

# Housing Complaints and Compliments Report

Q2 July to September 25/26

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In this period:

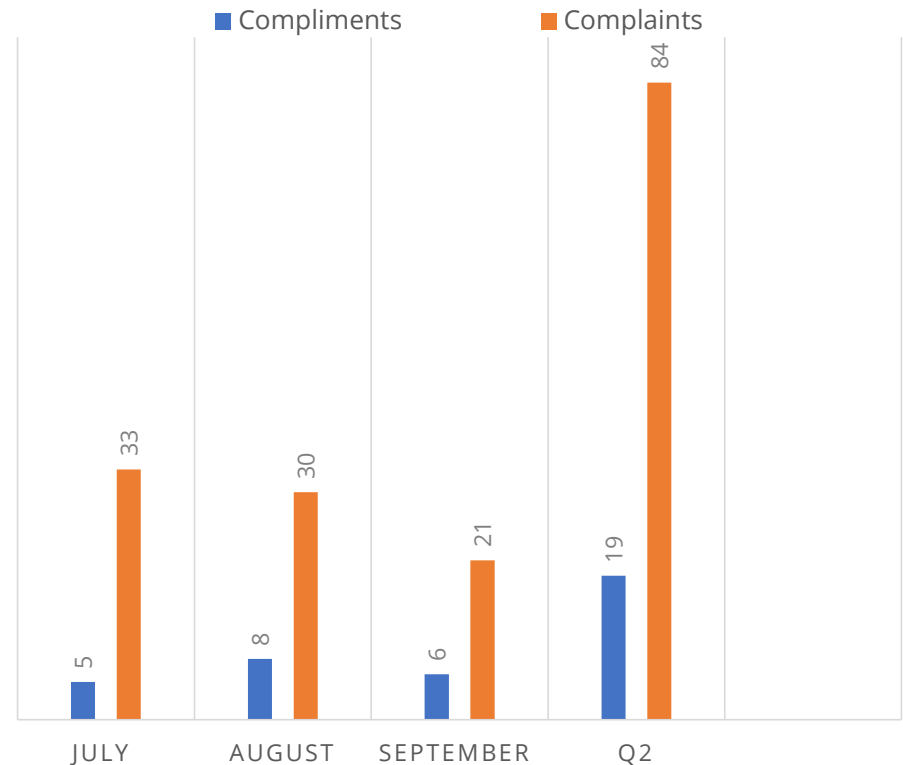
STAGE 1	Compliments	Complaints Opened	Complaints responded to
July	5	33 (3 No Tenant Contact)	26
August	8	30 (1 No Tenant Contact)	34
September	6	21	21

STAGE 2	Complaints Opened	Complaints responded to
July	1	1
August	2	3
September	4	2

In quarter 2 for 2025/26, 84 complaints were opened at Stage 1, with 4 of these subsequently being withdrawn due to no tenant contact. During this period, responses were provided for 81 complaints at Stage 1 and 6 complaints at Stage 2.

With the addition of a new member to the complaints team, we've seen a noticeable improvement in our response rate and overall efficiency. In the previous quarter 62 responses were sent in comparison to 81 this quarter. This capacity has allowed us to address a higher volume of complaints in a more timely manner, ensuring that more concerns are resolved quickly and effectively. The positive impact of this increased support is reflected in the growing number of complaints we are now able to respond to within our target timeframes.

## JULY - SEPTEMBER 2025



The period for this report is between 01/07/2025 00:00:00 - 30/09/2025 23:59:59 (inclusive)

## Q2 OVERVIEW STAGE 1: July to September 2025/26

84 complaints were opened in Q2, July to September 2025 and 81 complaints were responded to. 53 out of the 81 complaints responded to were within 10 working days, 1 of these complaints were responded to outside of target as no extension was agreed.

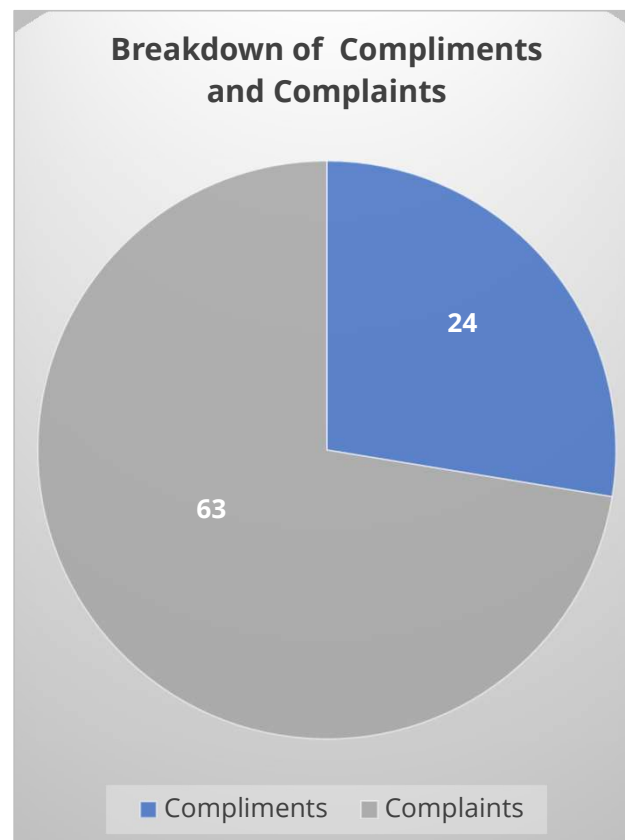
27 out of 81 complaints had agreed Stage 1 extensions and were responded to within timescales.

