



Annual Complaints & Compliments report

2024-2025



INTRODUCTION

- CBC Housing and CBH is committed to providing a high standard of service to customers. As part of our continuing effort to improve services provided, we welcome complaints as we recognize this is important feedback from customers.
- We want to know when we get it right, so standards can be maintained or improved, and we want to know when our service provision has failed so that we can learn from this.
- CBC Housing completed the annual self assessment in June 2024 in line with Housing Ombudsman Complaint Handling Code
- We have responded to the changes in guidance and mirrored these changes within our own internal policies and procedures to ensure we are compliant with the Housing Ombudsman Complaint Handling Code.
- We have introduced new QL system actions to ensure we are maximizing the data we can get from complaints to enable positive change within the organisation.



Stage 1

244 complaints received in 2024/25. This shows a steady increase from 207 in 23/24. As of 1st April 2025, 217 complaints have been responded to. 21 cases were withdrawn or closed as no tenant contact. 6 cases received in 24/25 have closure dates in 25/26. 5 Of those included CBH properties.

97.7% of complainants were responded to within 10 days or within the extended timescale agreed. 5 complaints of the 217 responses sent were not responded to within agreed timescales, 1 in Q3 and 4 in Q4.

Average number of days taken to investigate and close a complaint was 12.8 days v the Housing Ombudsman mandated timescale of 10 days (This includes 76 cases that had agreed extensions) this has increased from last years average of 9.6 days, there has been an increase in number of cases that have had extensions from 42 to 76 which has in turn affected the increase of average days to respond.

UPHELD	PARTLY UPHELD	NOT UPHELD	RESOLVED AT STAGE 1	RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN
123	48	46	196	11	3

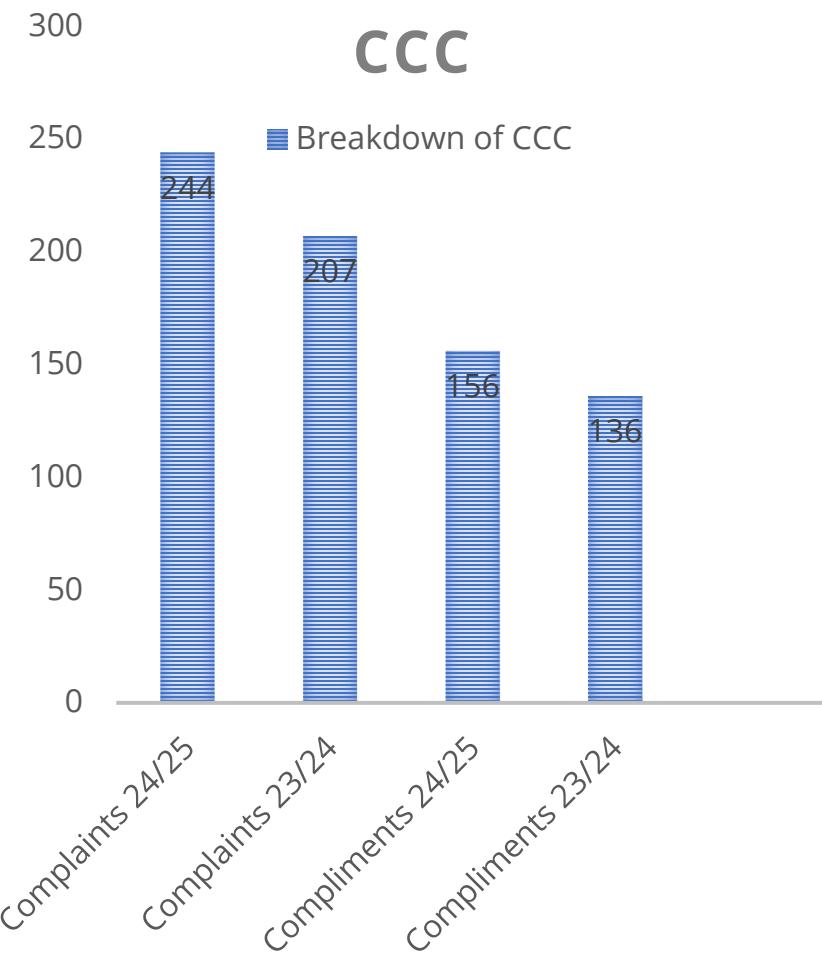
Stage 2

There were 21 Stage 2 escalation requests, which has increased from 9 in 23/24, this is 8.6% of stage 1 complaints responded to. More noticeable 15 of these have been during Q3 and Q4.

