

Complaints & Compliments 2024/25 - Quarter 2

1. Executive Summary

We have logged 51 Stage 1 complaints in Q2. This is lower than the previous quarter (61), and the same as Q2 of last year (51). Year to date there have been 112 formal complaints recorded.

The most common complaint category was Responsive Repairs with 23 complaints. While this makes up almost half of all complaints. Proportionally this is down from the previous quarter. The most common categories of complaints under Responsive Repairs was for Appointments and Communication.

The Complaints and Compliance team have now handed back the investigation and response of Property Services complaints as the team has recruited to vacant roles.

2. Tenant Satisfaction Measures

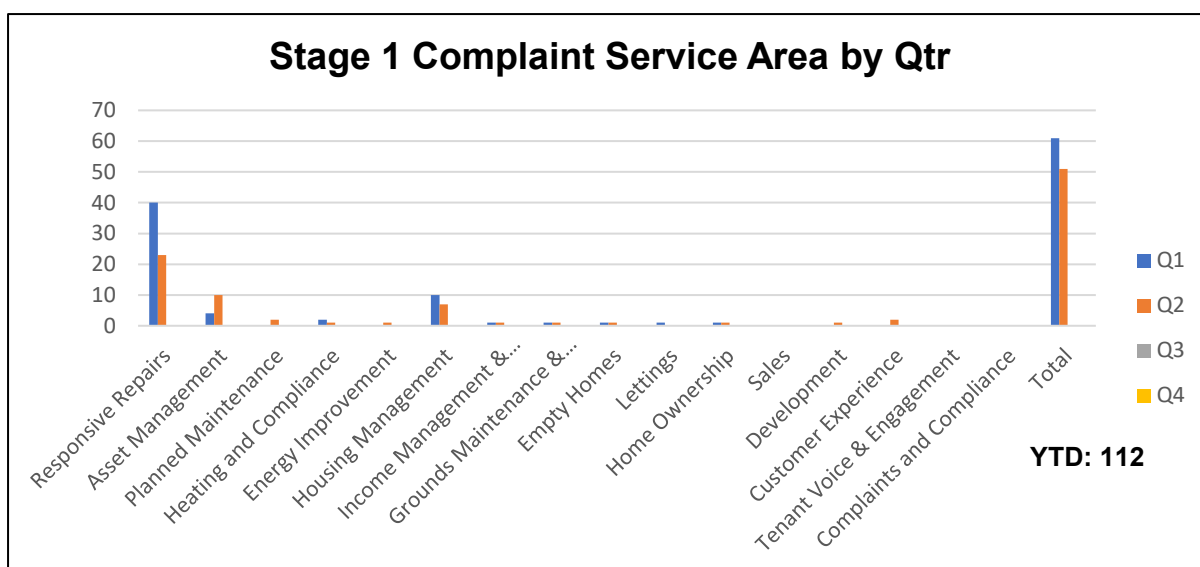
Our reported Tenant Satisfaction Measures relating to complaints for the quarter are:

#	TSM	Total Year end 24/25	RSH Lower / Upper Quartile 23/24	Q1	Q2	Total YTD	Target 25/26	RAG
CH01 (A)	Complaints relative to the size of the landlord – Stage 1 (Cumulative)	53.5	28.2	14.28	26.3	26.30	48.2	
CH01 (A)	Complaints relative to the size of the landlord – Stage 2 (Cumulative)	7.94	3.5	4.92	8.69	8.69	6	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (Point in time)	100%	96.1%	100%	100%	100%	100%	

