

Complaints & Compliments 2024/2025 - Quarter 1

This report reviews complaint and compliment data for Quarter 1 (Q1) (April 2025 – June 2025).

1. Executive Summary

We have logged 61 Stage 1 complaints in Q1 of the new financial year. This is lower than Q4 for the last financial year (81), however a large increase in Q1 for last year (31).

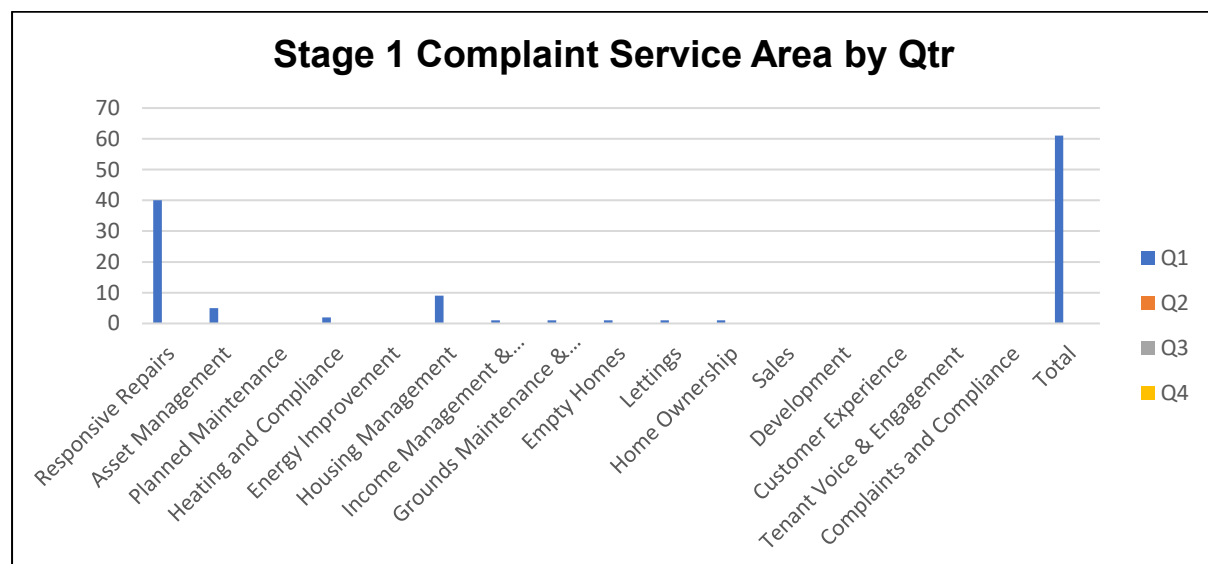
The most common complaint category was Responsive Repairs (renamed from Day to Day repairs) with 40 complaints for the quarter, or two-thirds of all complaints. The most common category of complaints under Responsive Repairs was Property Condition, and Communication.

The Complaints and Compliance team have continued to investigate and respond to complaints as a temporary measure to support this area of the business and mitigate non-compliance with the Housing Ombudsman Complaint Code.