The average number of days taken to investigate all closed complaints was 12.9 days. 27 complaints had formal extensions agreed with the complainant, in line with the Housing Ombudsman code. Some of these had extensions over an extended period of time due to a lack of resource in the building services team. The increase in average days to respond has been recognised and additional resource has now been added to the complaints team to assist with this.

Compensation: Of the 81 stage 1 responses sent, 13 of these were offered compensation.

CBC declined nine complaints in Q2, 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.

UPHELD	PARTLY UPHELD	NOT UPHELD
48	22	11



## Q2 OVERVIEW Stage 2: July to September 2025/26

Number of complaints escalated to Stage 2: In this period 6 complaints were escalated to Stage 2.

6 complaints were responded to at Stage 2

6 complaints were responded to within their agreed target date.

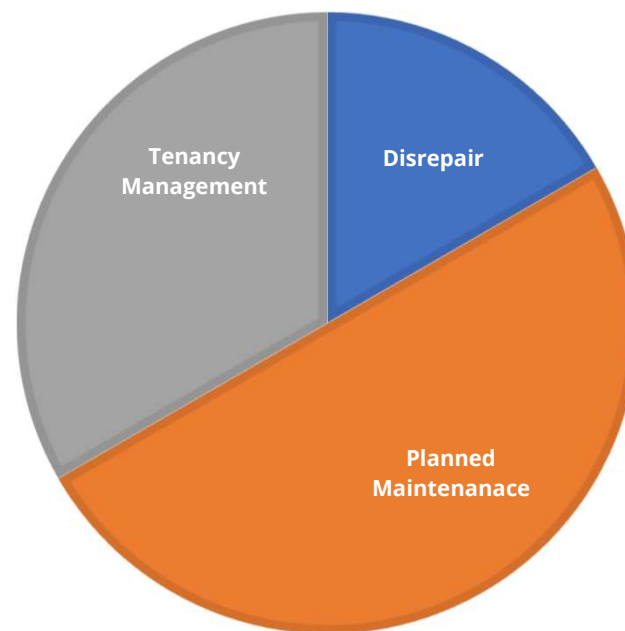
Compensation: Of the 6 Stage 2 responses sent, 1 was offered compensation:

RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN	UPHELD	PARTLY UPHELD	NOT UPHELD
6	Not Confirmed	4	1	1

