

Statement on the Annual Complaints Performance & Service Improvement Report 2025/26



from the Member Responsible for Complaints

The way we handle complaints is a vital part of how we improve our services and rebuild trust with our customers. This year's report shows that we're making steady progress, even though we are still facing a high volume of complaints and significant pressure on our day-to-day operations.

We have seen a real improvement in how quickly and effectively we deal with problems. We now respond to 94% of initial complaints on time, up from 86% last year, and our performance for more complex 'Stage 2' complaints has jumped from 62% to 83%. Most importantly, the Housing Ombudsman found no cases of severe maladministration this year, which is a major step forward from the 23 cases found the previous year. Our overall error rate has also dropped from 74% to 63%. These results show that we are managing cases better and following national standards more closely.

However, the report also shows where we are still falling short. More people are now escalating their complaints to the second stage because repairs aren't being finished, updates are being missed, or we didn't address every issue the first time around. Customer satisfaction with how we handle complaints remains low at only 26%. We recognise that this is directly linked to slow communication and the time it takes us to complete repairs. These are the areas where we must continue to work harder and faster.

We are taking direct action to fix the common themes found in your complaints, such as repair delays, damp and mould, and poor record-keeping. To do this, we have launched our own in-house repairs service and introduced stricter quality checks on our complaint responses. We are also doing a better job of tracking the promises we make to you and keeping better records for customers who need extra support.

I am grateful for the feedback we've received through our Open Days and Customer Focus Groups. These conversations have reminded us that what customers want most are regular updates, honest explanations when things go wrong, and for us to simply do what we say we are going to do.

As the person responsible for complaints, I will continue to work with my colleagues to ensure we learn from every mistake. We have built a solid foundation this year, but we remain fully committed to reducing preventable errors and providing a more reliable, customer-focused service.

Antonio Shabbir

**Member Responsible for Complaints,
RHP**