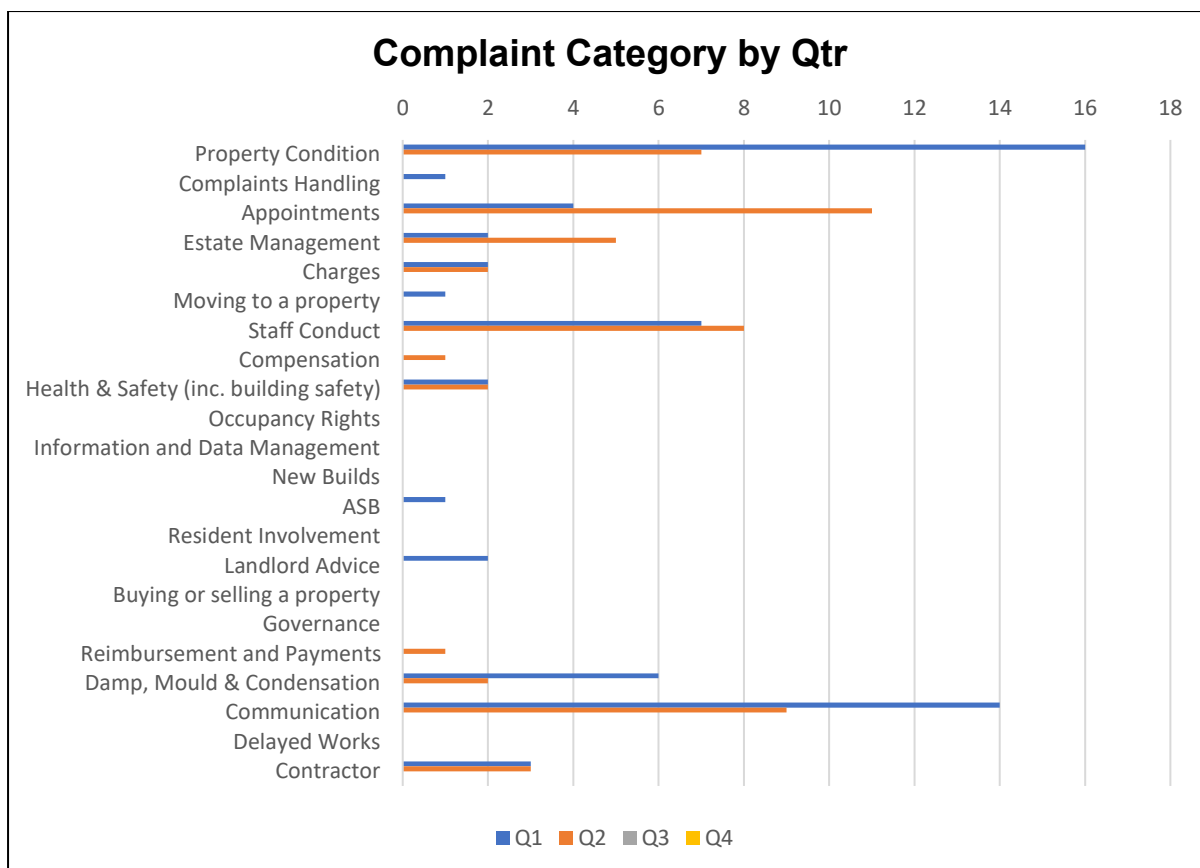
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (Point in time)	99%	99.8%	100%	100%	100%	100%	
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3. Stage 1 Complaints

51 complaints were received in Q2: the graph below breakdowns this total by department/service area.



The table below shows the breakdown of complaint categories for Q2. The most common category of complaint was Repairs Appointments (11) and Communication (10), followed by Staff Conduct (8), and then Property Condition (7).



Complaints by category

A high-level summary of the types of complaints recorded under these categories in Q2 is contained below:

Repairs Appointments

- Multiple consecutive appointments have been missed without prior notification being issued to the tenant.
- Appointment delays have resulted in tenants waiting beyond our agreed service standards for works to be completed.
- Remedial works were not effectively carried out during attended appointments, leading to further delays in resolving the issues.

Communication

- Delays in Disabled Adaptions being processed due to backlog, and poor communication with the tenant.
- Tenants not receiving callbacks when asking for updates to repairs.

Staff Conduct

- Conduct of staff member during investigation of Anti- Social Behaviour (ASB) case (allegations of bias, unfairness, tone etc).

- Dissatisfaction with the tone and manner of conversations held with Customer Experience advisor.
- Concern with the quality of repair works completed.