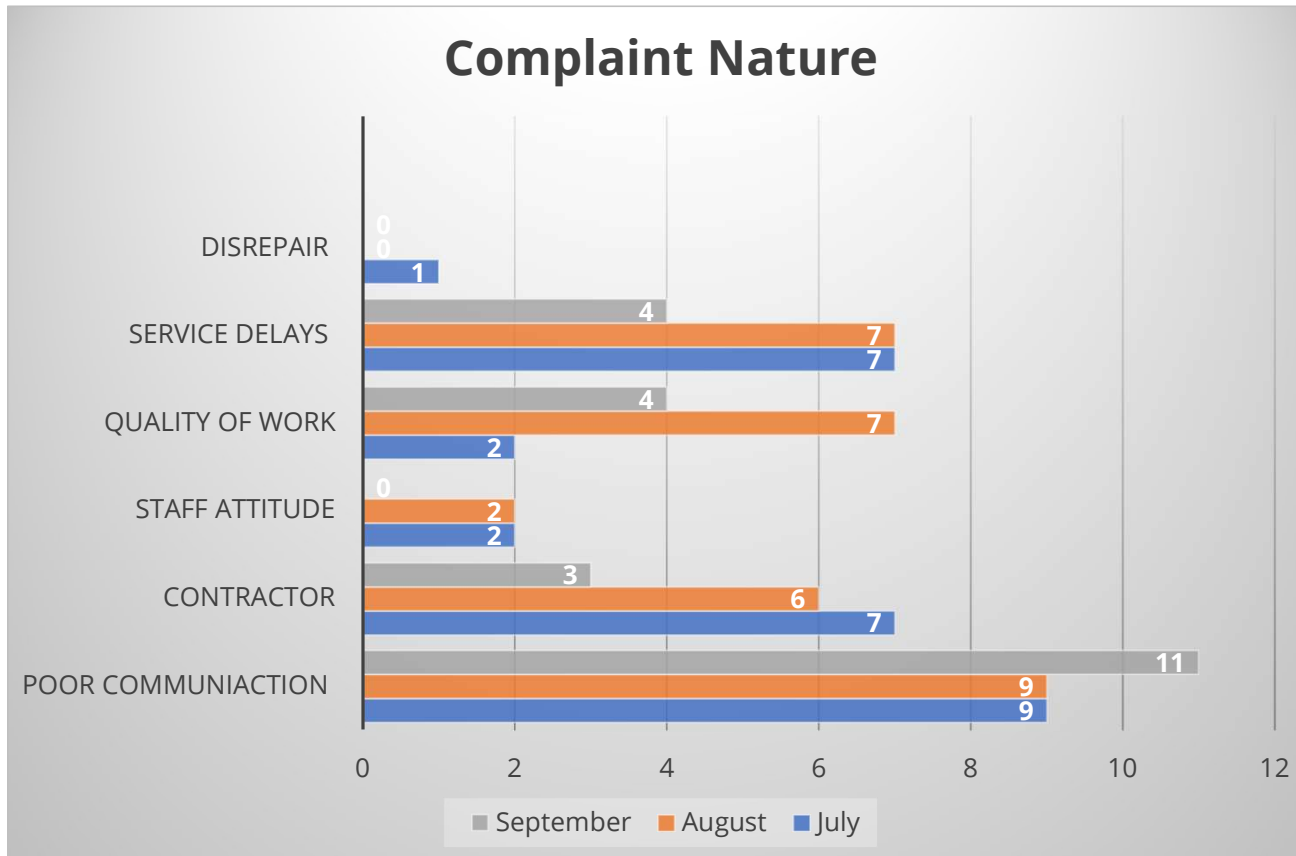
This quarter saw a steady number of Stage 2 escalation requests, with the majority relating to the Planned Maintenance team. It's encouraging to note that five of these cases were successfully resolved and responded to without the need for compensation, indicating effective communication and resolution strategies at this stage of the complaints process.

