

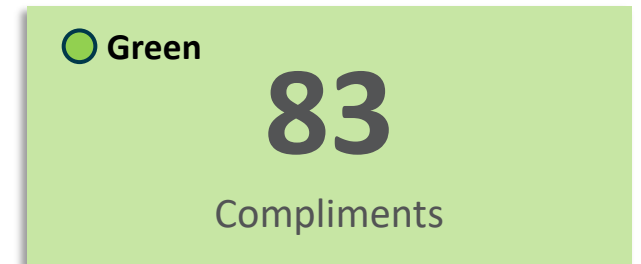
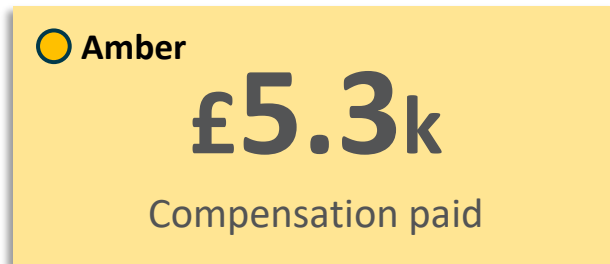
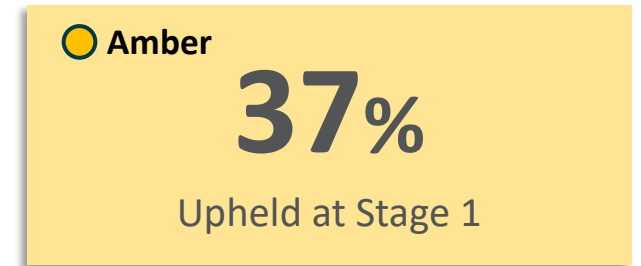
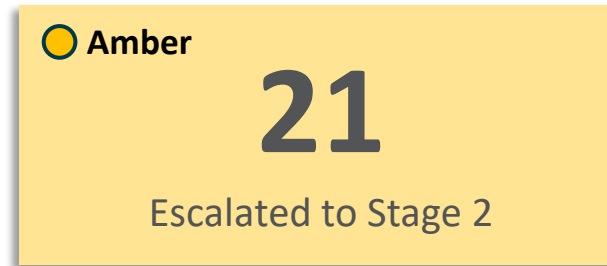
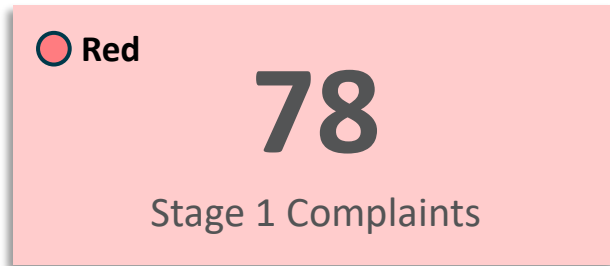


Q1 Complaints Report

2026/2027

Governance, Risk, and Performance
Complaints & Compliance Team

Headline Figures – Q1



Red: significant pressure

Amber: monitor closely

Green: positive/stable

Executive Summary

- Complaint volumes remain above previous years, reflecting both increased resident engagement with the complaints process and wider sector trends. Despite higher volumes, performance against Complaint Handling Code timescales remains strong.
- Responsive Repairs continues to be the largest source of complaints. Home Ownership complaints increased significantly during Q1 following the introduction of the new management fee for leaseholders, shared owners and homeowners. This is not currently expected to represent a long-term trend.
- Repair delays, charges and communication issues remain the most common causes of dissatisfaction, highlighting the importance of clear resident communication and timely resolution of outstanding repairs.
- Learning from complaints continues to drive service improvements, including the introduction of responsive repairs transactional surveys, enhanced oversight of follow-on repair appointments and improvements to the handling of service charge enquiries.
- There were two Housing Ombudsman determinations during the quarter, with ongoing monitoring of learning, redress and service improvement actions through established governance arrangements.
- The methodology for CH02 has been updated following revised guidance to ensure performance reflects both complaint acknowledgements and responses within Complaint Handling Code timescales.

Tenant Satisfaction Measures

Tracking of complaint volumes and response timeframes show complaint volumes continue to increase, while the organisation continues to meet acknowledgement and response timeframes. Complaint volumes at Stage 1 and 2 remain higher than previous years and quarters. Reasons for ongoing increases include greater resident awareness of the process, easier access to the complaints process, higher expectations around communication and responsiveness, and external financial pressures meaning residents are more sensitive to service charge and fee increases.