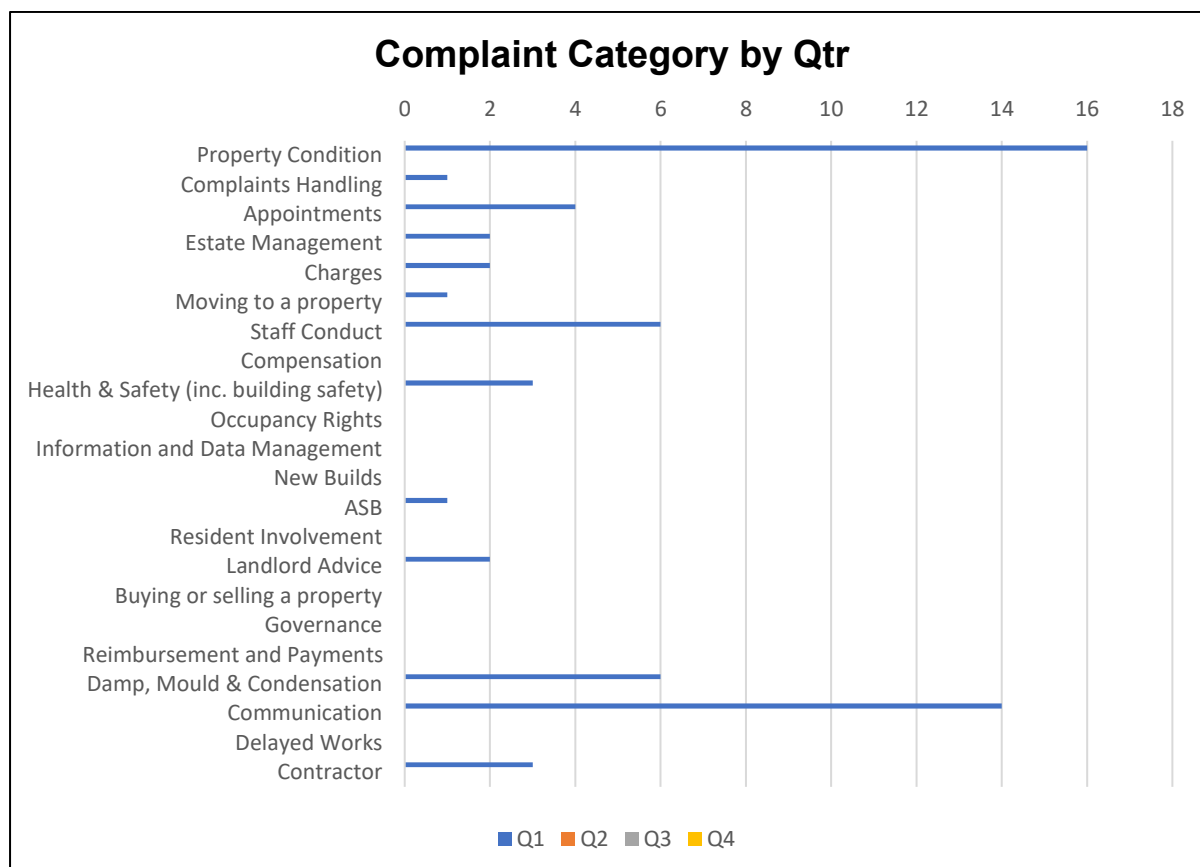
2. Stage 1 Complaints

61 complaints were received in Q1: the graph below breakdowns this total by department/service area.

Breakdown by category is contained below.



Service area categories have been ammended to better outline with team structures following the Fit for the Future in January 2025 for the new reporting year. This includes grouping the Intensive Housing Management Service with wider Neighbourhood Services under 'Housing Management'. The previous 'Day to day repairs' category has been split out to 'Responsive Repairs' and 'Heating & Compliance' to better reflect responsibilities under the Property Services restructure.



Complaints by category

A high-level summary of the types of complaints recorded under these categories in Q1 is contained below:

Property Condition

- No movement on fencing repairs since storms in Winter 2024/25.
- Property components such as windows, doors, or kitchen cabinets need to be replaced, instead of receiving frequent repairs.

Communication

- Repairs requiring follow-on works were not raised as such.
- Changes to appointments not communicated to the tenant.
- Tenant request for communication and callbacks not responded to.

Appointments

- Appointments for repairs booked outside of service standards.

Staff Conduct

- Allegation that a member of staff was confrontational and aggressive
- Allegation that a member of staff discussed confidential information with another party.

3. 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

Upheld complaints continue to be the largest proportion of outcomes. A significant proportion of complaints have an element of service failure to them (combination of upheld, partially upheld, or withdrawn complaints) which indicates that our service is not meeting the expected standards in most cases.

The percentage of complaints that have escalated to Stage 2 has gone up considerably in Q1, largely due to a lack of management staff in Property Services to ensure that Stage 1 complaints are serviced satisfactorily, and that actions that we have committed to are overseen.

Complaints cases currently require frequent checking and oversight to ensure process failures that led to the initial Stage 1 complaint do not simply occur again. This has proved time-consuming, without management oversight in Property Services to address root causes.

4. Timeliness of complaint response

We continue to see roughly 10% of complaints answered outside of our stated timeframe, which is consistent with recent past quarters while the Complaints and Compliance team have been covering the responses for Responsive Repair, and Heating & Compliance complaints. No complaints have been answered outside the maximum allowed delayed timeframe under the Housing Ombudsman Complaint Handling Code.