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

- Disrepair
- Planned Maintenance
- Tenancy Management



## Breakdown of Complaint Nature for complaints responded to

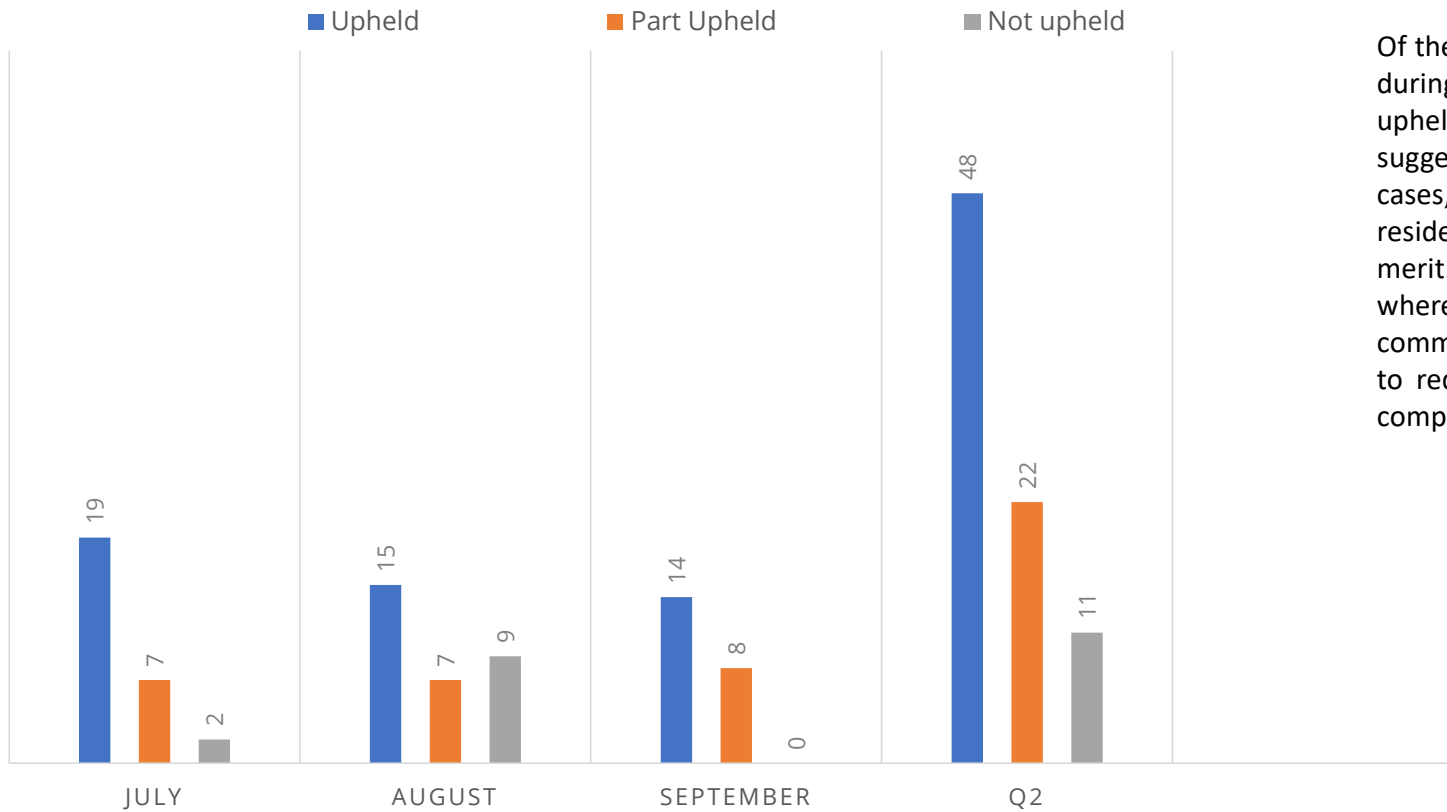


The majority of complaints continue to stem from poor communication, often followed by service delays, two issues that appear to be closely linked. In many cases, a lack of timely or clear updates contributes to frustration when services are delayed, highlighting the importance of effective communication in managing expectations and improving overall customer satisfaction.

It is clear and evident from our handling of complaints that there has been a steady influx of cases relating to contractors during this period, most of which stem from the ongoing kitchen installation programme.

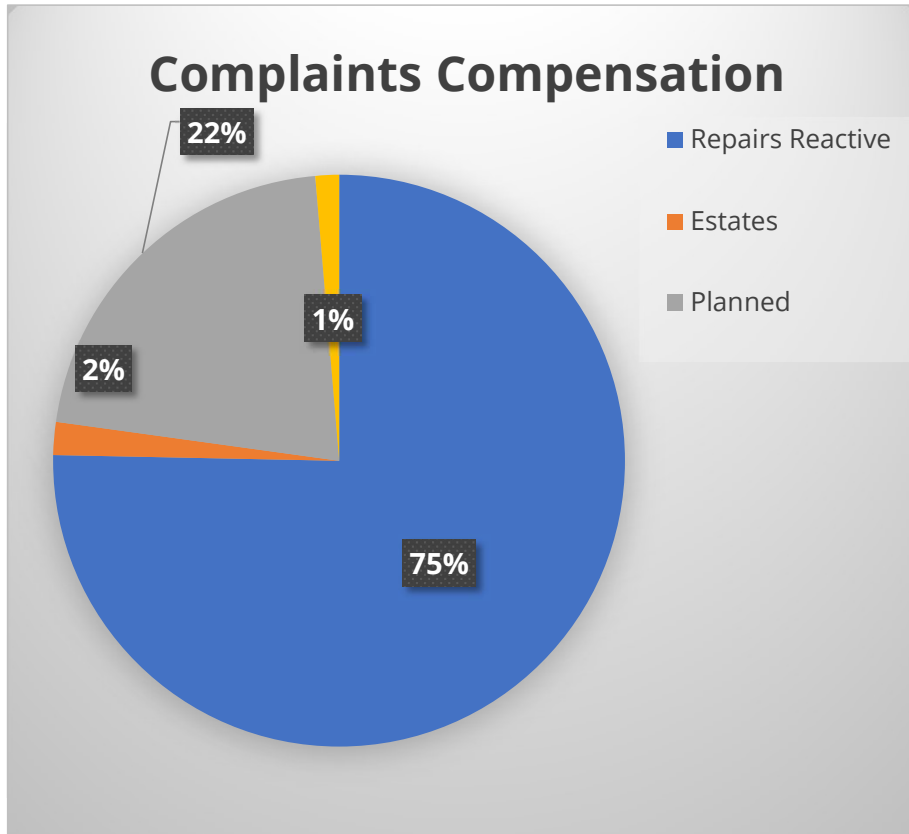
It is noticeable that CBC has received one disrepair claim during the period, which may indicate the beginning of a change in trend especially with autumn/winter approaching

## Complaint Outcomes



Of the 81 complaints responded to during the period, 70 (86.4%) were upheld either in full or in part. This suggests that, in the majority of cases, the concerns raised by residents were found to have merit. It may also indicate areas where service delivery or communication can be improved to reduce the volume of justified complaints moving forward.