One Stage 2 request was withdrawn. Of the 21 escalated 14 have been responded too. 11 were resolved at Stage 2 and 3 have escalated to The Housing Ombudsman.

CBC have received one determination in the period and are currently working with the Housing Ombudsman and the resident to resolve this.

BREAKDOWN OF CCC



Stage 1 – Compensation Offered

Quarter	Amount	Service Area
Quarter 1	£5,336.52	Technical and Investment – 4 Repairs – 4 Disrepair – 1 Tenancy Management - 2
Quarter 2	£1,770	Repairs – 1 Disrepair – 2 ASB – 2 Development – 3
Quarter 3	£1,650	Repairs -6 Technical and Investment – 1 Tenancy Management – 2 ASB – 1 Multi Department – 1
Quarter 4	£3,398.52	Repairs – 9 Technical and Investment – 1 Tenancy Management – 1 Leasehold – 1 Disrepair – 2 Rents – 1 Customer Services – 2

Stage 2 – Compensation Summary

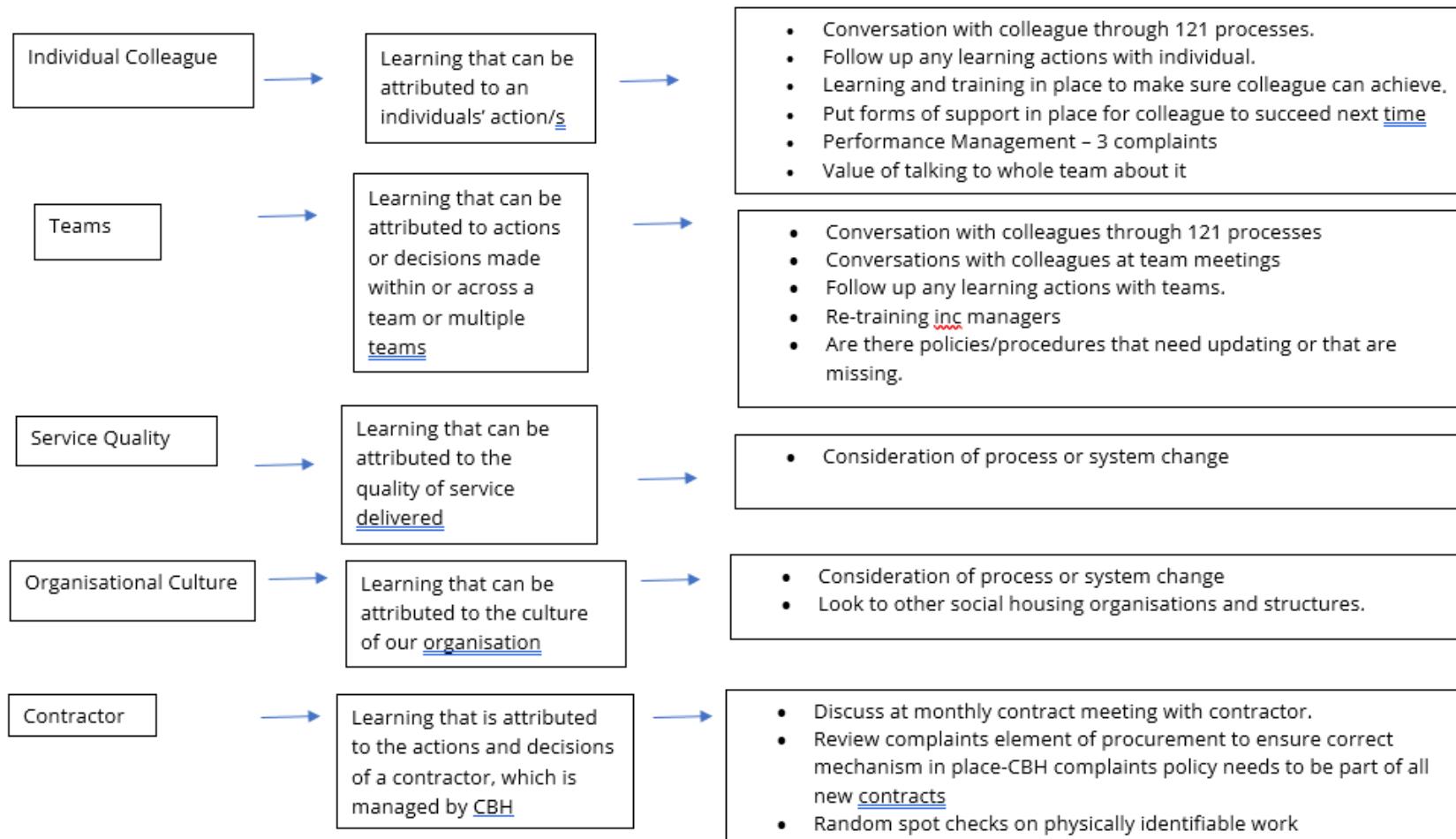
Quarter	Amount	Service Area
Quarter 1	£1000 not accepted	Tenancy Management/Repairs
Quarter 1	£1103	Repairs
Quarter 1	£400	Repairs
Quarter 2	£50	Development
Quarter 3	£1500	Repairs
Quarter 3	£2800.56	Tenancy Management/Empty Homes
Quarter 4	£5000	Repairs