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	54				54	89%
Outside service standard	7				7	11%
Ongoing	0				0	
Total	61				61	

5. Complaint Investigation forms

The table below contains an overview of complaint investigation forms completed once the response has been sent.

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

As a result of unfilled management roles in the Property Services team, the majority of complaint responses are being fulfilled by the Complaints and Compliance team, and not overseen by a manager responsible for the involved team. As such, investigation and learning forms are not completed. The Complaints and Compliance team will ensure a 100% return stat once managers take up their roles.

6. Complaint Investigation Form Actions

While Complaint Investigation Form action for most complaints in Q1 are not being recorded due to the Complaints and Compliance team assuming responsibility for investigating and responding, the team continue to work with Property Services Consultants to highlight trends and repeating concerns. The following issues and actions are being considered as part of the ongoing Property Services review to address systemic issues, many of which are underlying causes for complaints in the area.

Issue	Action
Communication around Property Services repairs and appointments are poor.	For consideration: A change in process will ensure that operatives are expected to call a tenants contact number when they begin the journey from their previous job to their next job.

Repairs and appointments that require follow-on works are not being raised, and fall out of process	For consideration: A change in process will ensure trade operatives are expected to provide order notes and/or pictures for all completed jobs.
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The Complaints and Compliance team have arranged to hand back responsibilities for complaint investigation and response to the incoming Property Services Manager for Responsive Repairs once they assume their new role, with at least one Supervisor as support. This is provisionally booked for the beginning of August 2025, with an comprehensive handover including discussion about complaint patterns, trends, and common pain points to address.

7. Stage 2 Complaints

Twenty-one complaints were escalated to Stage 2 in Q1 as summarised below.

Of the 21 Stage 2 complaints, one was withdrawn, four are pending a formal response, four were not upheld, five were partially upheld, and seven were upheld.

8. Housing Ombudsman Complaints

Summary position as at 14 July 2025.

We received one determination from the Housing Ombudsman in Q1. This related to recharges made to a tenant for repairs to their home following vacating their tenancy.

The Housing Ombudsman ruled that there was No Maladministration in this case.

Three new cases have been accepted by the Housing Ombudsman in Q1.

One case relates to a historic neighbour dispute primarily concerning use of the communal garden, and leaving mobility scooters on communal paths, as well as the replacement of a hot water tank, a grounds maintenance issue, and our handling of a proposal to create a scooter storage unit.

Another case relates to our decision to recharge a tenant for rendering works to the exterior of the property as they vacated their tenancy. We deemed the work the tenant undertook to render the exterior, following them pulling down their conservatory, unsatisfactory.

Another case relates to compensation offered to a tenant relating to DMC issues.

9. 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				39
Male	22				22
Prefer not to say	0				0
Age	Q1	Q2	Q3	Q4	YTD
18-30	2				2
31-50	29				29
51-80	27				27
80+	0				0
Unknown	0				3
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0				0
Cohabit	3				3
Divorced	2				2
Married	5				5
Partner	0				0
Separated	2				2
Single	9				9
Widow	1				1
No Answer	0				0
Unknown	39				39

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. An EDI collection initiative is launching in Q2, which will allow us to query EDI data with each of our tenants at least once a year. We hope that this will have a large impact on our EDI figures. As a result of this project key EDI data collection will improve and allow better and more detailed analysis of complaint demographics in the future.

We have continued to track whether a tenant is vulnerable in our complaints recording, as below. Roughly a third of our complainants are routinely received by those either catalogued on our housing management system as vulnerable, and this bares out over past quarters this metric has been tracked. Often this vulnerability is a health condition.

Vulnerable	Q1	Q2	Q3	Q4	YTD
Yes	21				21
No	40				40
Total	61				61

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

23% of our complainants are categorised as repeat complainants. Going forward we will categorise a repeat complainant as one who has raised a formal complaint in the last 12 months rolling. This quarter 12 complainants were repeat – or 20% which is in keeping with past trends. Of these 12 repeat complaints, 5 were on the same or similar subject.