## Complaints Compensation – Stage 1 -



Month	Amount	Department	Total
July	£370 £50	Repairs Repairs	£420
August	£320 £69.98 £50 £1050 £202.74	Repairs Estates Community Services Repairs Planned	£1,692.72
September	£250 £100 £250 £25 £250 £750	Planned Planned Planned Repairs Repairs Repairs	£1,625
<b>Total</b>			<b>£3,737.72</b>

## Complainant Profile

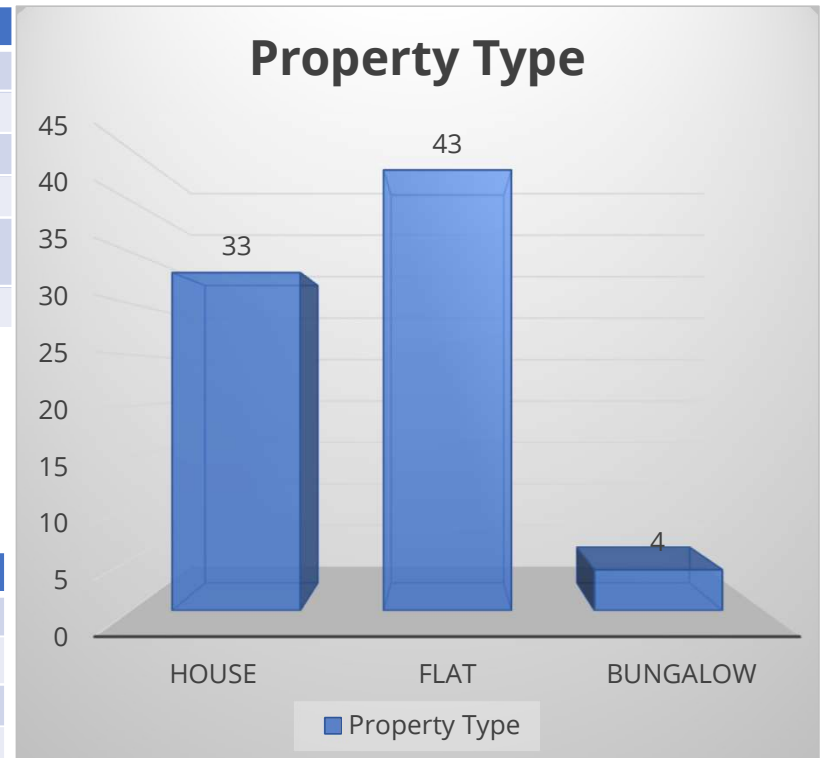
## Property Type

Age Category	Total
No Age Data	3.3%
16-24	3.3%
25-34	19.7%
35-44	21.3%
45-54	13.1%
55-64	19.7%
65-74	13.1%
75-84	4.9%
85+	1.6%
Total	100%

