

Complaints & Compliments 2025/26 - Quarter 3

1. Executive Summary

We have logged 58 Stage 1 complaints in Q3. This is higher than the previous quarter (51), and lower than Q3 of last year (61). Year to date there have been 170 formal complaints recorded.

The most common complaint category was Responsive Repairs with 16 complaints, followed by Housing Management with 11, and Home Ownership with 8.

While complaint levels have generally increased in Ocean Housing, this is in line with the sector as a whole. Ocean Housing’s complaints per 1000 properties is currently projected to be 52.6 for the year, with the national average projected to be 54.0. This puts us firmly at the sector median.

2. Tenant Satisfaction Measures

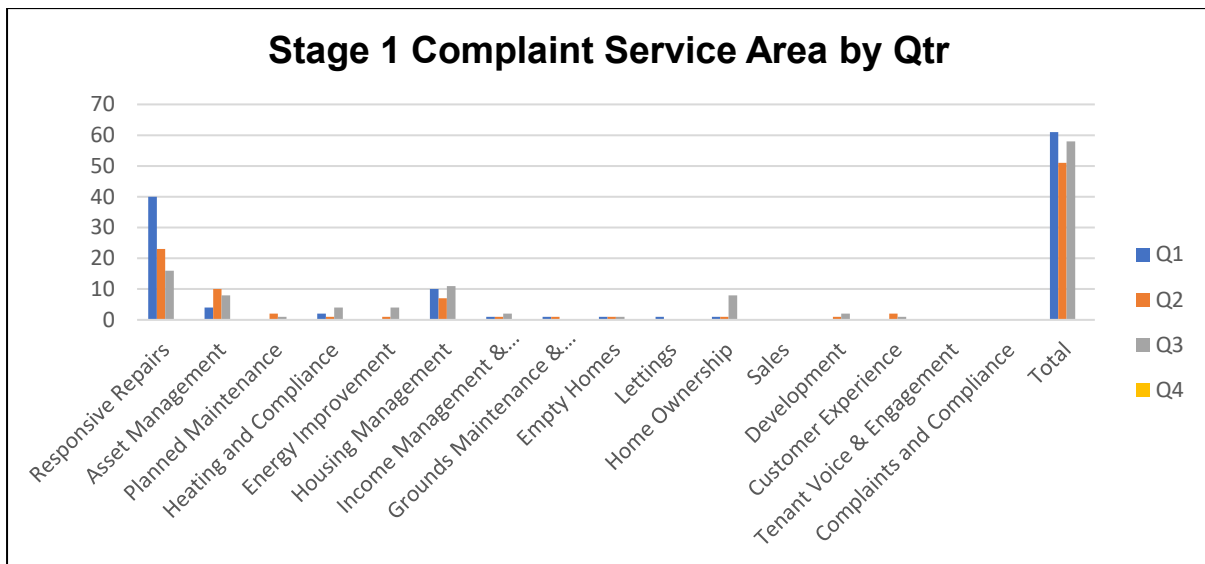
Tenant Satisfaction Measures relating to complaints for Quarter 3 are:

#	TSM	Total Year end 24/25	RSH Upper Quartile 23/24	Q1	Q2	Q3	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	40.1	40.1	48.2	Yellow
CH01 (A)	Complaints relative to the size of the landlord – Stage 2 (Cumulative)	7.94	3.5	4.92	8.69	10.85	10.85	6	Red
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (Point in time)	100%	96.1%	100%	100%	100%	100%	100%	Green

