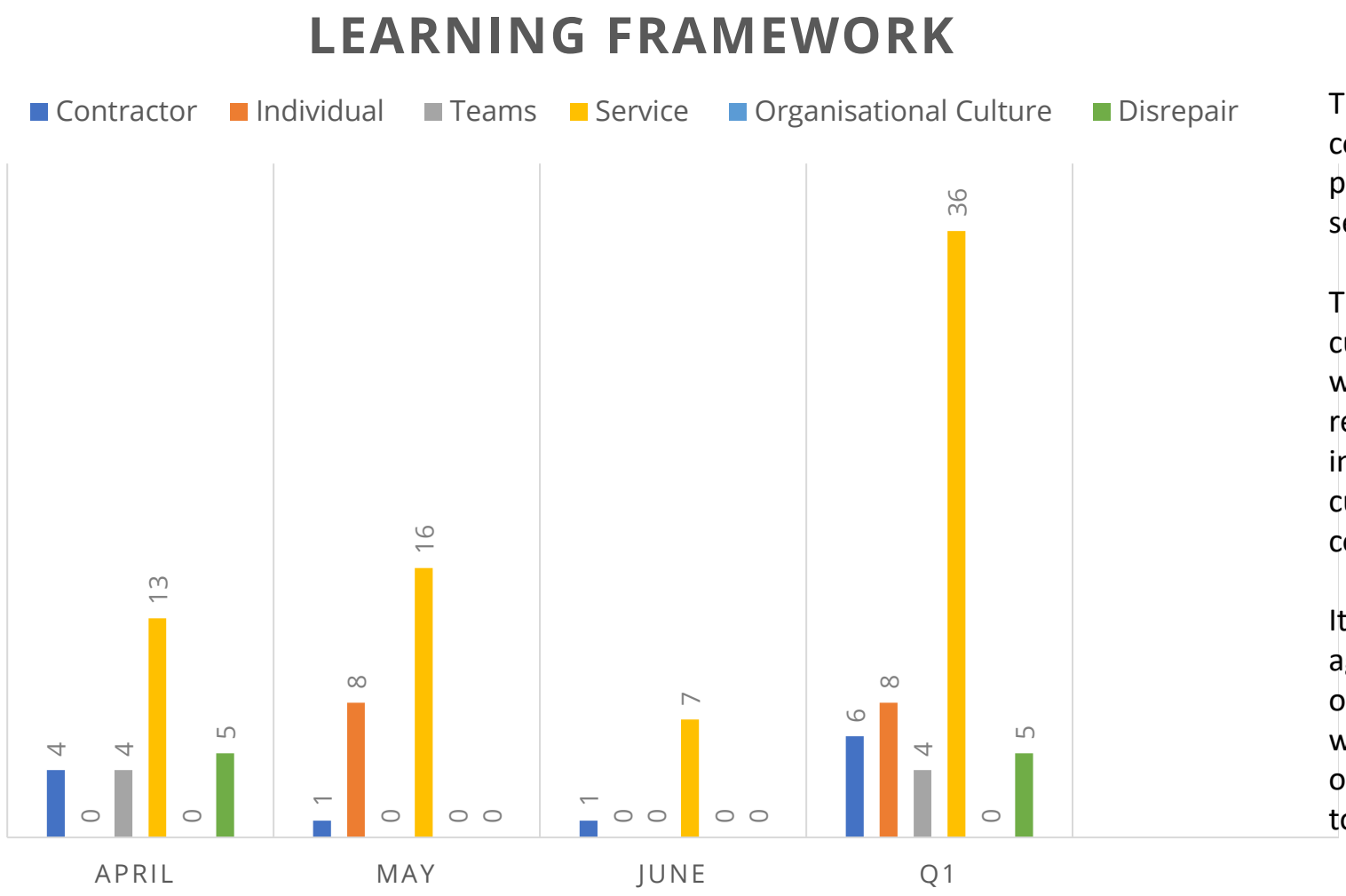
Disability Flag	Total
Disabled	11.1%
Not Disabled	85.0%
No Data	3.9%
Total	100%