Complaint Outcome

The table below shows complaint outcome by quarter for 2024/25 and 2025/26 for comparison.

2024/2025	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	26%	23%	19%	32%	0%	19%	31
Q2	31%	27%	25%	16%	0%	20%	51
Q3	52%	23%	9%	17%	0%	15%	66
Q4	49%	25%	12%	14%	0%	12%	81
2025/2026	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	50%	17%	17%	13%	3%	34%	61
Q2	57%	16%	6%	12%	9%	32%	51

Upheld complaints continue to represent the largest proportion of outcomes, reflecting the presence of service failures in most cases. Other outcome categories remain broadly consistent with the previous quarter, including a high volume of Stage 2 escalations.

This trend has persisted throughout Q2, as newly appointed managers in Property Services adjust to handling complaints effectively at Stage 1. Cases currently require frequent manual oversight to prevent repeat process failures; however, this is showing signs of improvement later in the quarter due to increased management involvement in the Property Services team.

Timeliness of complaint response

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	52	39			88	86%
Outside service standard	9	7			14	14%
Ongoing	0	5			5	
Total	61	51			112	

14% of complaints continue to be responded to outside the stated timeframe, a trend consistent with previous quarters. This is largely due to the Complaints and Compliance team temporarily covering responses for Responsive Repairs and Heating & Compliance complaints. Importantly, no complaints have exceeded the maximum allowable delay under the Housing Ombudsman's Complaint Handling Code. In each case the tenant has been informed of the delay.

Delays are typically linked to the need for inspections or visits to enable more informed and meaningful responses. To support improvement, further formalised complaints handling training is planned for new management teams in November to reinforce the importance of timely resolution.

3. Complaint Investigation forms

Investigation Forms Returned	Q1	Q2	Q3	Q4	YTD
Stage 1 Complaints Received	61	51			112
Review Forms Returned	18	43			61
Form Outstanding	43	8			51
%	30%	84%			54%

Complaints requiring investigation and response by the Complaints and Compliance Team have, until recently, lacked completed investigation forms. With the appointment of new managers in Property Services, these forms are now being completed by the responsible managers. This shift ensures that those best placed to understand the context, whether through team discussions or process/policy review, are leading the learning from complaints.

For complaints assigned to responsible managers, investigation forms have been completed in 100% of cases.

Learning from Complaints Recurring issues are now being addressed through the ongoing Property Services review, which is focused on tackling systemic causes of complaints.

Issue	Action
Follow-on works not being raised, leading to process failures	Responsive Repairs are developing a procedure to ensure follow-on jobs are booked before leaving the tenant's home. Interim measures require operatives to seek Supervisor authorisation before putting a job in follow-on.
Lack of policy guidance on pests	New Pest Control policy was approved at the August Board, providing clearer staff guidance on Ocean's responsibilities.
Inconsistent policy knowledge across teams	Complaints and Compliance are producing 1-page policy summaries and sharing them with relevant teams. High-risk policies will be supported by training or knowledge checks to improve understanding.

The Complaints and Compliance Manager now shares weekly updates on pending Property Services complaints with the interim Property Services Compliance Manager, who is overseeing complaint handling in the area. This aims to increase

oversight in this area with a goal of reducing Stage 2 escalations, and complaint responses that are delivered outside the 10-working day policy timeframe.

Additionally, the Complaints and Compliance Manager is meeting monthly with the Executive Director for Property Services, and Property Services Manager (Compliance) to summarise trends, and learning from complaints. As Responsive Repair continues to account for the majority of upheld complaints, we are prioritising targeted improvements in this area to enhance service delivery and reduce recurrence.

4. Stage 2 Complaints

Sixteen complaints were escalated to Stage 2 in Q2 as summarised below:

1 was withdrawn

3 not upheld

3 partially upheld

9 were upheld.

5. Housing Ombudsman Complaints - Summary position (as of 8 October 2025)

We received one new determination from the Housing Ombudsman in Q2. The complaint was wide-ranging and covered many elements including ASB and repairs.

