Complaints & Compliments 2025/26 - Quarter 4

1. Executive Summary

Complaint volumes rose this quarter, with 72 Stage 1 complaints, up from 58 in Q3, but still below Q4 last year (81). Annual complaints total 242.

Three service areas continue to dominate complaint activity:

Service Area	Q4 Complaints
Responsive Repairs	31
Asset Management	15
Housing Management	6

Ocean recorded 57.35 complaints per 1,000 homes this year, placing us in line with the national median, and broadly consistent with sector-wide increases in repairs complaints.

2. Tenant Satisfaction Measures

Tenant Satisfaction Measures relating to complaints for Quarter 4 are:

#	TSM	Total Year end 24/25	Q4	Total YTD	Target 25/26	RAG
CH01 (A)	Complaints relative to the size of the landlord – Stage 1 (Cumulative)	53.5	57.35	57.35	48.2	
CH01 (B)	Complaints relative to the size of the landlord – Stage 2 (Cumulative)	7.94	15.40	15.40	6.0	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (Point in time)	100%	100%	100%	100%	
CH02 (B)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (Point in time)	99%	100%	100%	100%	

3. Stage 1 Complaints

Responsive Repairs remains the largest driver of dissatisfaction.

Area	Complaints	Comment
Responsive Repairs	**31**	Persistent trends identified which are subject to improvement plan including resident contact, fencing, roofs, and repair follows-ons.
Asset Management	**15**	Mostly condition-related issues connected to formal disrepair cases
Housing Management	**6**	Relating to our perceived handling of ASB cases.

4. Themes & Drivers of Complaints

Of the Q4 cases, the top categories were:

Property Condition (29 cases)

- Long running or repeated appointments with no resolution
- 10 cases linked directly to disrepair
- Roof, fencing, and DMC repairs without resolution.

Communication (11 cases)

- Calls not returned within timeframes.
- Residents not informed before works start (e.g. scaffolding)

Damp, Mould & Condensation – DMC (7 cases)

- Extended delays
- Insufficient updates during complex works

5. Complaint Outcome

Qtr	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	52%	18%	18%	12%	0%	34%	**61**
Q2	61%	18%	10%	11%	0%	32%	**51**
Q3	21%	47%	22%	10%	0%	12%	**58**
Q4	35%	33%	25%	7%	0%	27%	**72**

Complaints either upheld or partially upheld remained at similar levels this quarter with a similar continuation seen for not upheld complaints.

6. Timeliness of complaint response

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD %
Within service standard	52	42	53	63	210	87%
Outside service standard	9	9	5	9	32	13%
Ongoing	0	0	0	0	0	0%
Total	**61**	**51**	**58**	**72**	**242**	

Timeliness of complaint handling remains a key strength:

- 87% responded within the 10-day service standard
- Only 13% outside standard (improved from Q3)
- 0 breaches of Ombudsman maximum time limits

7. Complaint Investigation forms

Investigation Forms Returned	Q1	Q2	Q3	Q4	YTD
Stage 1 Complaints Received	61	51	58	72	242
Review Forms Returned	18	43	58	72	191
Form Outstanding	43	8	0	0	51
%	**30%**	**84%**	**100%**	**100%**	**70%**

Completion rates of learning forms continue at a satisfactory rate with full staffing across the organisation.

8. Learning from Complaints

Following an increase in Responsive Repairs complaints compared to previous quarters, and slow improvement, the Complaints and Compliance team are meeting with Senior Property Services managers every four weeks to work through an action plan to address complaint issues. Points include:

Issue Identified	What This Means for Customers	Action Being Taken	Current Status / Impact
General dissatisfaction with Responsive Repairs service; rising complaint volumes	Customers experiencing unresolved repairs, slow progress and inconsistent service quality	Weekly Responsive Repairs Transactional Survey introduced. Unhappy responses trigger proactive call-backs. Dashboard shared weekly with managers.	Early signs of better issue-spotting; more accurate categorisation of failure points.

Operatives not consistently completing follow-ons; no-access process not followed	Jobs left incomplete; customers expecting return visits that are not scheduled	Increased monitoring of the Scheduler follow-on line, with weekly usage reports to senior managers.	Improved accuracy in scheduling; reduction in missed follow-ons expected next quarter.
Callbacks not being completed by Responsive Repairs team	Customers feeling ignored or not updated, increasing complaint risk	Senior Managers now reviewing weekly callback compliance report; "quiet days" introduced for Schedulers to clear backlog.	Backlog reducing; fewer communication-related complaints anticipated.
Delays in Cavity Wall Insulation (CWI) works creating repeat complaints	Customers experiencing prolonged cold, damp or disruption	Additional contractor procured to expand capacity.	Throughput improved; reduction in CWI-related complaints expected.

9. Stage 2 Complaints

There were **20 Stage 2 complaints** this quarter:

- 6 were upheld
- 9 were partially upheld
- 5 were not upheld

10. Housing Ombudsman Complaints (as at 11 April 2026)

10.1 Determinations received this quarter - 3 cases:

2 x No maladministration

1 x Maladministration + Service Failure

1 x Service Failure + No Maladministration.

One count of service failure has been challenged by Ocean.

10.2 New Ombudsman cases accepted this quarter - 2 cases:

- Damp & mould
- Roof leak and internal damage

10.3 Performance context Year End:

- Ocean maladministration rate for 25/26: 38%
- National average for 24/25: 71%

Ocean will receive a further landlord performance report from the Housing Ombudsman in the coming months.

