

Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

Q1 2026/27 Housing Complaints & 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 1 2026/27.

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 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

In quarter 1, 94 complaints were received and accepted at stage one of the housing complaints process, 86 complaints have been responded to with 66 upheld either in their entirety or in part and 20 were not upheld.

18 cases were escalated to stage two of the complaints process and 12 have been responded to within this period. 8 of the stage two complaints responded to were upheld either in full or in part and 4 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, then 11.36 to an average of 10.4 this quarter.

14 compensation payments, totalling £5,801.54 have been paid to residents in Q1

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

In the period, we have noticed an increase in complaints related to contractor services, specifically concerning contractor works raised from reactive repairs and planned maintenance.

12 compliments have been received during this quarter, these are equally shared between Repairs, ASB, Customer Services, BMA Team and Rents.

Performance Overview

Category	Q1 2025/26	Q1 2026/27	Change	Trend
Stage 1 Complaints	66	94	+28	Increase
Stage 2 Complaints	10	18	+8	Increase
% of Stage 1 Complaints Upheld (Full/Part)	68.0%	76.4%	+8.4 pp	Increase
Average Days to Respond to Stage 1	16.3	10.4	-5.9 days	Decrease
Compliments Received	24	12	-12	Decrease

3 Key risks

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.

Report author:

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Appendices:

- i. Risk Assessment
- ii. Housing Complaints and Compliments Report – Q1 April-June 2026-27

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 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 compliance with CBC Housing complaints policy and the Housing Ombudsman Complaints handling Code Ensure Complaints are managed professionally, fairly and within target timescale	Natasha Dhillon, Complaints Officer	Annually Every 3 years or more frequently if any legislative changes