The Housing Ombudsman made 5 rulings of either **No Maladministration** or **Reasonable Redress**.

Two new cases have been accepted by the Housing Ombudsman in Q2.

- Case - historic neighbour dispute primarily concerning use of the communal garden and leaving mobility scooters on communal paths.
- Case - handling of reports of loss of hot water and heating in the property, and our offer of compensation to replace damaged carpet.

Housing Ombudsman Cases pending Determination

There are 8 determinations due.

We have received our Housing Ombudsman learning report for 2024/25, with an 83% Maladministration rate for the year. This is based on 3 determinations received with the following rulings:

- 1 x Maladministration rulings – ASB
- 1 x Outside Jurisdiction rulings – Service Charges
- 1 x No Maladministration rulings – Complaint Handling
- 4 x Service Failure rulings – DMC, Loft Insulation, Draughty Door, Complaint Handling.

6. Complaint Equality, Diversity and Inclusion Information (EDI)

We have split demographic data into individual quarters so we can monitor any complaint trends relative to EDI.

Gender	Q1	Q2	Q3	Q4	YTD
Female	39	31			70
Male	22	20			42
Prefer not to say	0	0			0
Age	Q1	Q2	Q3	Q4	YTD
18-30	2	5			7
31-50	29	18			46
51-80	27	23			51
80+	0	2			2
Unknown	3	3			6
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0			0
Cohabit	3	1			4
Divorced	2	1			3
Married	5	2			7
Partner	0	0			0
Separated	2	0			2
Single	9	8			17
Widow	1	0			1
No Answer	0	0			0
Unknown	39	39			78

The demographic of complainants continues to be representative of our general tenant population when viewed over the year – below is the current tenant age and gender profile data for information.

Age				
Description	Count	% of Total	% of Data Held	
20 and Under	43	0.63%	0.71%	
21 - 30	815	11.99%	13.53%	
31 - 40	1291	18.99%	21.43%	
41 - 50	1097	16.14%	18.21%	
51 - 60	1191	17.52%	19.77%	
61 - 70	893	13.14%	14.82%	
71 - 80	520	7.65%	8.63%	
80+	175	2.57%	2.90%	

Gender			
Description	Count	% of Total	% of Data Held
Female	4031	59.31%	60.19%
Male	2664	39.19%	39.78%
Other	2	0.03%	0.03%

Marital status, religion and sexuality are aspects where tenant data is still particularly low and therefore not statistically reliable. Essential Tenant Data Collection was launched in July and has already been offered to over 800 tenants and residents. Data is starting to improve however updates to the process are in development with our ICT team.

Vulnerable	Q1	Q2	Q3	Q4	YTD
Yes	21	18			39
No	40	33			73
Total	61	51			112

Following complaint audit recommendation, we have continued to track repeat complainants.