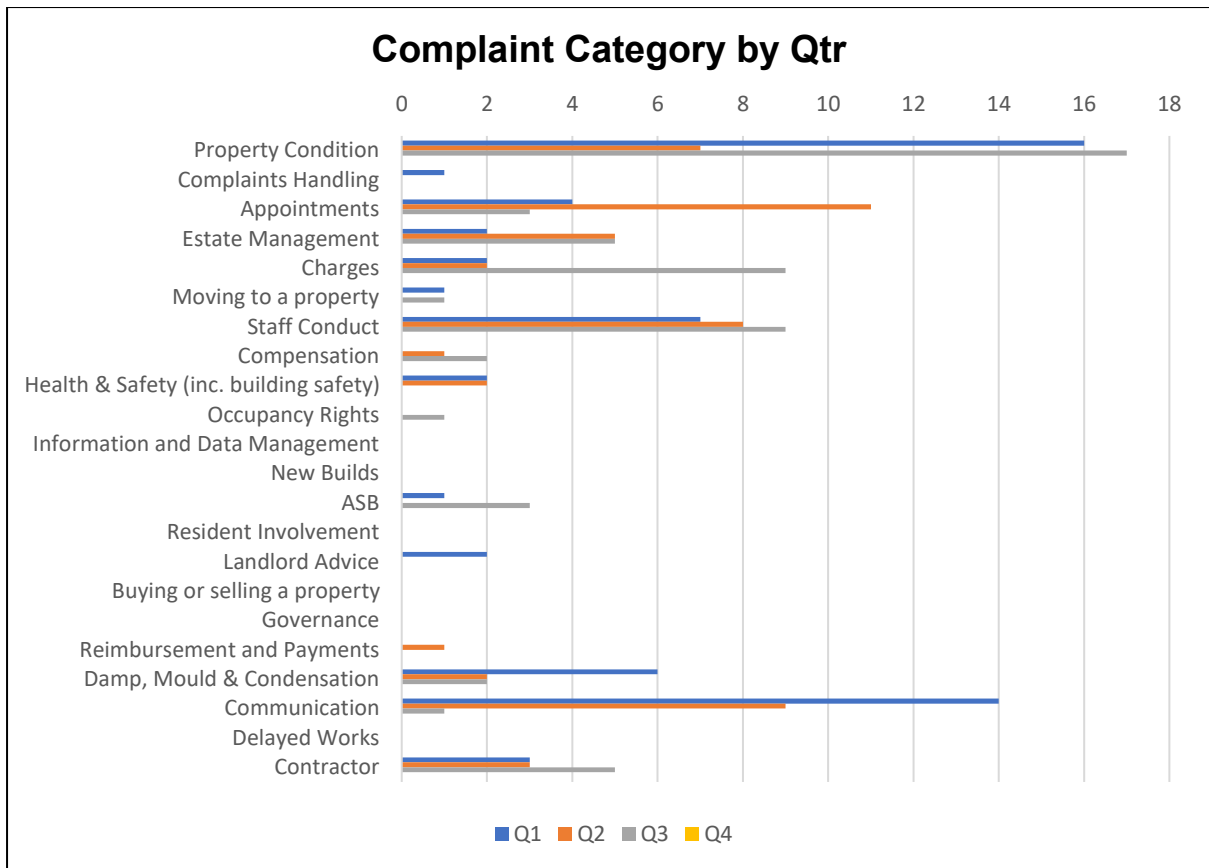
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (Point in time)	99%	99.8%	100%	100%	100%	100%	100%
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3. Stage 1 Complaints

58 complaints were received in Q3: the graph below breakdowns this total by department/service area.



The table below shows the breakdown of complaint categories for Q3. The most common category of complaint was Property Condition (17) followed by Staff Conduct (9), and then Charges (9).



Complaints by category

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

Property Condition

- Disrepair cases are now logged as complaints as well as via the disrepair process, enabling earlier intervention. Six cases this quarter were triggered by solicitor disrepair notices, many of which appear exaggerated or unsubstantiated.
- Requests for replacements (windows, doors, roofs) rather than repairs.
- Delays caused by multiple visits or inspections before progressing repairs.

Staff Conduct

- Three complaints from one resident regarding telephone contact, a Neighbourhood Services Officer (NSO) conversation, and perceived rudeness following tenant being issued a reasonable behavioural warning. None were upheld.
- Other concerns included perceived lack of empathy, tone during rent discussions, and communication around compliance access.

Charges

- Eight of nine charges complaints follow a consultation on the proposed introduction of a new Management Fee for Home Owners. Seven of these complaints come from a single scheme.

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
Q3	21%	47%	22%	10%	0%	12%	58

Upheld complaints fell sharply this quarter, with increases in partially and not upheld cases. Stage 2 escalations have decreased in this quarter.

Timeliness of complaint response

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	52	42	53		147	86%
Outside service standard	9	9	5		23	14%
Ongoing	0	0	0		0	
Total	61	51	58		170	

86% of complaints were responded to within the 10-day service standard.

The proportion completed outside standard fell to 9%, mainly due to improved early drafting and more proactive management of cases.