Gender	Total
No Data	3.9%
Female	68.5%
Male	27.6%
Total	100%

Property Type



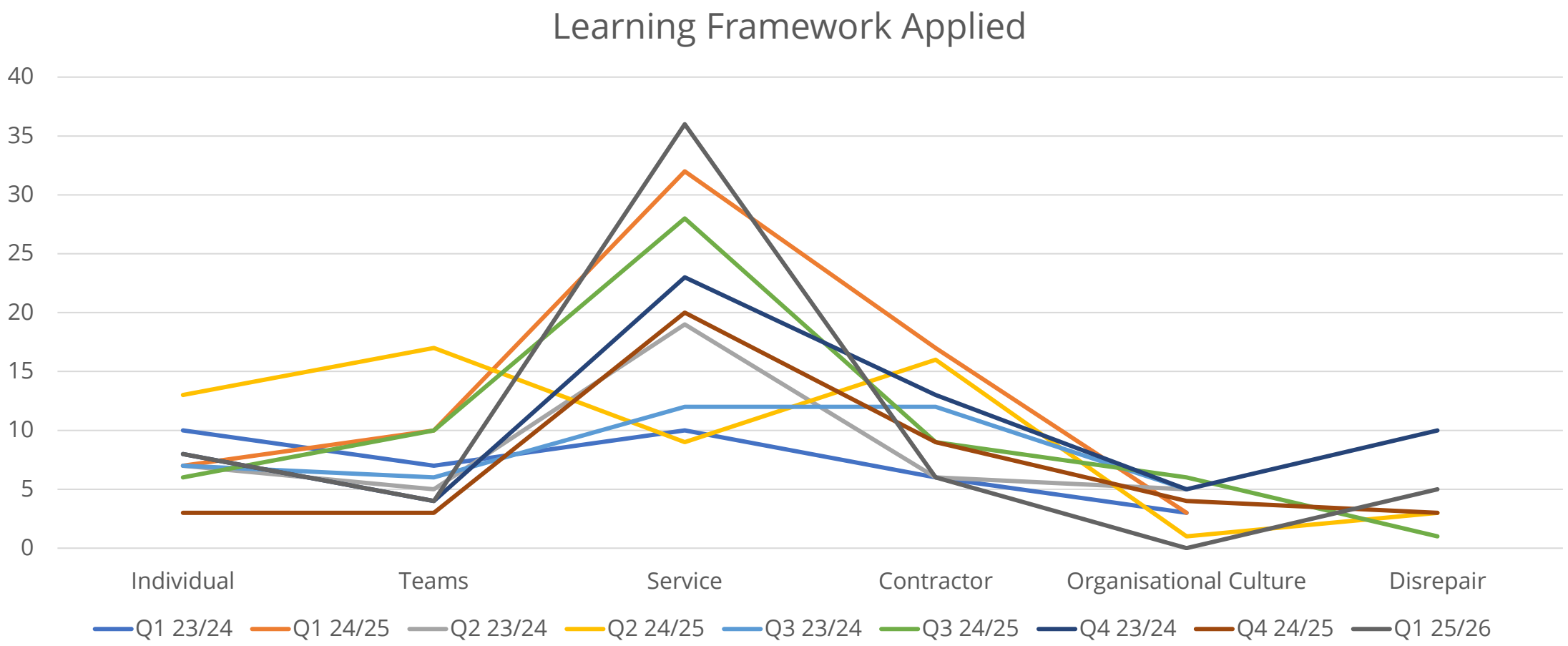
LEARNING FROM COMPLAINTS - January – March



The primary message emerging from the concerns raised this quarter is a continued pattern of complaints relating to the core services we provide.

These complaints largely stem from customers not receiving the services or works that were promised to them. The recent increase in complaints appears to be influenced by several factors, including current resource challenges and insufficient contractor management.