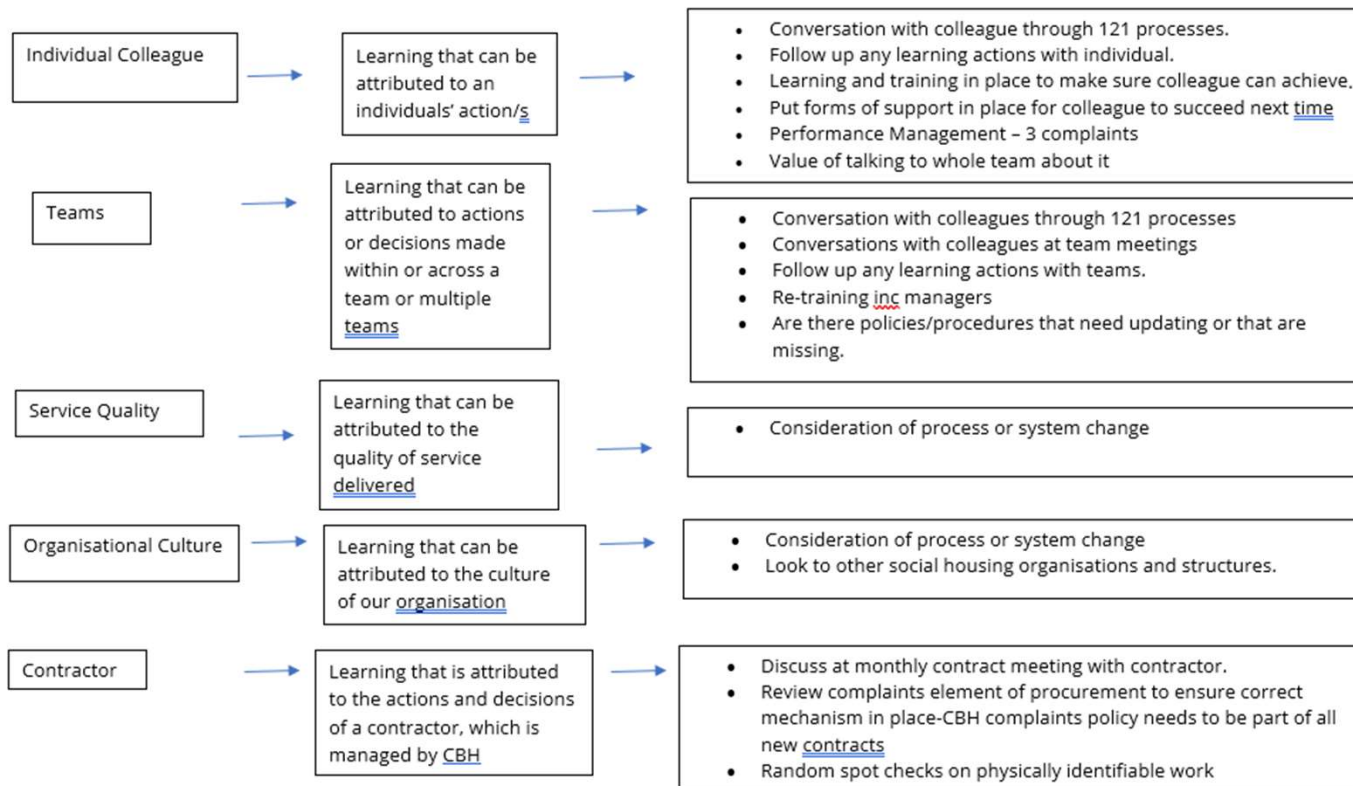
Ethnic Origin	Total
White British	88.5%
No Data	6.6%
Other Ethnic Group	1.6%
White Other	1.6%
Asian or Asian British Other	1.6%
Total	100%

Disability Flag	Total
Disabled	21.3%
Not Disabled	75.4%
No Data	3.3%
Total	100%

Gender	Total
No Data	3.3%
Female	62.3%
Male	34.4%
Total	100%



## LEARNING FRAMEWORK



The Complaints Officer has developed and implemented a learning framework to aid Investigating Officers in identifying meaningful 'lessons learnt' from complaints, and to guide them in implementing appropriate actions.

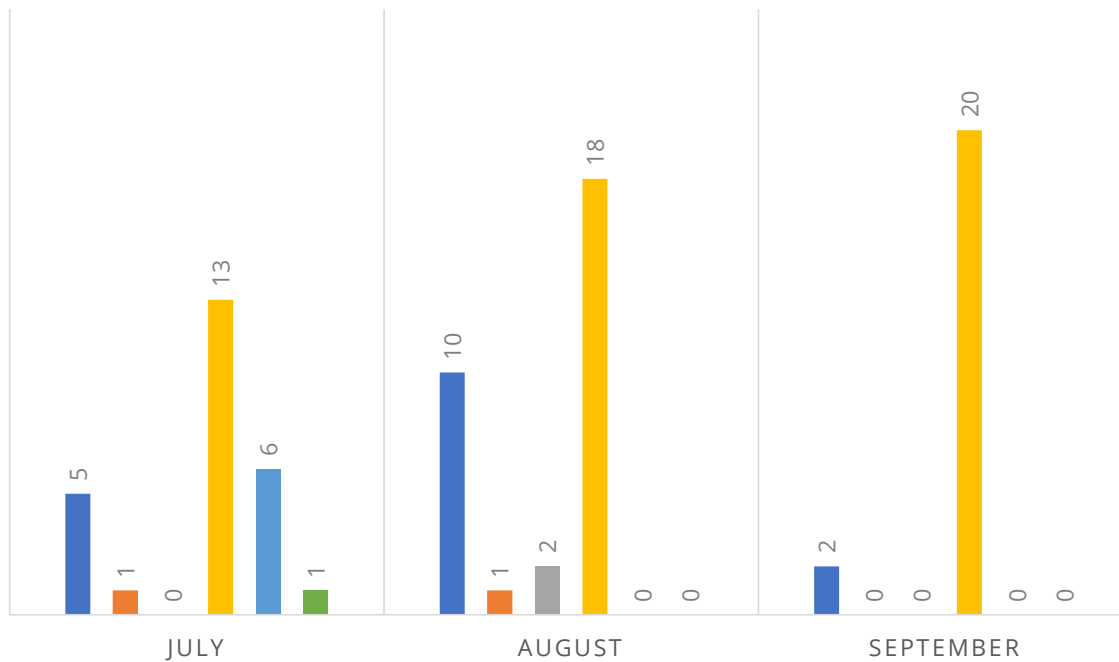
This has been shared with all investigating officers and will be monitored by the Complaints Officer.