No complaints exceeded the maximum allowable delay under the Housing Ombudsman's Code.

4. Complaint Investigation forms

Investigation Forms Returned	Q1	Q2	Q3	Q4	YTD
Stage 1 Complaints Received	61	51	58		170
Review Forms Returned	18	43	58		119
Form Outstanding	43	8	0		51
%	30%	84%	100%		70%

Completion rates continue to improve significantly.

This improvement is driven by:

- Stronger accountability within Property Services.
- New managers leading completion of forms and implementing learning.

Learning from Complaints

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

Learning Point	Action
Follow-on works not being raised, leading to process failures	Responsive Repairs have adopted a new procedure in Q3 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. Planned changes to process are yet to be fully embedded and continue to be progressed.
Raise and twin track legal disrepair claims as formal complaints	All disrepair claims now logged as formal complaints. Majority found to be exaggerated or false. Tenant communication underway to highlight risks from "claim farmers".
Tenants dissatisfied with contractor responsible for delivery of ECO4 energy efficiency works.	Ocean Housing Energy Efficiency team put in place an intensive programme of post-inspections to ensure works were completed well, and our contractor held accountable; this included attending some homes multiple times, before signing off work. Energy Efficiency team also reacted to increasing tenant queries by putting in place a

	transactional survey, and actively responding to incoming tenant queries.
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The Complaints and Compliance Manager continues to meet monthly with the Executive Director for Property Services, and Property Services Manager (Compliance) to summarise trends, and learning from complaints in the Property Services areas. Meetings with other areas of the business are being conducted less regularly, as substantive trends have mostly been seen in the Responsive Repairs and DMC teams.

5. Stage 2 Complaints

Eight complaints were escalated to Stage 2 in Q3 as summarised below:

- 1 was withdrawn
- 3 partially upheld
- 4 were upheld.

6. Housing Ombudsman Complaints - Summary position (as of 19 January 2026)

We received two new determinations from the Housing Ombudsman in Q3:

1. Handling of DMC, handling of ASB, and allegations of poor staff conduct, and poor complaints handling.

A ruling was made of: Reasonable Redress in our handling of DMC. No Maladministration in our handling of ASB, Staff Conduct, and Complaints Handling.

2. DMC, boiler faults, leaks, and complaints handling.

A ruling was made of Maladministration in DMC, Service failure in boiler faults, and no maladministration in leaks, and complaints handling.

Five new cases have been accepted by the Housing Ombudsman in Q3.

1. Our handling of a historic neighbourhood dispute involving our tenant with learning disabilities
2. Our handling of a historic neighbourhood dispute involving drug use and smoking.
3. Our handling of a neighbourhood dispute involving drug use.
4. Handling of DMC, and request for tenant compensation.
5. Handling of DMC, and request for a decant.

Our Maladministration rate for 25/26 is 25%. This includes any ruling made in a case that is Service Failure or above. The national maladministration rate for 24/25 was 71%.

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

We continue to monitor demographic information for complainants each quarter to identify any trends or disproportionate representation across key EDI characteristics. The data below summarises complaints received in Quarters 1-3 and compares these with our wider tenant population profile.

Gender	Q1	Q2	Q3	Q4	YTD
Female	39	31	41		111
Male	22	20	17		59
Prefer not to say	0	0	0		0
Age	Q1	Q2	Q3	Q4	YTD
18-30	2	5	2		9
31-50	29	18	27		73
51-80	27	23	21		72
80+	0	2	1		3
Unknown	3	3	7		13
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0	0		0
Cohabit	3	1	0		4
Divorced	2	1	0		3
Married	5	2	0		7
Partner	0	0	0		0
Separated	2	0	1		3
Single	9	8	7		24
Widow	1	0	0		1
No Answer	0	0	0		0
Unknown	39	39	50		128

Across the year-to-date, 65% of complainants are female and 35% are male. This closely mirrors our tenant base, which is 59% female and 39% male. There is no evidence of gender-based disproportionality in complaint behaviour.

The age distribution of complainants remains broadly in line with the overall tenant profile. Our tenant population is concentrated in the 31-60 age range (representing around 52% of all tenants) which corresponds with the majority of complaints (145 of 167 identifiable cases). Representation from younger and older tenants is proportionate to their smaller presence within the tenant base.