Of the 217 responses sent, 47 Stage 1 complaints were offered compensation at Stage 1 (22%). This is from a combination of service areas, however the repairs service made up 20 of those complaints offered compensation.

All Stage 2 complaints are reviewed to investigate reasons for escalation and to identify any preventative measures that can be taken to minimise the recurrence of complaints themes.



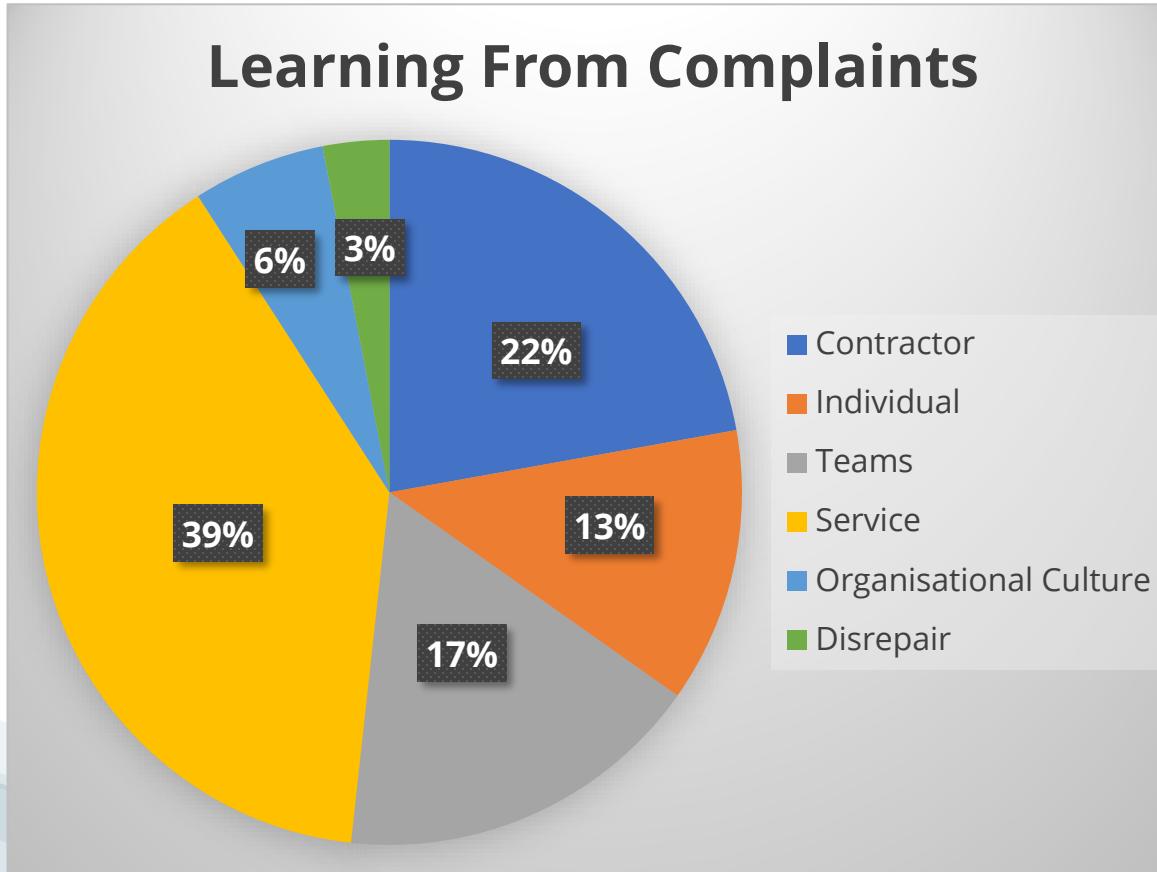
LEARNING FRAMEWORK