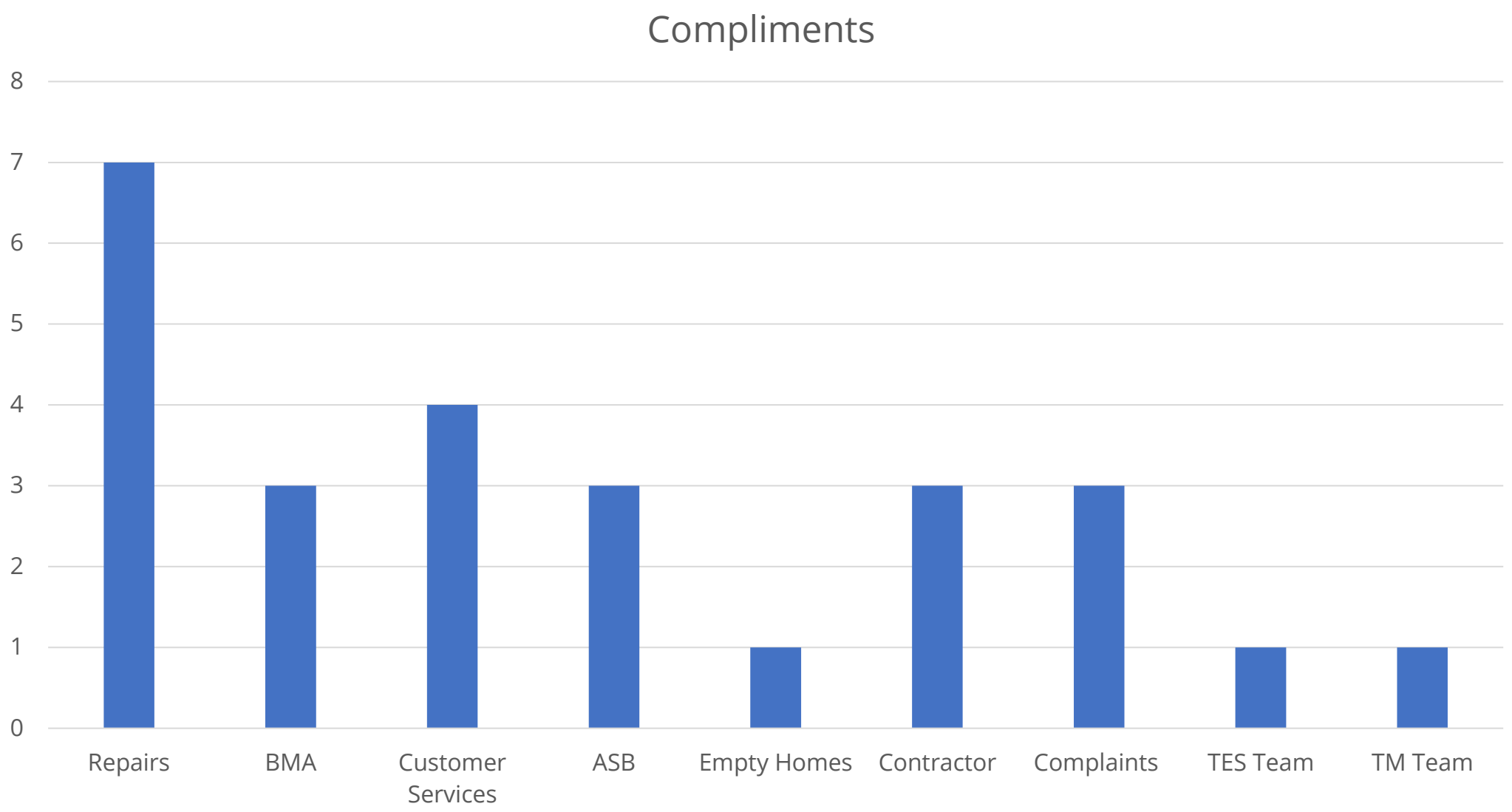
It has been identified that once jobs are agreed with customers, there is a lack of ongoing monitoring. In particular, contracted works are not being tracked in chronological order to ensure timely completion, leading to further dissatisfaction and escalation



Since the appointment of the Complaints Officer in February 2023, we have gathered two years' worth of data for comparative analysis. As previously illustrated, a significant correlation exists between the application of the learning framework and the complaints received. The patterns highlighted indicate a consistent trend. The primary issue identified from the complaints pertains to the service provided to our residents, this trend has not shown improvement despite the learning opportunities discussed and made available to service managers.

The Complaints Officer will conduct further analysis of complaints concerning service delays following an increase in such complaints. Subsequently, they will collaborate with relevant managers to assess the implementation of identified learning and improvement actions and determine if further measures are necessary.

Compliments



IN THE LAST 3 MONTHS

- We have successfully communicated and managed requests from the Housing Ombudsman within their timeframes
- Reviewed and uploaded Complaints Housing Policy to the website
- Completed and uploaded the Complaints Annual Report to the website
- Presented and completed Stage 2 learning and analysis for Building Services with their Stage 2 investigating Officer

NEXT STEPS

- Complete and submit Self – Assessment in line with the Housing Ombudsman Code by their deadline of September
- Review and manage building services complaints within the complaints team
- Review complaints policy in line with potential change needed to manage complaints as part of a complaints team. This is new and ongoing piece of work that has been recognised to ensure that complaints are managed in a consistent and timely manner.
- Work with relevant service areas to improve on complaint promise response times and to ensure the promise is completed.
- Review Contractor Management with relevant Service Managers