Marital status data is currently limited, with over 75% of complainants recording 'Unknown'. This reflects the wider issue of low data completeness in the tenant

population dataset, where marital status information capture remains incomplete (only 855 of 4038 records held). As such, no reliable comparisons or trend analysis can yet be drawn.

Overall, the demographic profile of complainants is broadly representative of our wider tenant population, particularly regarding:

- **Gender**
- **Age**

Low data completeness for marital status and other protected characteristics continues to constrain deeper analysis. Improvements underway through the Essential Tenant Data Collection process should strengthen future reporting and support more detailed EDI monitoring.

Vulnerable	Q1	Q2	Q3	Q4	YTD
Yes	21	18	16		55
No	40	33	42		115
Total	61	51	58		112

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

This quarter, 16% of complaints registered were from repeat complainants. 3 complaints registered were from the same person and is currently in a reasonable behaviour process.

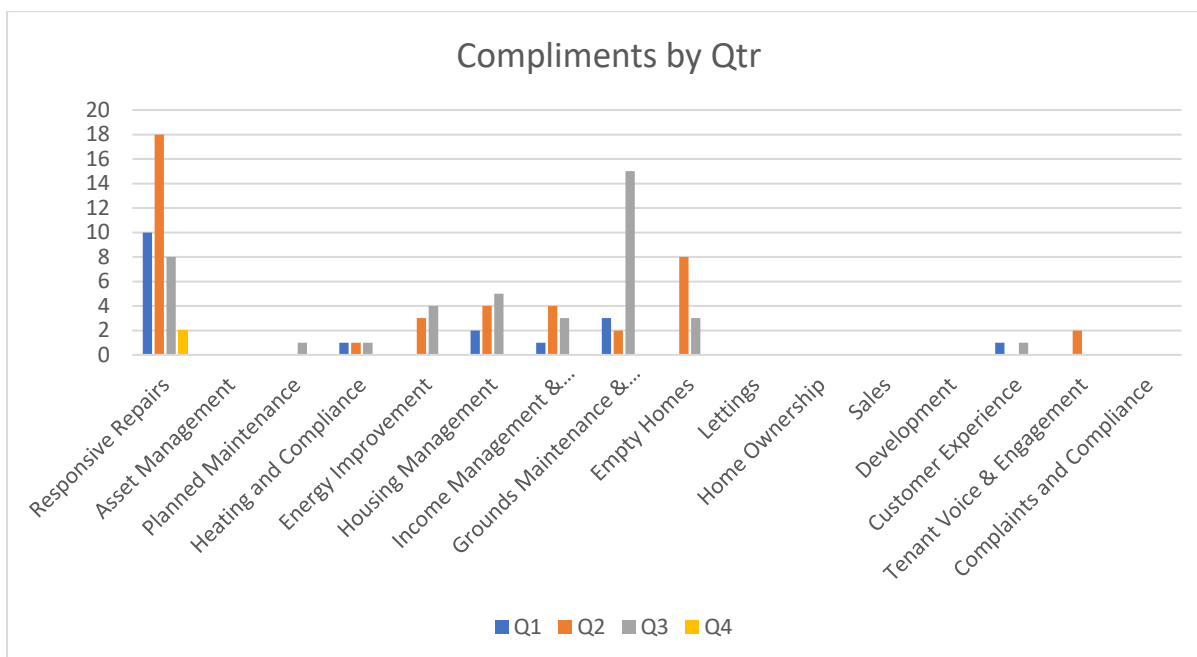
In many cases complaints raised by repeat complainants are for new instances and demonstrates that often customers have faith that their issue will be resolved if they enter the formal process. Of the 9 cases raised by repeat complainants, 3 were about the same, or similar issue that was raised previously.

The Complaints and Compliance team are continuing to work closely with the wider teams to present solutions to repeated complaint themes and ask for timed actions to deliver improvements.

Repeat Complainants	Q1	Q2	Q3	Q4	YTD
Yes	12	10	9		32
No	49	41	49		139
Total	61	51	58		171

8. Compliments

There were 42 compliments received in Q3. Our compliment levels between individual teams remain consistent, with our Grounds Maintenance & Cleaning team receiving the most.