The Complaints Officer has developed and implemented a learning framework to aid Investigating Officers in identifying meaningful 'lessons learnt' from complaints, and to guide them in implementing appropriate actions.

This has been shared with all investigating officers and will be monitored by the Complaints Officer.





Having the framework in place has allowed us to evaluate complaints and breakdown areas of learning across CBC.

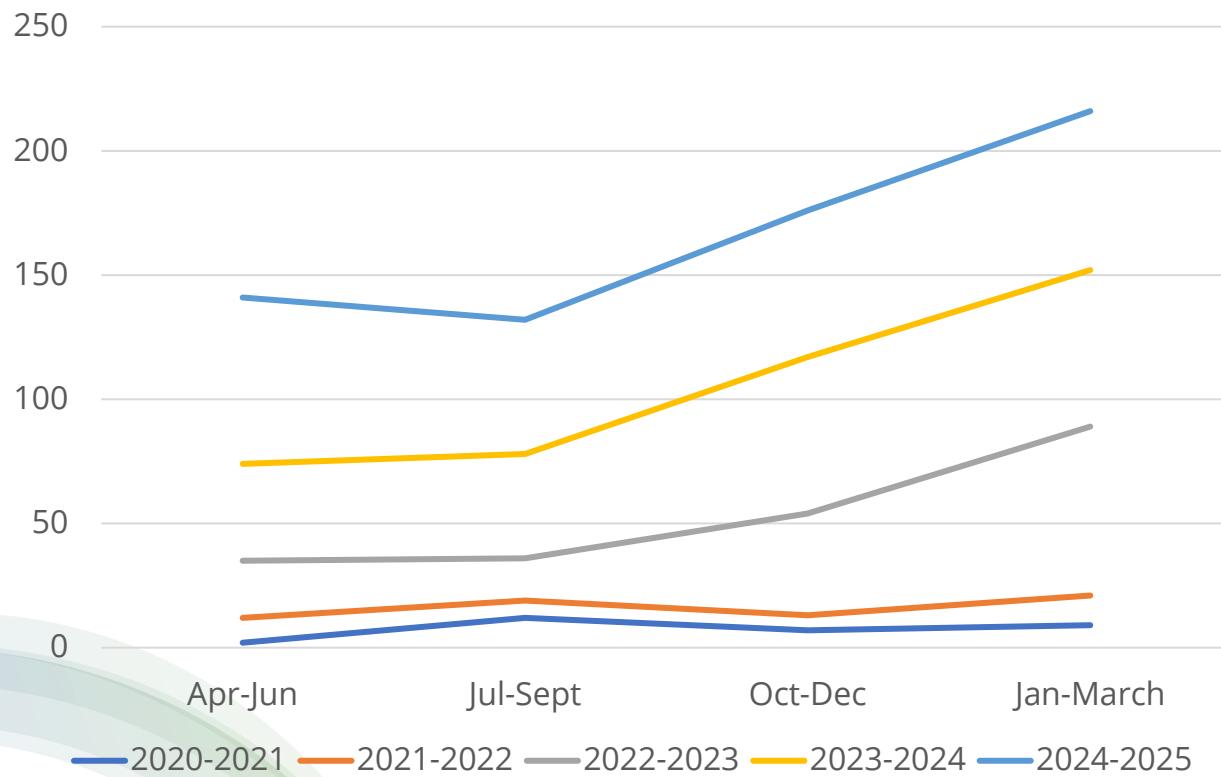
Moving forward we will continue to analyse the trends and patterns available to us to improve services across the business.