10.4 Cases awaiting determination Year End – 7 cases:

The text in blue is new and has been updated since the previous report to Board in Q3.

Case Reference	Nature of complaint	Date HOS information request completed
XXXXXXX	Ocean's response to reports of ASB from a neighbor, and handling of residents' concerns about parking.	22/01/2025
XXXXXXX	Ocean's handling of DMC reports, outstanding repairs, location of air source pump, and level of compensation offered	21/03/2025
XXXXXXX	Ocean's handling of void recharge works	17/06/2025
XXXXXXX	Ocean's handling of an ongoing ASB dispute, and mobility scooters left on communal pathway	22/09/2025
XXXXXXX	Handling of drainage issues and DMC, reports of window repairs, damage to property and request for compensation.	07/12/2025
XXXXXXX	Handling of repairs to the roof and internal damage	02/02/2026
202535695	Handling of reports of DMC and associated repairs	04/02/2026

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

EDI Area	What the Data Shows	What It Means
Gender	67% of complainants are female; 33% male. This broadly reflects the tenant profile (59% female, 39% male).	No evidence of gender-based disproportionality. Slight over-representation of women is typical in the sector and not currently a concern.
Age	Most complaints come from tenants aged 31-60, mirroring	Age distribution appears proportionate. Lower levels among older tenants may

	the tenant population. Lower representation at 18-30 and 80+.	warrant future monitoring for accessibility.
Marital / Household Status	Over 70% of complaint records show “Unknown”.	Data quality is too low for meaningful analysis. Improvements through the Essential Tenant Data project should resolve this.
Vulnerability	27% of complaints came from vulnerable tenants. This is broadly in line with our tenant base.	No over-representation observed. However, vulnerable tenants are more affected by delays and communication issues, so operational teams should continue proactive support.
Repeat Complainants	14% in Q4; consistent with earlier quarters.	No patterns suggesting demographic inequality - repeat complaints mainly linked to service issues (repairs/communication) rather than EDI factors.

12. Compliments

There were 49 compliments received in Q4. Our compliment levels between individual teams remain consistent, with our Grounds Maintenance & Cleaning team receiving the most.

Examples of compliments received:

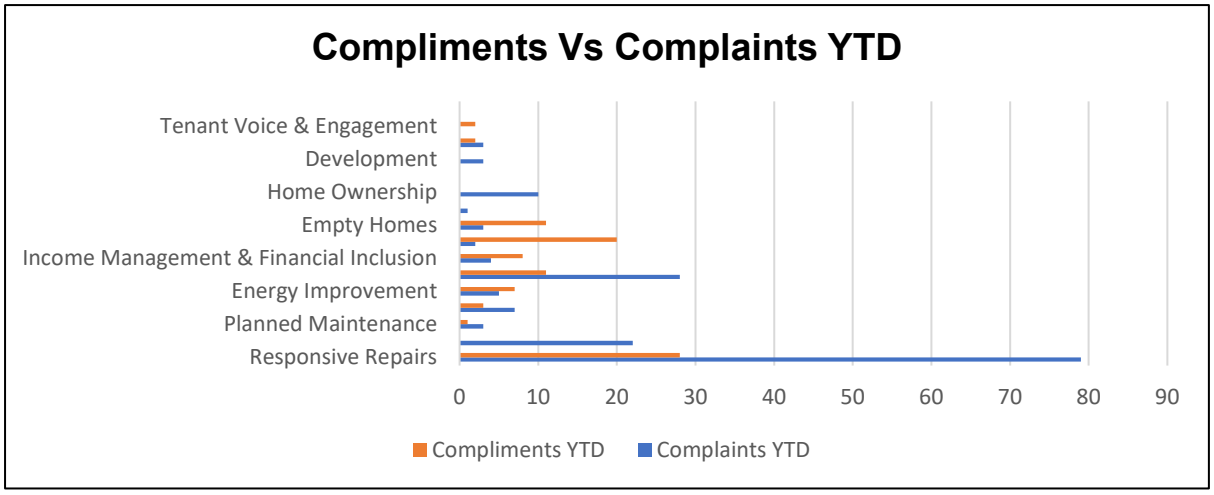
Service Area	Compliment
Responsive Repairs	The team turned up to carry out the mould wash down, and I wanted to say that they were absolutely brilliant, very professional and a credit to Ocean Housing. Also, the operative has just been to replace our front window and again he was very professional, courteous and thorough in his job especially when cleaning up.
Energy Improvement	I just wanted to say thank you for everything the team have done. They were brilliant, turned up when said they would, always advised of options when installing and even sorted some issues out that were unexpected. They are an absolute credit to Ocean.
Grounds Maintenance	The Grounds Maintenance team have continued to provide an exceptional service to our communities despite the abhorrent weather we have had for the past 3 months. The team continue

	with positivity and enthusiasm despite the challenging weather conditions. The team have to work outside in all weathers often being soaked through after a day's work. They continue to provide an excellent service keeping our communities well maintained.
Empty Homes	Flabbergasted, in a good way. Couldn't have asked for better.

13. 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.

With the introduction of more transactional resident surveys, there will be more opportunities for the Complaints & Compliance team to log more compliments.



14. 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 Member Responsible for Complaints (MRC) to review and scrutinise the contents of this report on 12 May 2026. Verbal feedback will be provided by the Board Member at the meeting.