The framework has been embedded into the QL complaints case module for reporting purposes.

## LEARNING FROM COMPLAINTS – Q2 - July to September

### LEARNING FRAMEWORK

■ Contractor ■ Individual ■ Teams ■ Service ■ Organisational Culture ■ Disrepair

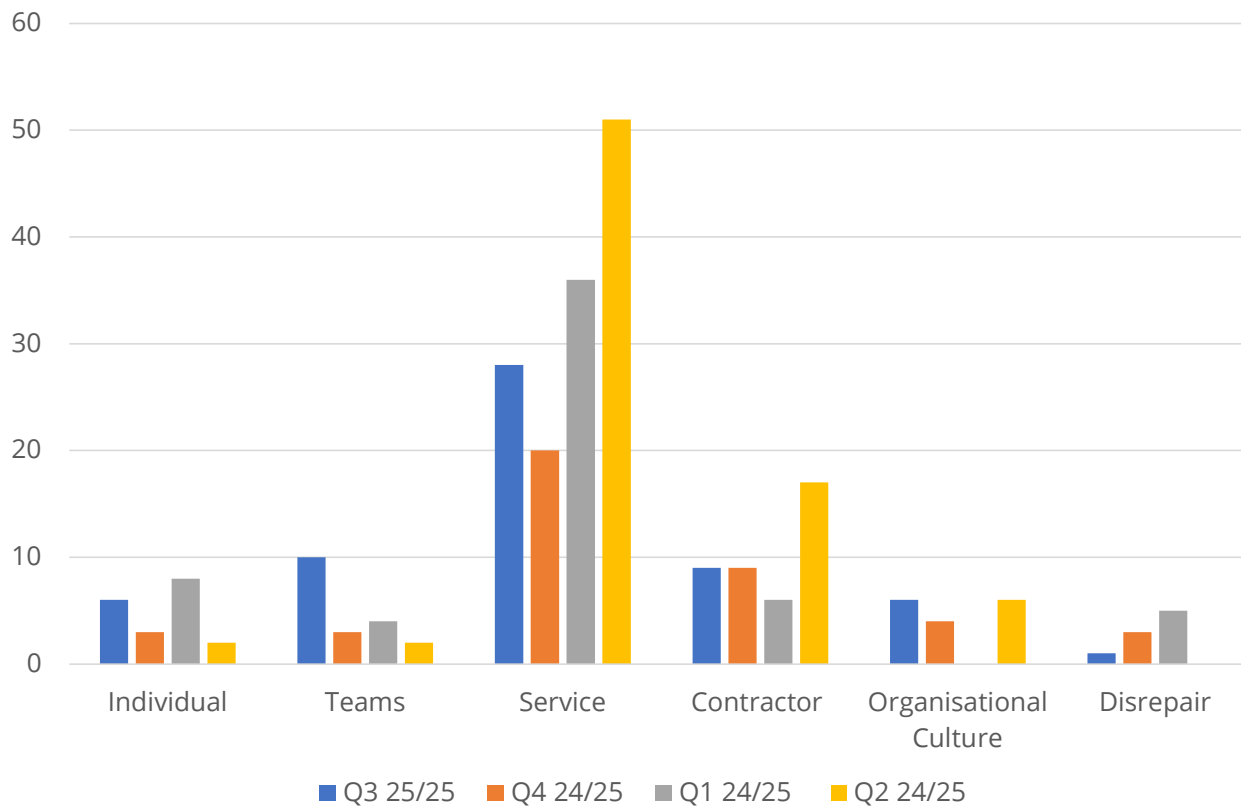


It is clear from the nature of most complaints that the core issue often lies in service delivery and contractor issues. This learning applies to both internal CBC operations and external contractors, highlighting the need for continued focus on improving consistency and accountability across all areas of what we are delivering to our tenants.

It is positive to note the low number of complaints received regarding individual behaviors, suggesting that staff and contractors are generally maintaining a professional and respectful approach in their interactions with residents.