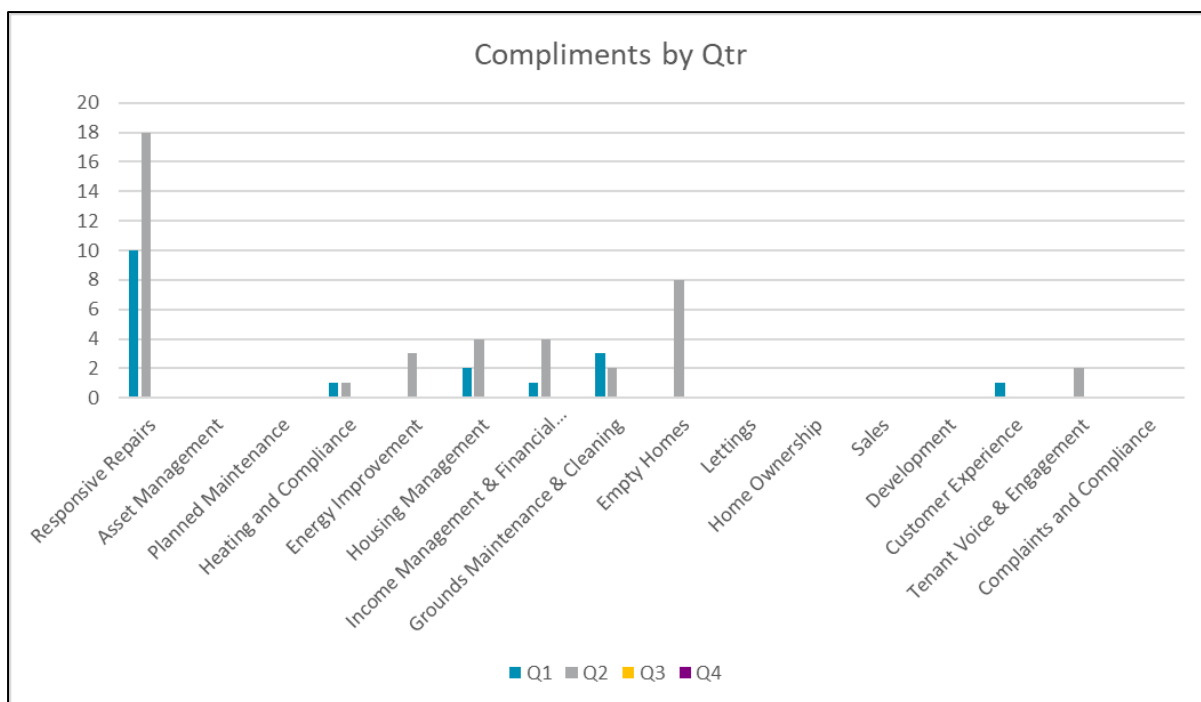
This quarter, 20% of complainants (10 individuals) were repeat complainants, defined going forward as those who have raised a formal complaint within the past 12 months. Of these, three related to the same or similar issues, highlighting concerns around the effective delivery of actions committed to in previous complaint resolutions. To address this, the Complaints and Compliance team has re-started tracking all actions promised as part of formal complaints and assigning them to relevant staff to ensure follow-through and reduce recurrence. Weekly updates are supplied to all responsible managers where complaint actions are not in timeframe.

Repeat complainants are not inherently negative, particularly when new issues are being raised, as tenants see it as an effective means to have their issue reviewed. This suggests growing confidence in the process and may lead to increased complaint volumes as awareness spreads.

Repeat Complainants	Q1	Q2	Q3	Q4	YTD
Yes	12	10			22
No	49	41			90
Total	61	51			112

7. Compliments

There were 42 compliments received in Q2. Our compliment levels between individual teams remain consistent, with our Responsive Repairs team receiving the most.



