

COMPLAINTS REPORT
APRIL 2024 - MARCH 2025

Total number of complaints received			Upheld	Partially upheld	Not upheld
Stage 1	Stage 2	All together			
134	30	164	27	58	79

Quarter 1 - Apr-June 2024				Quarter 2 - July-Sept 2024				Quarter 3 - Oct-Dec 2024				Quarter 4 - Jan-Mar 2025				Overall Total 24/25	
Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total		Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total		Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	
No of Complaints																	
Received	40	8		48	30	5		35	21	8		29	43	9		52	164
	No.	%	No.	%		No.	%	No.	%		No.	%	No.	%			
Responded to in full	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	43	100
Upheld	9	23	2	25	11	5	17	1	20	6	3	14	0	0	3	5	12
Partially upheld	14	35	4	50	18	12	40	0	0	12	11	52	2	25	13	13	30
Resolved	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	41	95
Not upheld	17	43	2	25	19	13	43	4	80	17	7	33	6	75	13	25	58
Outcome to be confirmed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
Responded to within timescales	39	98	8	100	47	27	90	5	100	32	19	90	7	87.5	26	41	95

Breakdown of Complaints by Service Area

Type	Number
Repairs / Property Maintenance	38
Neighbourhood Management	96

Ombudsman complaints

New complaints received	13
Determinations received	8
Yet to be determined	4

Learning from Complaints Received

You said	We did
Property Maintenance appointments are re-arranged or cancelled without letting residents know. The wrong trade arrives or operative is not aware of the work required.	We have recruited and upskilled Planners. Guidance has been provided to Planners and Helpdesk staff on the importance of communicating effectively with all residents, and discussed in monthly meetings.
Outstanding repairs on Property Maintenance complaints	Daily Complaints tracker implemented within DRS to give Manager improved visibility of any ongoing complaints
Perception that the BCP Homes tenant did not receive enough support with his application and throughout the Mutual Exchange process.	We should be providing support and guidance to tenants throughout the exchange process and consider any specific vulnerabilities and needs, consideration of this should be included in the review. The Mutual Exchange policy is being revised.
Lack of communication with major projects such as decanted properties.	A tailored communication plan agreed at the start of any major project, with clear expectations set out at the beginning of the project with the resident and any concerns heard and an approach agreed.