Additionally, the increased availability of generative AI means more residents are being recommended the process for any issue, as well as having increasingly complex complaints written for them. This has presented challenges to the administration of the process.

	TSM	Total Year end 25/26	Q1	Q2	Q3	Q4	Target 26/27	RAG
CH01 (a)	Complaints relative to the size of the landlord – Stage 1 (cumulative)	57.35	18.50				52.20	
CH01 (b)	Complaints relative to the size of the landlord – Stage 2 (cumulative)	15.40	4.98				15.80	
CH02 (a)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (point in time)	91.7%	95.16%				94.10%	
CH02 (b)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (point in time)	81.5%	100%				96.00%	

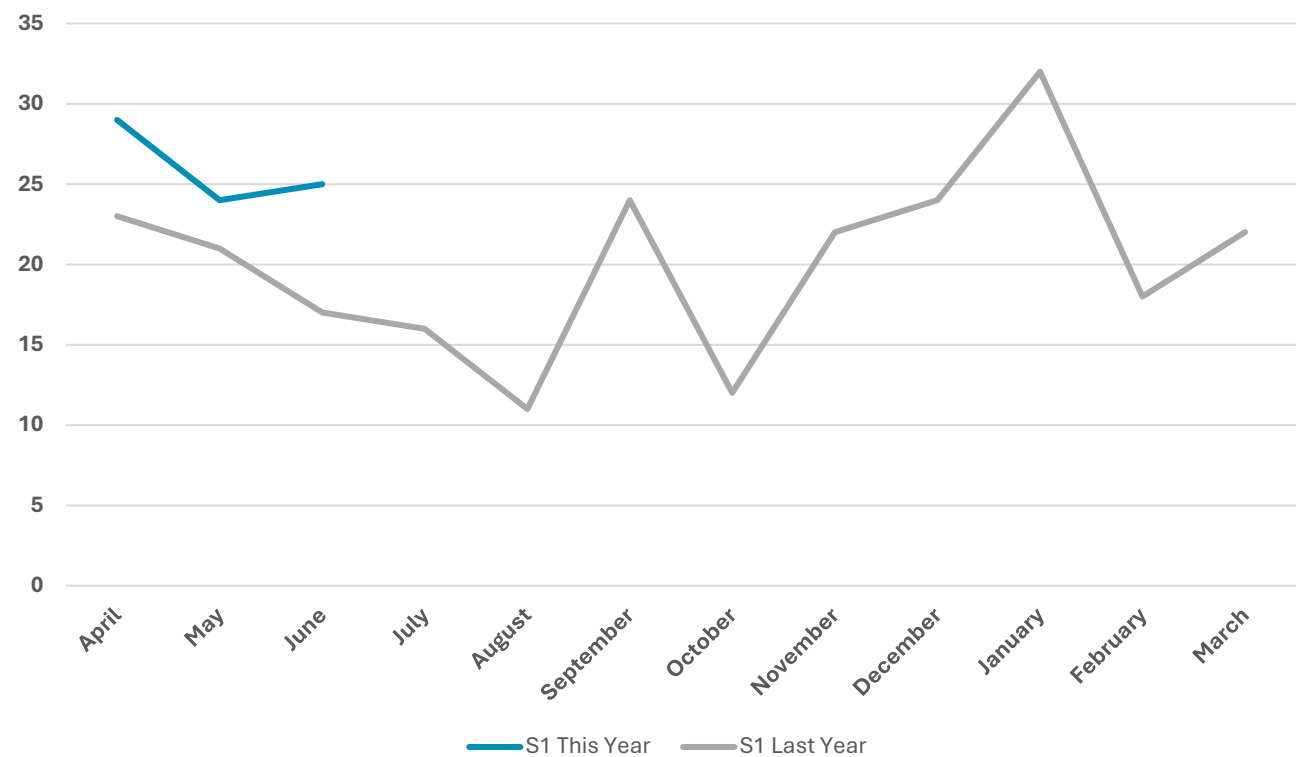
How Many Complaints Received?