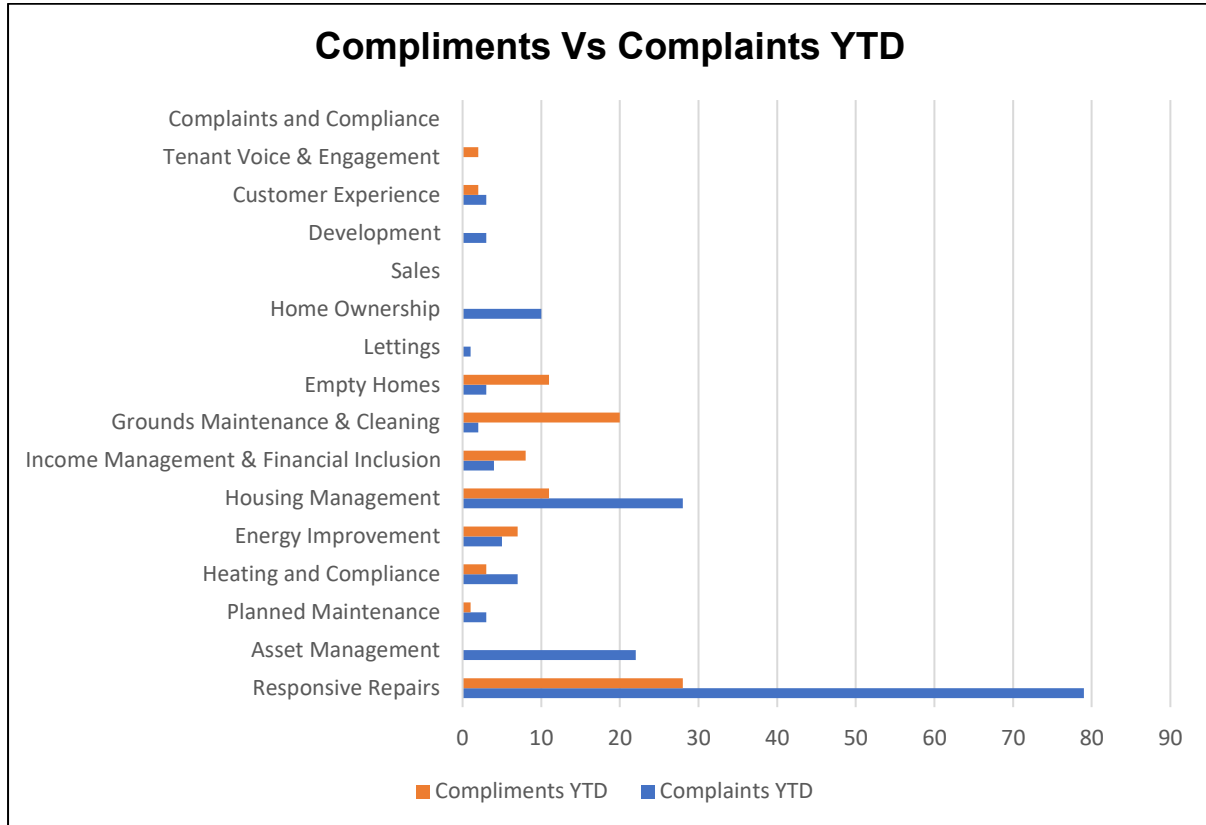


Examples of compliments received:

Service Area	Compliment
Responsive Repairs	A lovely electrician attended today to disconnect the electrics so they could fit the new bathroom ceiling. He was polite well-mannered and very down to earth. Also the 2 men who are working on the bathroom are polite, hardworking and friendly.
Planned Maintenance	The gentleman have finished fitting the kitchen and they are an amazing bunch of blokes and I've enjoyed it whilst they've been here. This has really improved my kitchen and I absolutely appreciate it, thank you so very much.
Housing Management	They have helped me since I have been there. When I have struggled with things they have always helped me, and they are amazing people.
Energy Improvement	The team of workers have been amazing with lots going on re: heaters & solar panels etc on our estate. My latest happy service was from the chap who came and put in the new heater in my bedroom, quickly, efficiently and he tidied up after himself. Very pleased, thank you & your team.
Empty Homes	Many thanks for your help and understanding. I talked to Ryan during the pre-void stage where I had to clear some family belongings. Ocean agreed to take some pressure off by offering help with the clearance. A weight has been lifted, and I was so happy you could help me.

- **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.



- **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 9 February 2026. Verbal feedback will be provided by Board Members at the meeting.