Learning from complaints has resulted in identification of projects to bring positive changes. These ongoing projects include:

- Introduction and review of decent policy
- Introduction and review of mutual exchange policy and procedure
- Review and amendments to out of hours script
- Contractor fact sheets updated

LAST 12 MONTHS

Complaint Annual Patterns



In 2024/25 we have seen a 17.9% increase in complaints responded to from the previous year. This has been an increasing trend since the introduction of the Complaints Handling Code since 2021.

As illustrated, there is an increase following the introduction of the Housing Ombudsman Complaints Handling Code and our work around accessibility to our complaints process. Quarters three and four clearly show a spike in complaints. This can sometimes be as a result of more complaints regarding damp, mould and condensation as well as disrepair cases which are managed through the complaints process.

COMPLIMENTS

Q1	63 Compliments
Q2	34 Compliments
Q3	30 Compliments
Q4	29 Compliments

I just wanted to email to say how lovely the communal floor area looks after it was cleaned this week. The floor had become most unclean and unhygienic; however it is now clean and smells much fresher. It gives peace of mind. With thanks and appreciation.

The trade went above and beyond, was very thorough, very helpful, explained what he was doing while he was doing the job. Went into further detail and inspected the leak further to find the root of the problem.

I would like to let you know the result of my job hunting. Finally, I've received an offer for a 5 weeks temp roles from a Digital marketing company. The job will start from tomorrow. I am responsible for managing voucher order and process delivery requirements. But I still don't know it's part-time or full-time yet. Many thanks for your help and support on my job hunting. I wish you all the best.

Tenant wanted to say that he was very pleased, and they have done a wonderful job. He's very happy.

This is to commend the electricians, They were polite, friendly, fast and efficient

Thank you for your ongoing and relentless assistance in providing the plethora of leaseholder documentation, in a timely manner.

Resident called regarding work that has been carried out at her property today and wanted to pass on the message that both workers were great, well done.

Thank you for getting in touch with me so soon concerning the above complaint. I am very pleased with the outcome. Thank you once again, I felt I was being ignored but after our meeting I was confident that my complaint was being taken seriously. THANK YOU

NEXT STEPS

- To improve our response times for stage 1 complaints and work with service leaders to get back to our 100% in target response rate from 23/24
- To review the complaints policy
- To attend quarterly tenant panel meetings to present complaints data and updates
- Review capacity and resource for managing complaints across all service areas with a view to reducing the number of stage 1 extensions
- To continue to review Stage 2 complaints received in the period
- To continue to develop our approach to learning from complaints
- To continue our relationship with the Housing Ombudsman and improve the quality of information shared during any investigation

Governance Response to the Annual Report

Cheltenham Borough Council Cabinet Housing Committee are committed to ensuring that customer complaints are handled effectively and in a timely manner, and that as an organisation we identify learning to deliver a great customer experience.

The committee routinely scrutinise complaints performance data, and this has been enhanced through the appointment of Councillor Flo Clucas, Cabinet Member for Housing and Customer Service, into the role of Member Responsible for Complaints ('MRC').

This appointment will ensure that there is a strong awareness of complaint performance within the Housing Committee and wider members, and that there is scrutiny of complaints handling and of emerging themes.

The Committee recognise that further improvements are required in repairs and planned maintenance, and the ASB service as these are the key drivers for complaints, and this will be a focus over the next 12 months.

The MRC and Housing Committee aim to both challenge and support colleagues to embed a culture of positivity and learning from complaints by identifying themes and implementing changes to ensure continuous improvement.