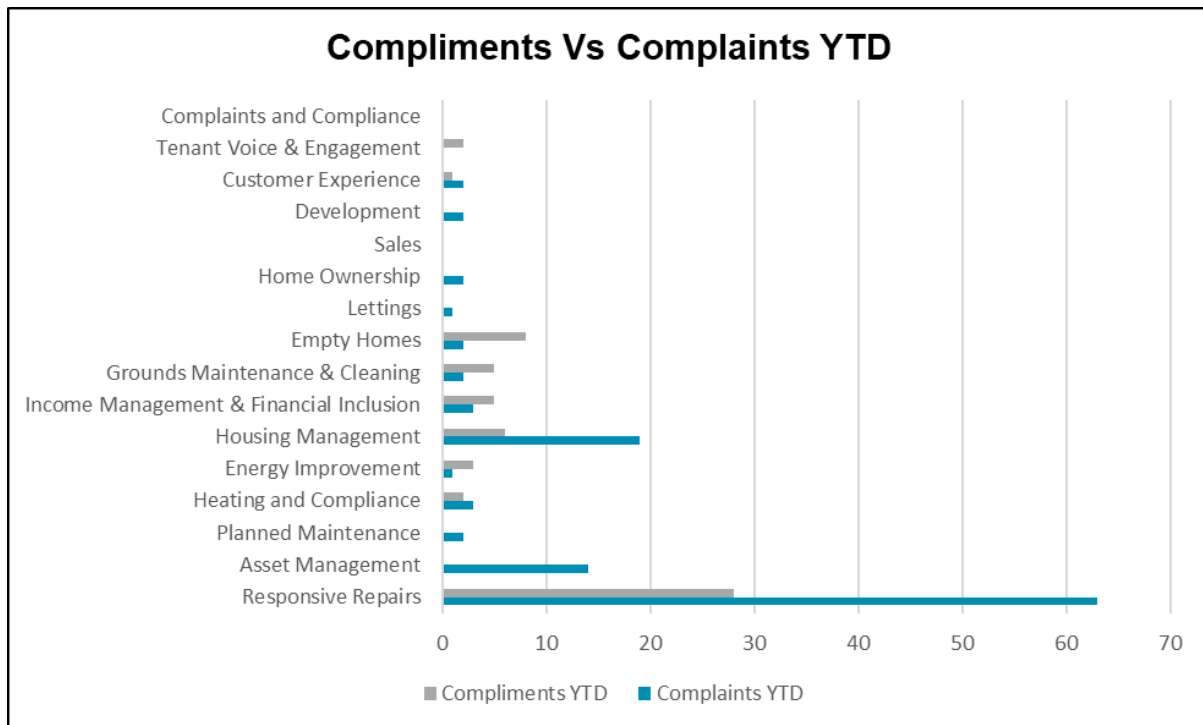
Examples of compliments received:

Service Area	Compliment
Responsive Repairs	<p>My garage door became dislocated from the guide channels and damaged while I was away for the weekend. The assessor arrived quickly and arranged for a repair the next day.</p> <p>Chris and Martin attended and kept me well informed of their progress in a calm, friendly and professional way.</p> <p>I am very grateful to the personnel involved and the Ocean Housing team involved from start to finish.</p>
Empty Homes Team	<p>Would like to send this message to Ryan, George, the empty homes team and also the two lovely cleaners that were here too.</p> <p>Taking on the tenancy of this property hasn't been easy for us as we've gone through a life changing experience leading up to it. We were left with a house fully furnished with someone else's belongings and it was left in a very bad way needing lots of cleaning, removals and repairs. We felt a bit underwater with everything and couldn't really see a way out.</p> <p>This is when the empty homes team stepped in and sorted everything out for us. Ryan and George came to take pictures and check what needed doing and from the very start they were brilliant and thoroughly professional whilst showing a caring and understanding for the situation. They reassured us that they</p>

	<p>would get everything we needed sorted to take that weight off of us.</p> <p>The date arrived and a team of people swept through the house with no fuss and every single one of the team were fantastic. They were all so hardworking, sociable and really helped us out including giving us advice on how to do certain things like decorating and recommendations for what to do with the house. The cleaners were brilliant too and we could really see their care and passion for the jobs.</p> <p>In two days, the empty homes team completely transformed the house and made our lives so much easier and took a huge strain off of us. We can't praise them highly enough.</p>
Housing Management	<p>I would like to add how professional we found Pete to be, this was the first time we had met him and we wanted to pass on what a genuine and supportive person he is.</p>
Customer Experience	<p>I've had a compliment for Dylan this afternoon from a tenant who he spoke with yesterday.</p> <p>The tenant admitted she was irate when she called but she said that Dylan deescalated the situation and ended the call making her feel much calmer. She commented that Dylan is a credit to us at Ocean.</p>

8. Overall Feedback Comparison

Below is a table and graph showing data for both compliments and complaints for each area of the business year to date. We have recorded roughly half the number of compliments as formal complaints.



9. Designated Board Members with responsibility for Complaints - oversight and scrutiny

In line with agreed governance arrangements, the Head of Standards and Performance, and the Complaints and Compliance Manager have met with the Board Members Responsible for Complaints (MRC) to review and scrutinise the contents of this report on 20 October 2025. Verbal feedback will be provided by Board Members at the meeting.