

Cheltenham Borough Council

Cabinet Housing Committee – 1 June 2026

Q4 2025/26 Housing Complaints & Compliments Report

2025/26 Annual 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,
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Executive summary:

This report provides an overview of housing related complaints and compliments received during quarter 4 2025/26 and the 2025/26 annual housing complaints and compliments report.

Recommendations:

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

1.1 Complaints data is collected monthly and reported quarterly and annually, this allows for monitoring of service areas and levels of customer dissatisfaction as well as the identification of learning and service improvements. This reporting allows for performance monitoring to ensure we are compliant with the Housing Ombudsman Complaints Handling Code in respect of complaint management and response timescales.

2 Main content

2.1 In quarter 4, 77 complaints were received and accepted at stage one of the housing complaints process, 75 complaints have been responded to with 68 upheld either in their entirety or in part and 7 were

not upheld.

6 cases were escalated to stage two of the complaints process and 6 have been responded to within this period. 4 of the stage two complaints responded to were upheld in full and 2 were not upheld.

CBC has been able to gradually reduce the average number of days taken to respond to complaints and this has now reached its lowest days to respond since 2024/2025. This has decreased from 16.3 days, then 12.8 at the beginning of the year to an average of 11.36 this quarter.

21 compensation payments and 1 HOS determination, totalling £4,704.81 have been paid to customers.

The greatest dissatisfaction areas for this quarter are arising from service delays such as not returning call backs within agreed timescales.

In the period, we have noticed an increase in complaints related to contractor services, specifically concerning the fobs and gates not working external buildings and enquiries and dissatisfaction relating to wait times for work outside buildings and garages.

There has been a continued reduction in complaints with regard to staff attitude.

27 compliments have been received during this quarter, the majority are equally shared between Repairs, Customer Services, Training and employment Team and Rents (4 each)

Performance Overview

Category	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Stage 1 complaints	66	84	71	75
Stage 2 complaints	10	6	8	6
% of Stage 1 complaints upheld (full/part)	68%	86.4%	93.0%	90.7%
Average days to respond to Stage 1	16.3	12.9	12.8	11.3
Compliments received	24	19	10	27

2.2 In 2025/26, 298 complaints were received and accepted at stage one of the housing complaints process, 293 complaints have been responded to with 258 upheld either in their entirety or in part and 35 were not upheld.

32 complaints were escalated to stage two of the complaints process. 32 have been responded to within this period. Of the 32 complaints concluded 30 have been resolved and 2 stage two complaints have been escalated to The Housing Ombudsman. Of the 32 complaints responded to, 25 were upheld either in their entirety or in part and 7 was not upheld.

This year, we have had two maladministration findings issued by the Housing Ombudsman Service (HOS), both of which resulted in compensation orders (£750 and £100).

The greatest dissatisfaction area for the 12 months of 2025/26 is as a result of service delays and Contractor works.

80 compliments have been received in the last 12 months.

3 Key risks

3.1 Failure to comply with the Housing Ombudsman Complaint Handling Code and the Council Housing Complaints Policy, failure to 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. Q4 2025/26 Housing Complaints and Compliments report
- iii. Housing Complaints and Compliments Annual 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
	<p>Maladministration decision from Housing Ombudsman</p> <p>Reputational damage arising from a complaint</p>	<p>Caroline Walker, Director of Housing, Customer Service and Communities</p>	4	3	12	Reduce the risk	<p>Complete annually the Housing Ombudsman Self-assessment form</p> <p>Ensure compliance with CBC Housing complaints policy and the Housing Ombudsman Complaints handling Code</p> <p>Ensure Complaints are managed professionally, fairly and within target timescale</p>	<p>Natasha Dhillon, Complaints Officer</p>	<p>Annually</p> <p>Every 3 years or more frequently if any legislative changes</p>