A high for complaints in Q1

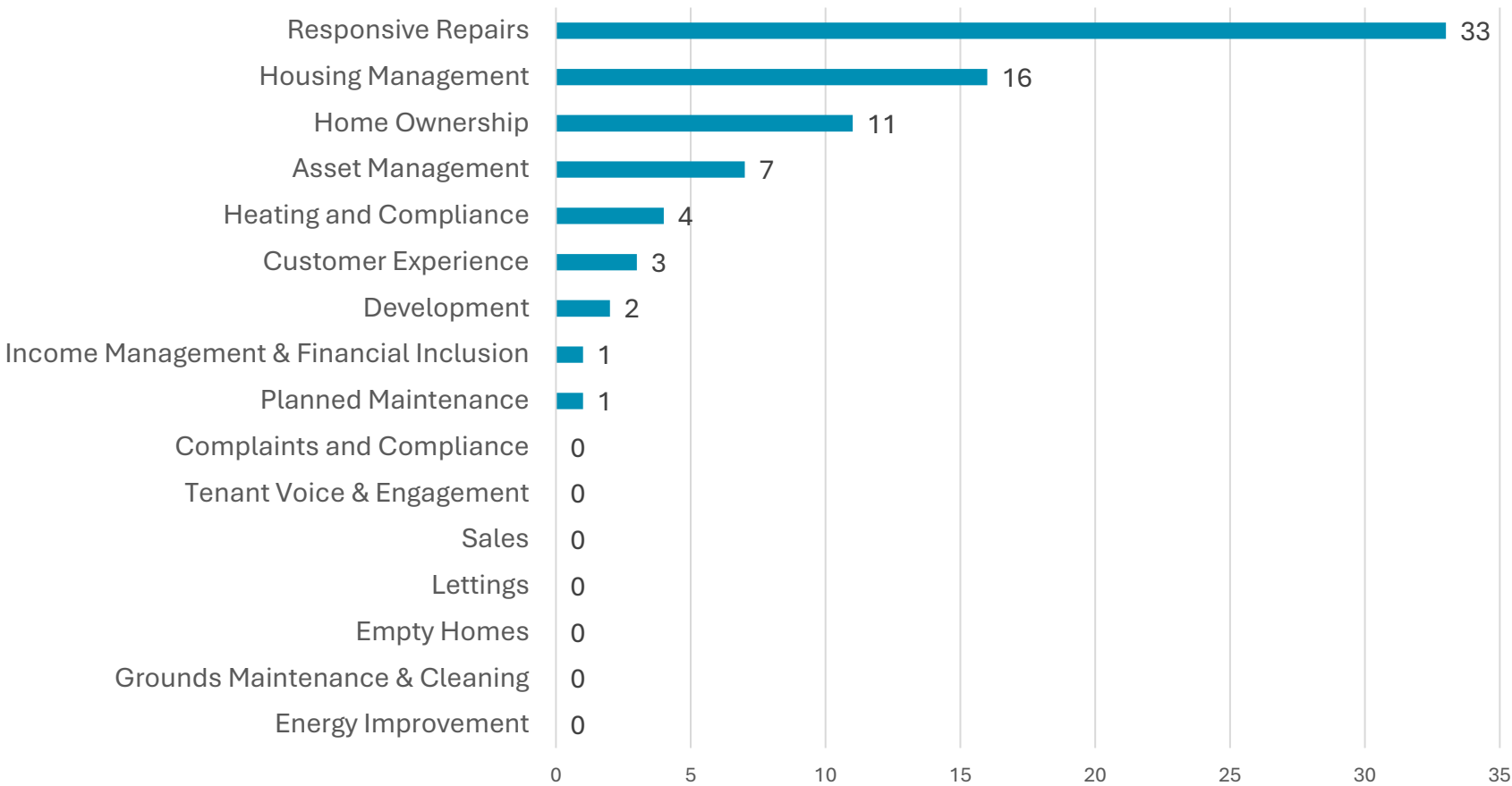
A total of 78 complaints were recorded during Q1, representing the highest quarterly volume reported to date. Whilst complaint volumes remain elevated, month-on-month trends indicate that activity is beginning to reduce as the summer period commences, consistent with patterns seen in previous years.

The increasing availability of generative AI tools and online guidance means residents are often better informed about their rights and the routes available to raise concerns. This is likely contributing to higher levels of complaint activity across the sector and suggests that complaint volumes are unlikely to reduce significantly in the medium term.