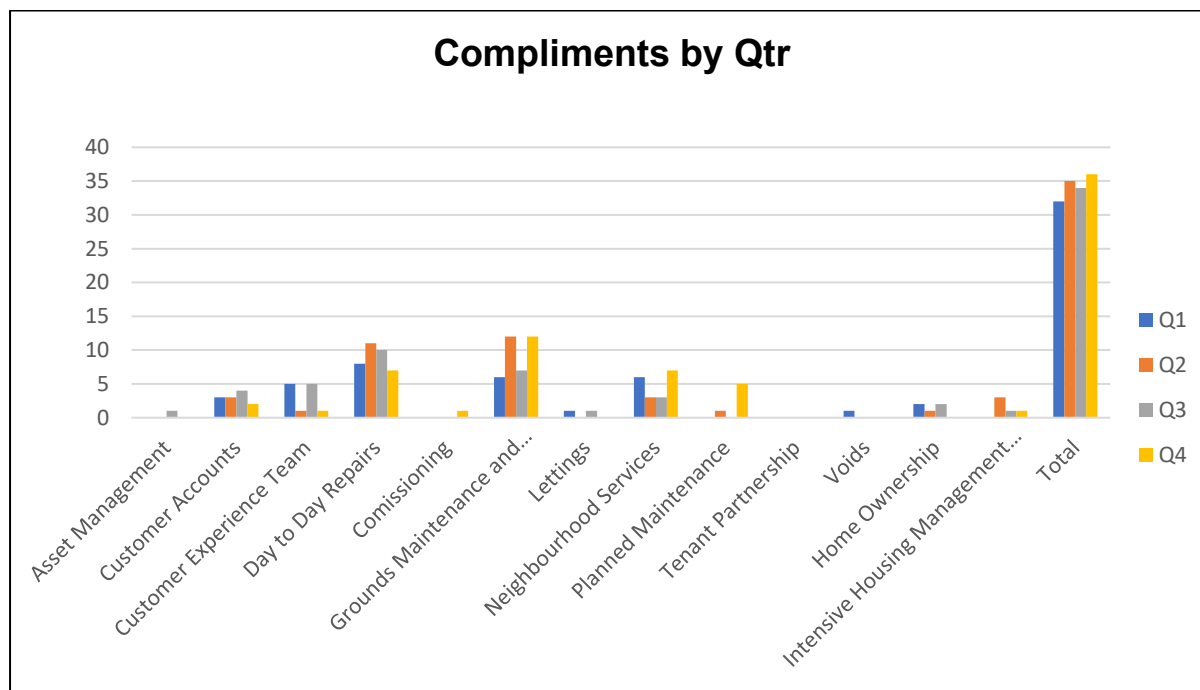
The presence of repeat complainants can be seen positively, provided they are not raising the same issue repeatedly. Recent social media activity has shown Ocean tenants recommending others to raise formal complaints with us, as an effective means of addressing their issues. While this indicates that we can broadly expect complaint volumes to continue to increase, as the process is shared by word of mouth, it demonstrates that tenants have faith that their issue will be looked into and a positive outcome considered if they raise a formal complaint.

Repeat Complainants	Q1	Q2	Q3	Q4	YTD
Yes	12				12
No	49				49

Total	61				61
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Compliments

There were 34 compliments received in Q4. Our compliment levels between individual teams remain consistent, with our Grounds Maintenance and Cleaning team receiving the most.



Examples of compliments received:

Service Area	Compliment
Neighbourhood Services	I want to take a moment to express my deepest gratitude to each of you who has been part of my support network over the past six months. From the bottom of my heart, thank you for the unwavering support, care, and compassion you've shown during what has undoubtedly been the most challenging and terrifying year of my life. Throughout this journey, I've been incredibly fortunate to encounter what I can only describe as a network of angels. Each of you has played a role in helping me navigate through this storm, and I am forever grateful. Though there's still some way to go, I'm relieved to share that there's potential for a new home for me and the children, and we're slowly but surely finding our footing. I've also started