## LEARNING FRAMEWORK COMPARISON

### Learning Framework Comparison

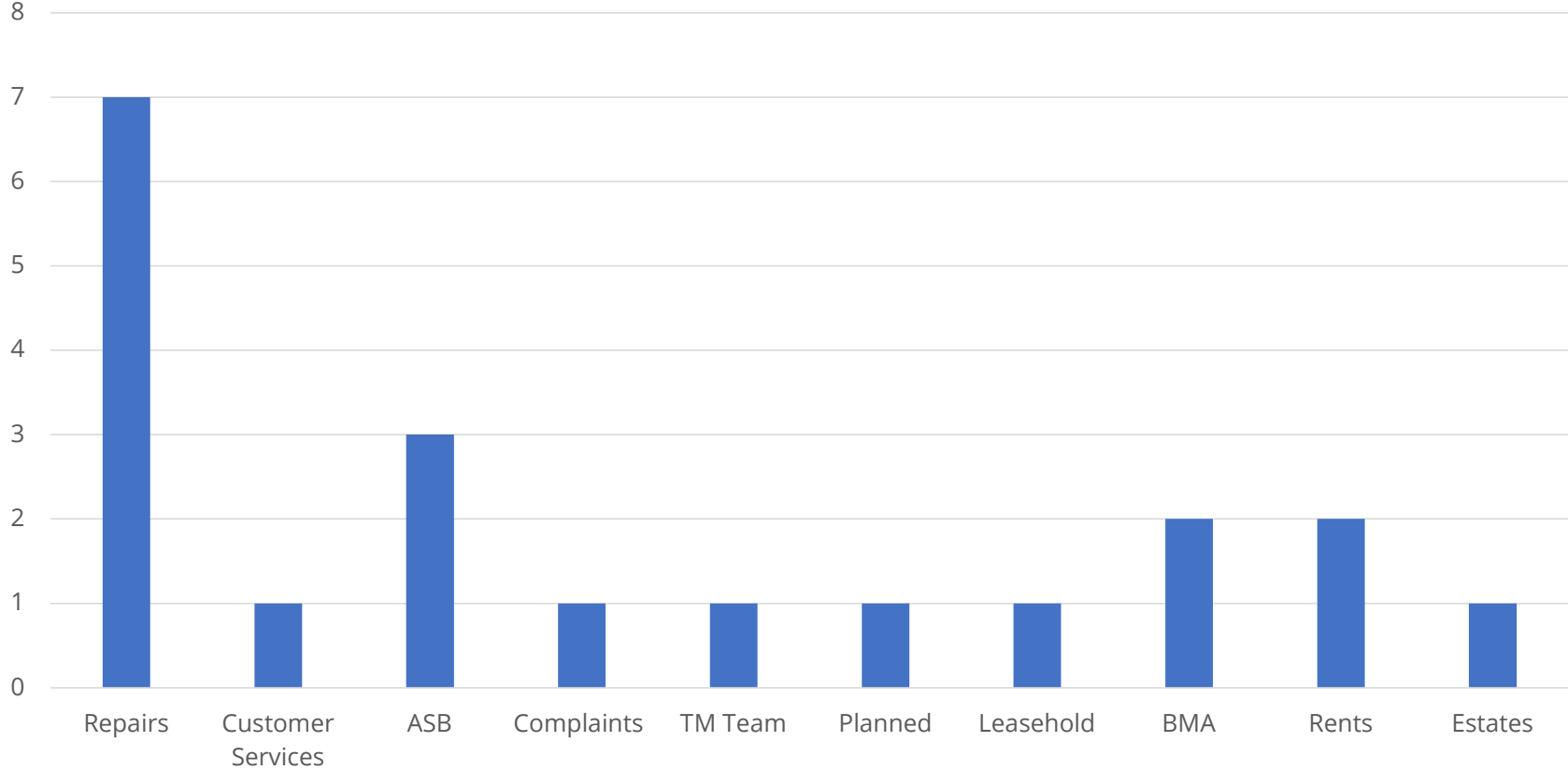


This chart shows that Service and Contractor complaints that derive from the learning framework consistently gain the highest number of complaints across the last four quarters. In particular, Service complaints peaked in Q2 24/25, while Contractor complaints also rose noticeably in the same period. Other frameworks such as Individual, Teams, Organisational Culture, and Disrepair recorded relatively low and stable complaint levels throughout the last four quarters.

The Complaints Team will drill down into complaint categories and identify the top recurring themes and share this with service leaders. This will additionally identify if complaints are coming from a specific group, for example a town area, contractor or service line.

Compliments July - September

Compliments



## IN THE LAST 3 MONTHS

- CBC has added an additional member to the complaints team
- CBC has tasked the complaints team with investigating and responding to complaints related to building services
- MRC representative, Flo Clucas, attended the HOS conference specifically for MRCs
- Meetings were held with the planned maintenance team and contractors in response to the increased number of complaints associated with the kitchen installation programme
- Implemented a standardised procedure for investigating Kitchen and Bathroom complaints

## NEXT STEPS

- Review and manage building services complaints within the complaints team.
- Collaborate with relevant service areas to improve complaint response times and ensure commitments are fulfilled, complaint promises.
- Attend the HQN mock inspection for Consumer Standards