Stage 1 Complaints
2025/26 vs 2026/27



Complaints by Service Area



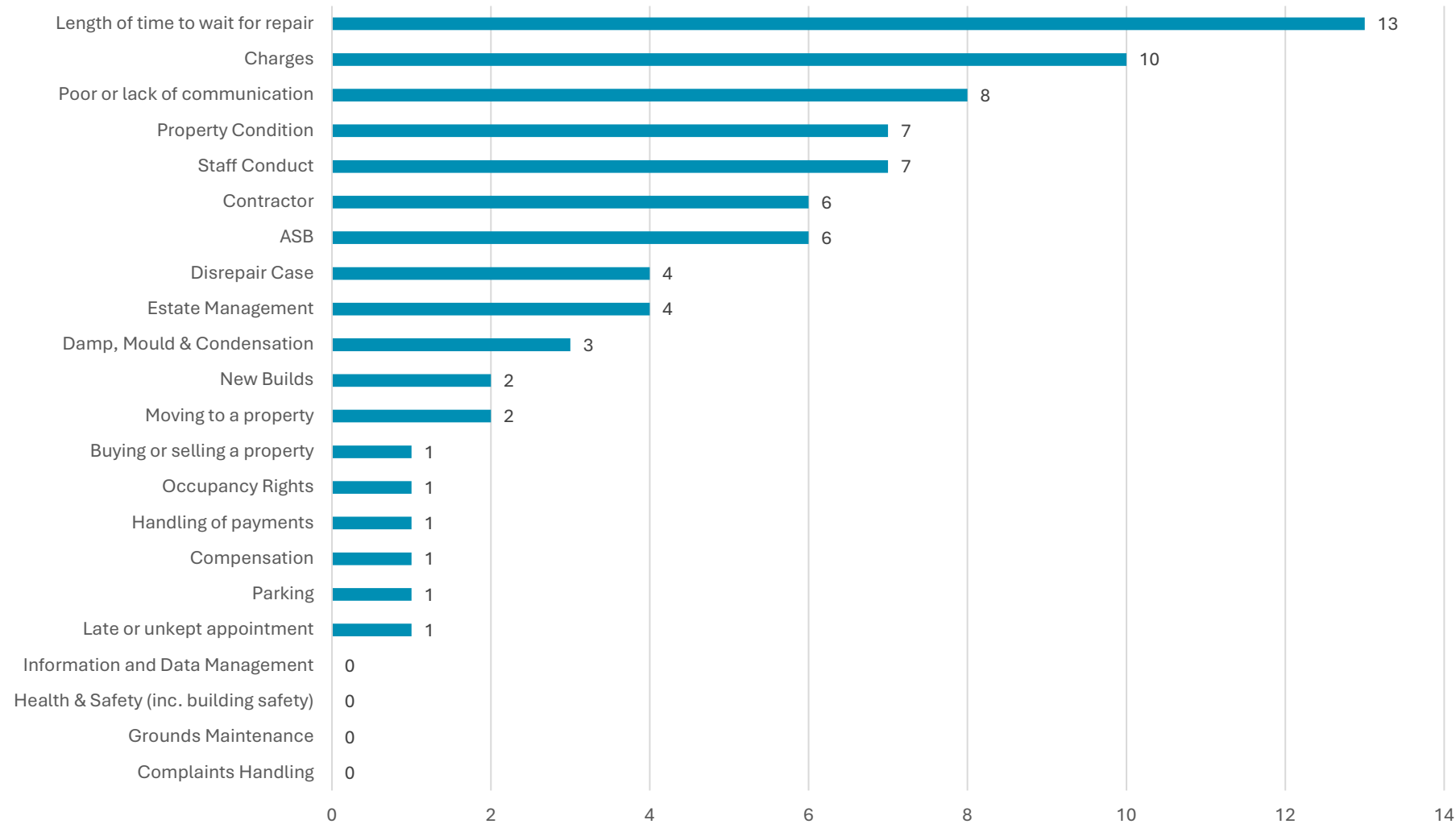
Total complaints shown: 78

Repairs drives the largest share of complaints

Responsive Repairs remains the largest source of complaints, accounting for 33 cases year to date.

Complaint volumes across other service areas are broadly in line with previous quarters, with the exception of Home Ownership, where 11 complaints were recorded. This increase is largely attributable to resident concerns regarding the introduction of the new management fee.

Complaints by Theme



Repair delays lead complaint themes

Complaint categories have been revised to provide for more granular analysis.