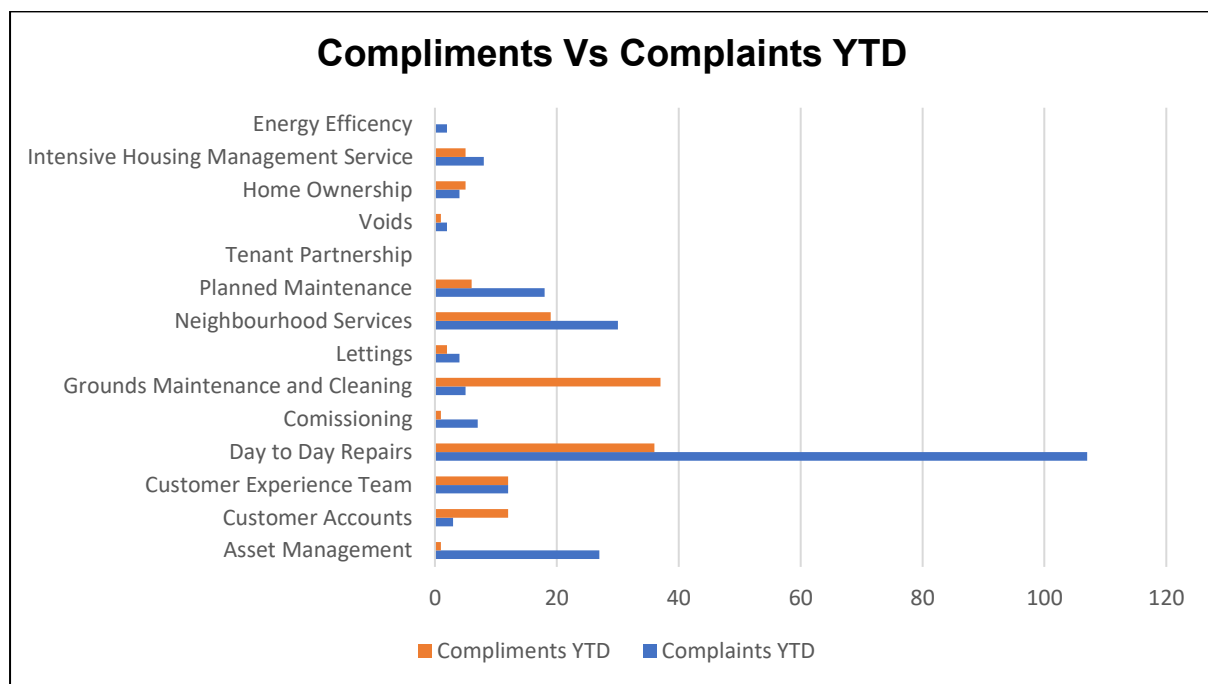
	counselling, which feels like the first step toward true healing. The children are safe and well, and that, above all, brings me peace. Thank you for every phone call, every email, and for listening to my tears, worries, and panic attacks. Your kindness, patience, and understanding have been a lifeline, and I cannot thank you enough. Each of you has restored my faith in humanity after enduring such darkness, and I will forever be grateful for crossing paths with such genuinely good people. Thank you again for everything.
Day to day repairs	I would like to say a big Thank You to Steve for all of his help and support over the Christmas holiday. He tried so hard to get a pump for my shower. As soon as he was able a team turned up with the new pump and it was fixed. He went over and above to get a pump before the close of business for Xmas even coming himself to our home to try to help. A genuine lovely man who cares. Thank you.
Grounds Maintenance and Cleaning	I shall have to invest in a thesaurus to learn some new words for the exemplary service the cleaning chaps provide. They are thorough, very pleasant and hard workers. Love the clean fresh smell after they've been.
Income Management	Tenant said she had been working with the Financial Inclusion team and they have been amazing, a really nice lady who has really helped them out as the baby has been quite poorly and the house has been freezing so they were given a voucher to get some warmer curtains.

10. 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 end the quarter with complaints and compliments on almost the same count.

Compliments Vs Complaints	Complaints YTD	Compliments YTD
Asset Management	27	1
Customer Accounts	3	12
Customer Experience Team	12	12
Day to Day Repairs	107	36
Commissioning	7	1
Grounds Maintenance and Cleaning	5	37
Lettings	4	2

Neighbourhood Services	30	19
Planned Maintenance	18	6
Tenant Partnership	0	0
Voids	2	1
Home Ownership	4	5
Intensive Housing Management Service	8	5
Energy Efficiency	2	0
Total	229	137



11. 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 Tuesday 15 April 2025. Verbal feedback will be provided by Board Members at the meeting.