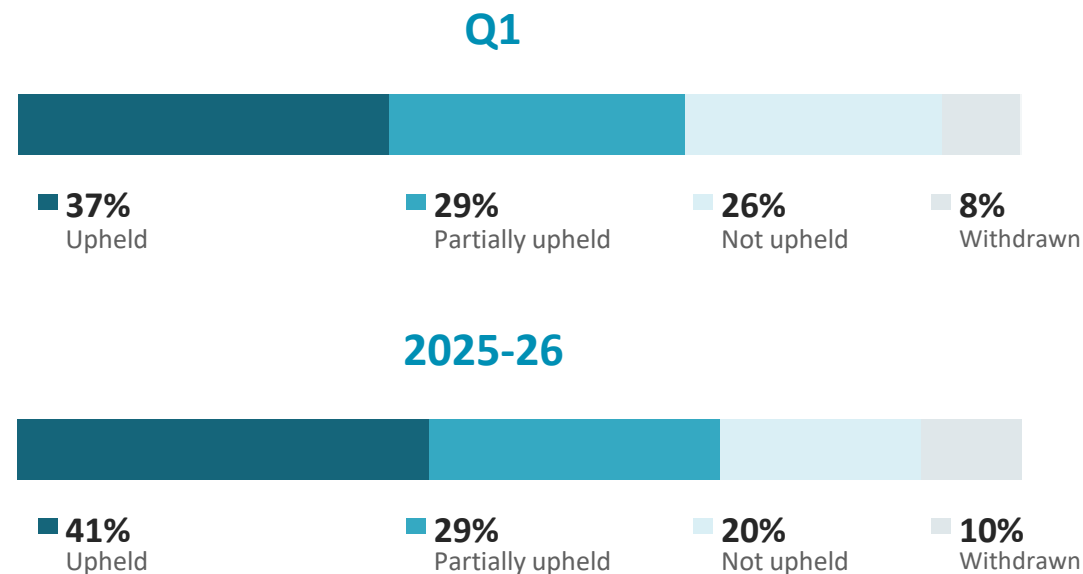
Length of time waiting for a repair remains the most common complaint theme, accounting for 13 complaints during the period. This was followed by Charges (10) and Poor or Lack of Communication (8). The findings indicate that, particularly where repairs are complex or require multiple visits, there is an opportunity to improve communication with residents regarding progress, expected timescales and any delays.

Charges (10) are a new theme mostly due to leaseholder, homeowner, and shared owner dissatisfaction at the newly increased management fee.

Outcomes

The table below shows the proportion of complaints that were upheld, partially upheld and not upheld year to date, with a comparison to the previous year. The percentage of complaints fully upheld has reduced compared with previous quarters, largely as a result of complaints relating to the introduction of the Home Ownership management fee, many of which were not upheld following investigation.

- We are generally upholding complaints about length of time to wait for repair.
- Most complaints about charges are not upheld, or partially upheld. We are defending our ability to introduce the charge, but some complaints relating to communication and response to resident queries are upheld.
- When residents are letting us know about communication issues, or problems with our contractors,' complaints are usually upheld after investigation.
- Complaint outcomes are broadly in line with last year with a slightly higher proportion of not upheld complaints.



Stage 2 Volumes

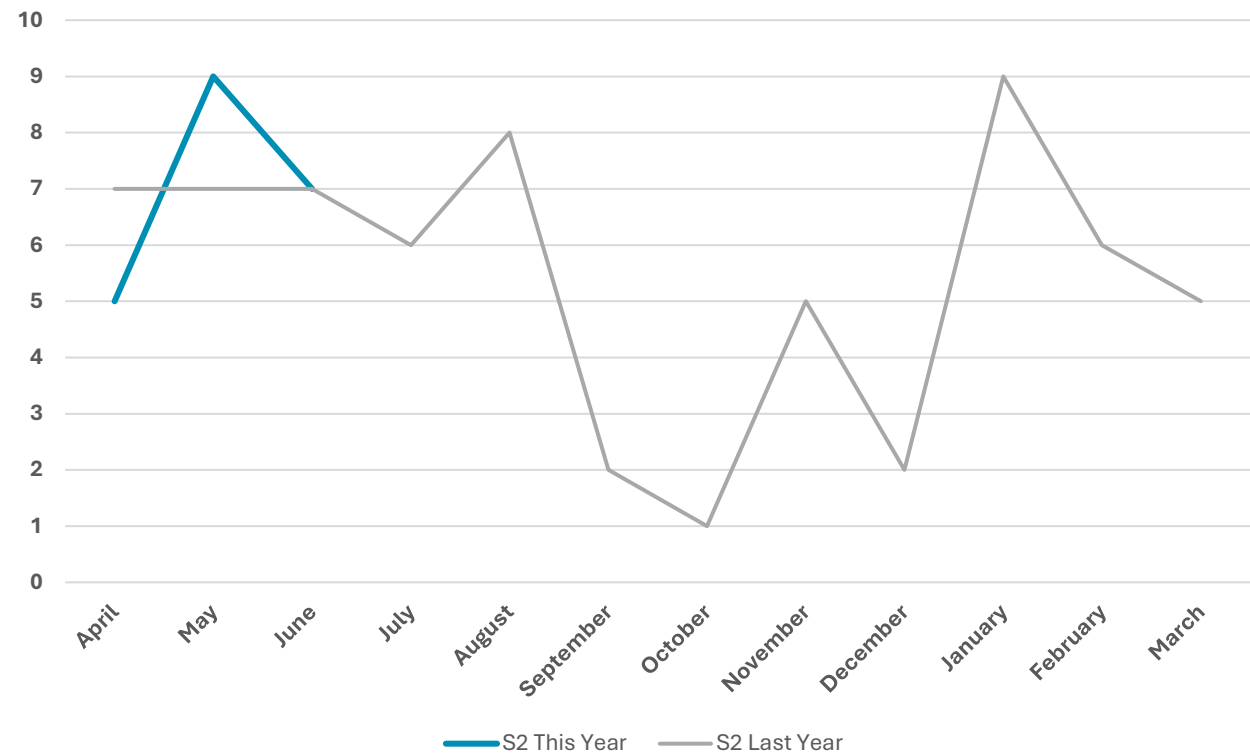
Escalations to Stage 2 remain high

There have been 21 Stage 2 complaints for the year so far, which is an increase on the previous year's quarter. The year to date is also likely to increase on the last year.

We are seeing an increase in complaints escalated where the Stage 1 was not fully upheld, which accounts for more than half of cases.

More widespread use of generative AI has also meant that residents are routinely being recommended escalation routes through our complaints process and have more tools available to them to escalate a complaint case on their behalf.

Stage 2 Complaints
2025/26 vs 2026/27



Stage 2 complaints received in Q1

21

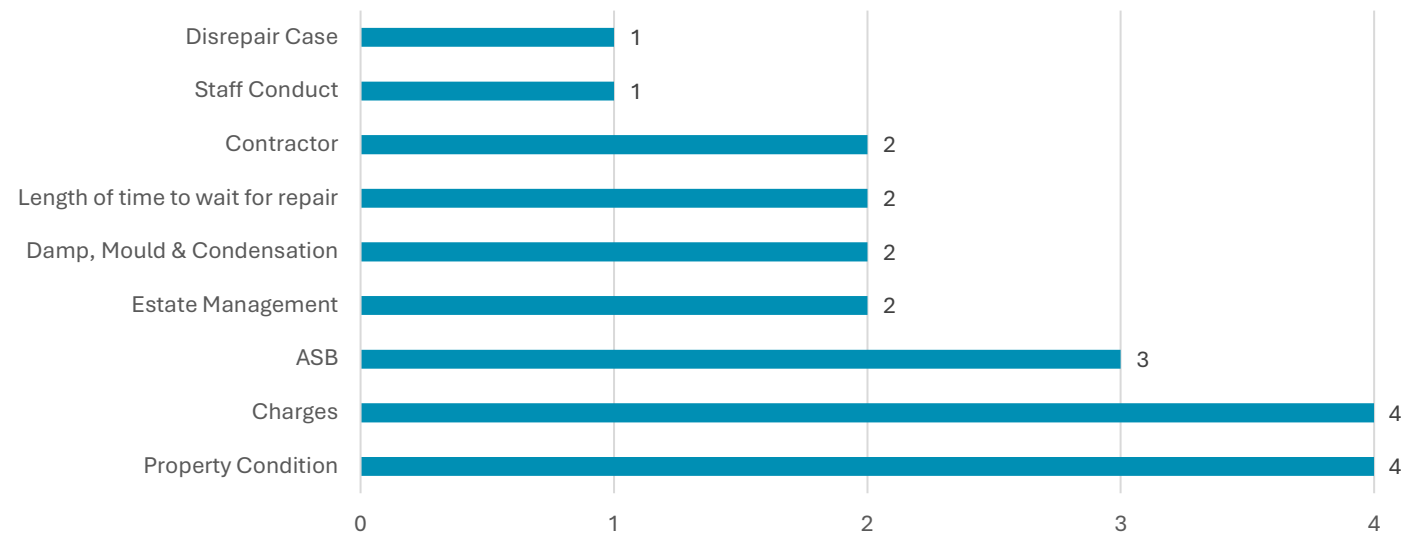
Stage 2 complaints received in Q1

May was the peak month, with 9 escalations. June eased slightly to 7 but remained higher than April.

Received by month

April	May	June
5	9	7

Escalation themes recorded in Q1



Repairs and property condition

4 cases related to Property Condition due to masonry repair issues.

Charges

Charges accounted for 4 escalations, due to the introduction of leaseholder, homeowner and shared owner service charges.

Neighbourhood issues

ASB complaints often reflect differing expectations regarding the action that can be taken.

Learning from complaints

1

Repair surveys



- Responsive Repairs transactional surveys were introduced in April to provide real-time customer feedback. Survey results are being analysed to identify trends and target service improvements, with supervisors following up directly with dissatisfied residents to resolve issues at an early stage.

2

Phone line



- Use of the Scheduler line is now being actively monitored to ensure follow-on appointments are booked promptly and processes are followed consistently. Staff usage will continue to be reviewed to support compliance and improve customer outcomes.

3

Service charges



- Some residents viewed the consultation approach as delaying formal scrutiny.
- We will progress leaseholder queries to complaint stage more quickly to more holistically cover the issue officially rather than entering a protracted email exchange, even when this not explicitly requested by the resident.

Repeat complainants

7 repeat complainants in Q1

Repeat complainants are a small number (7 of 78 Stage 1 cases).

Most of these cases are from residents who have successfully used the complaints process before and are bringing a new issue to our attention.

Of the 7 cases, 3 are about the same issue as the residents previous complaint. 2 of these are about an ongoing ASB issue, and 1 is about delays to DMC works.

9%

of Stage 1 cases

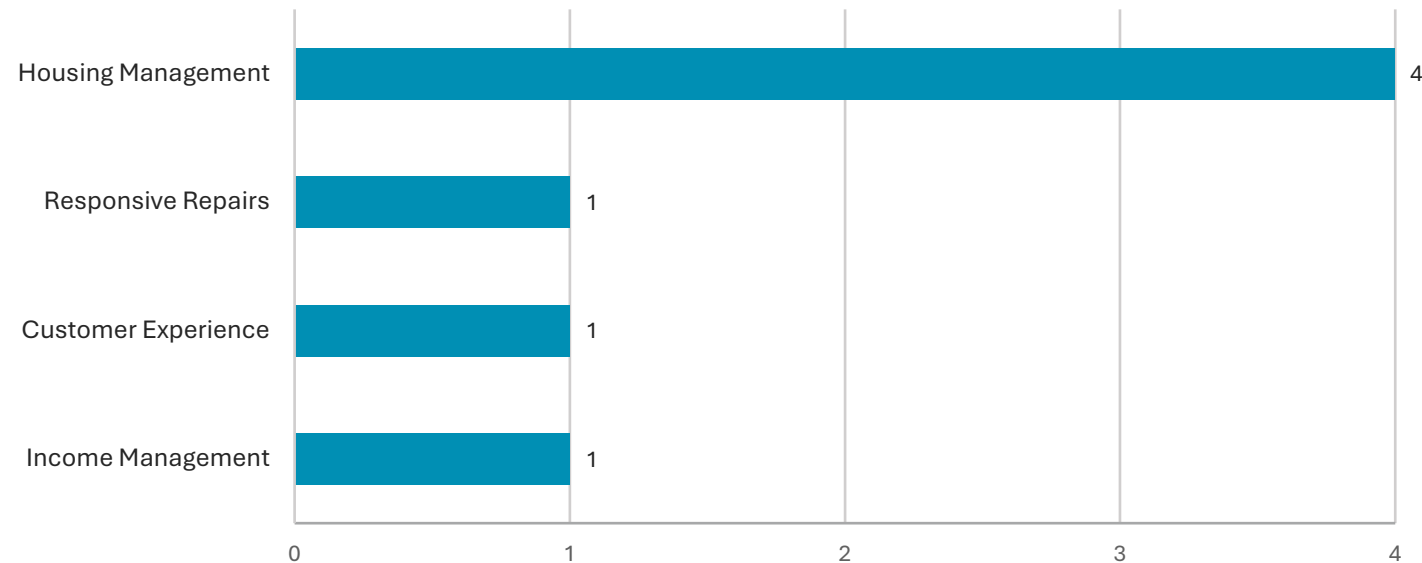
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Housing-management cases

4

service areas represented

Repeat complainants by service area



Housing Ombudsman determinations

2 determinations in Q1

There were two Housing Ombudsman determinations during the quarter. The Ombudsman has also returned a ruling settled outside of official determination. This is not included in the figures as an official determination.

The YTD maladministration rate is 40%. This includes rulings of Severe Maladministration, or Service Failure

40%

maladministration rate
YTD

Case 1

One case returned a determination of **Maladministration** in our handling of DMC, and **No Maladministration** in Complaint Handling.

The case found that we had been slow to deliver complex repairs to the exterior of the property and ordered that we pay additional compensation on top of what we had already offered during our complaints process.

6

pending / outstanding

Case 2

A second case returned a determination of **Reasonable Redress** in our handling of DMC, **No Maladministration** in our handling of Repairs, and **Service Failure** in our Complaint Handling. We have requested a review with further evidence for the Complaint Handling determination.

The case acknowledged that we had attended for repairs within timeframe and had adequately compensated the resident for delays during our complaints process.

Equality, Diversity, Inclusion

78 complaints in Q1

The profile of complainants is broadly representative of Ocean's resident population, with complaints received across all age groups and a higher proportion from female residents. Ethnicity data remains predominantly White British, consistent with the local population, although some records are incomplete.

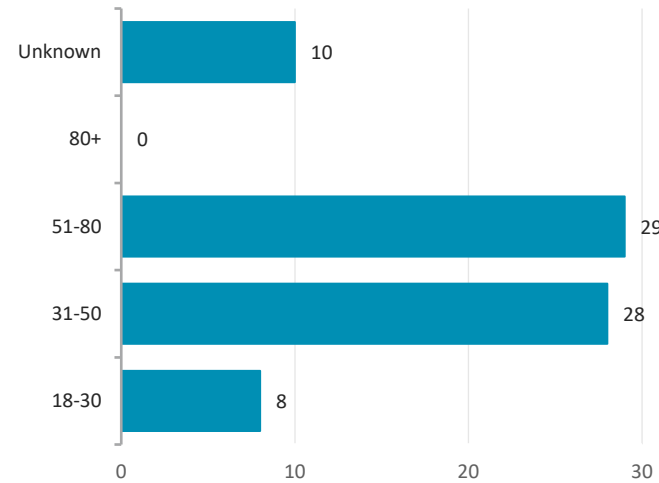
Ocean's ongoing EDI improvement programme aims to further enhance the quality and completeness of customer data.

50
female residents

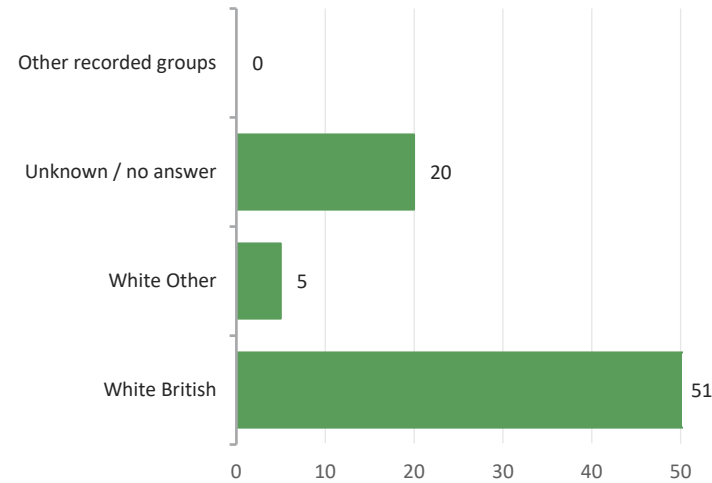
29
aged 51-80

51
White British

Age profile



Ethnicity records



Compliments

83 compliments
YTD

In April 2026 we launched the Responsive Repairs Transactional survey. Every resident with a completed responsive repair will receive an email invitation to complete a survey. The comments from this survey have been a large source of positive feedback and compliments for repair staff.

57 Top category:
Responsive Repairs
compliments

Compliments vs complaints by service area

YTD totals shown

