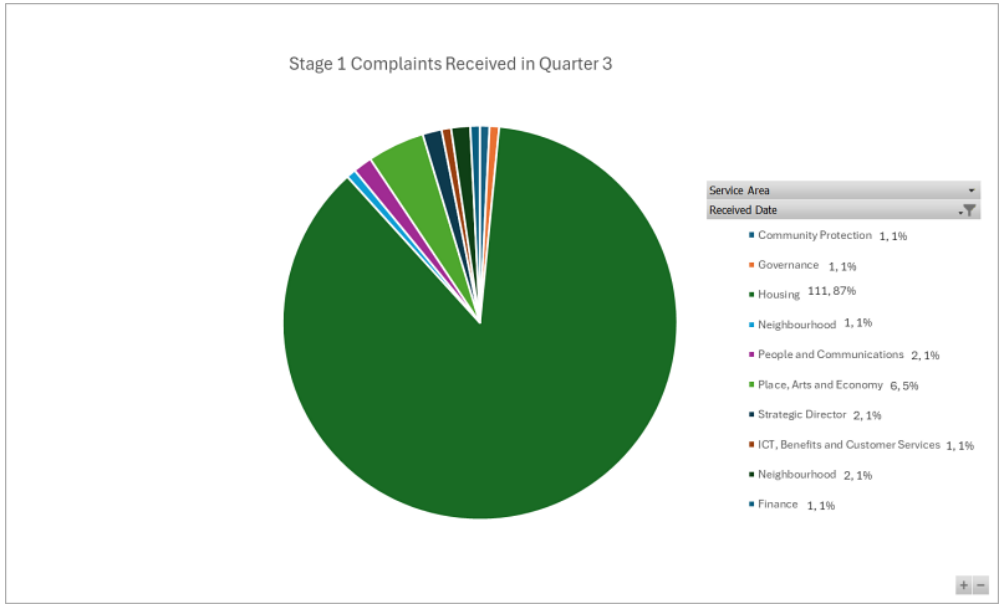
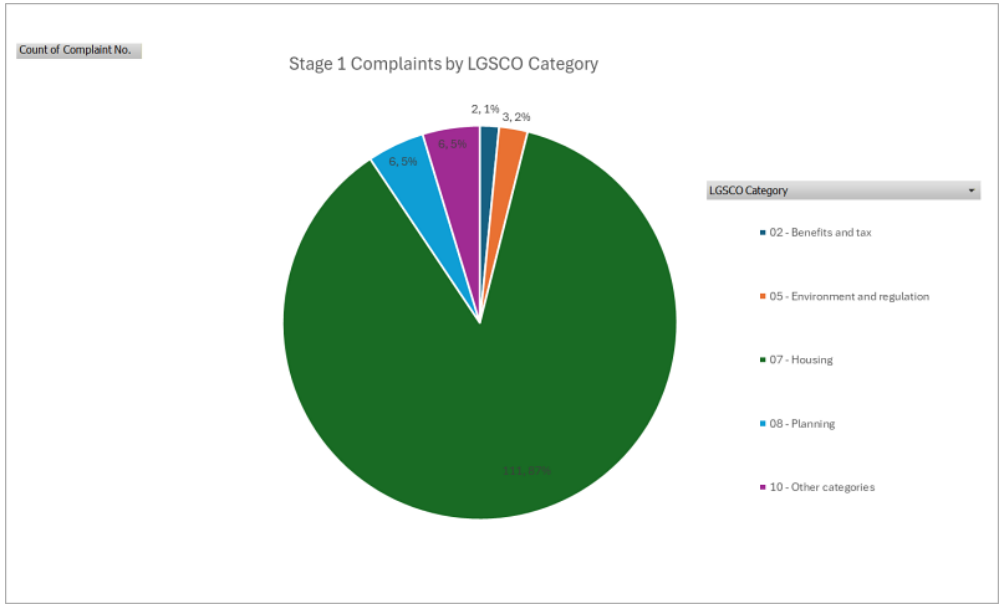
Quarterly Complaints Report

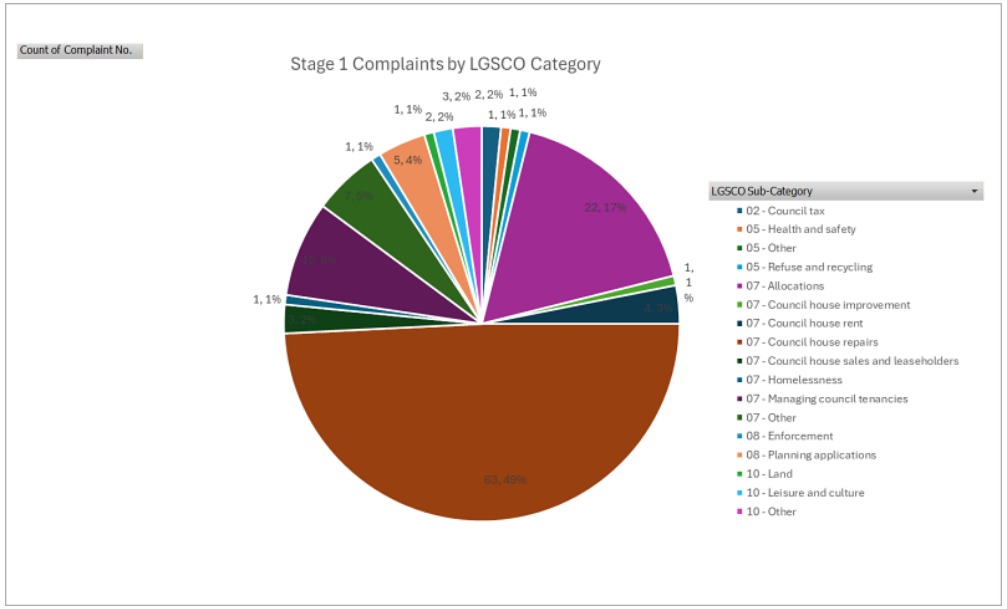
October 2025 – December 2025

Community Protection	1	1%
Governance	1	1%
Housing	111	87%
Neighbourhood	1	1%
People and Communications	2	1%
Place, Arts and Economy	6	5%
Strategic Director	2	1%
ICT, Benefits and Customer Services	1	1%
Neighbourhood	2	1%
Finance	1	1%
Grand Total	**128**	

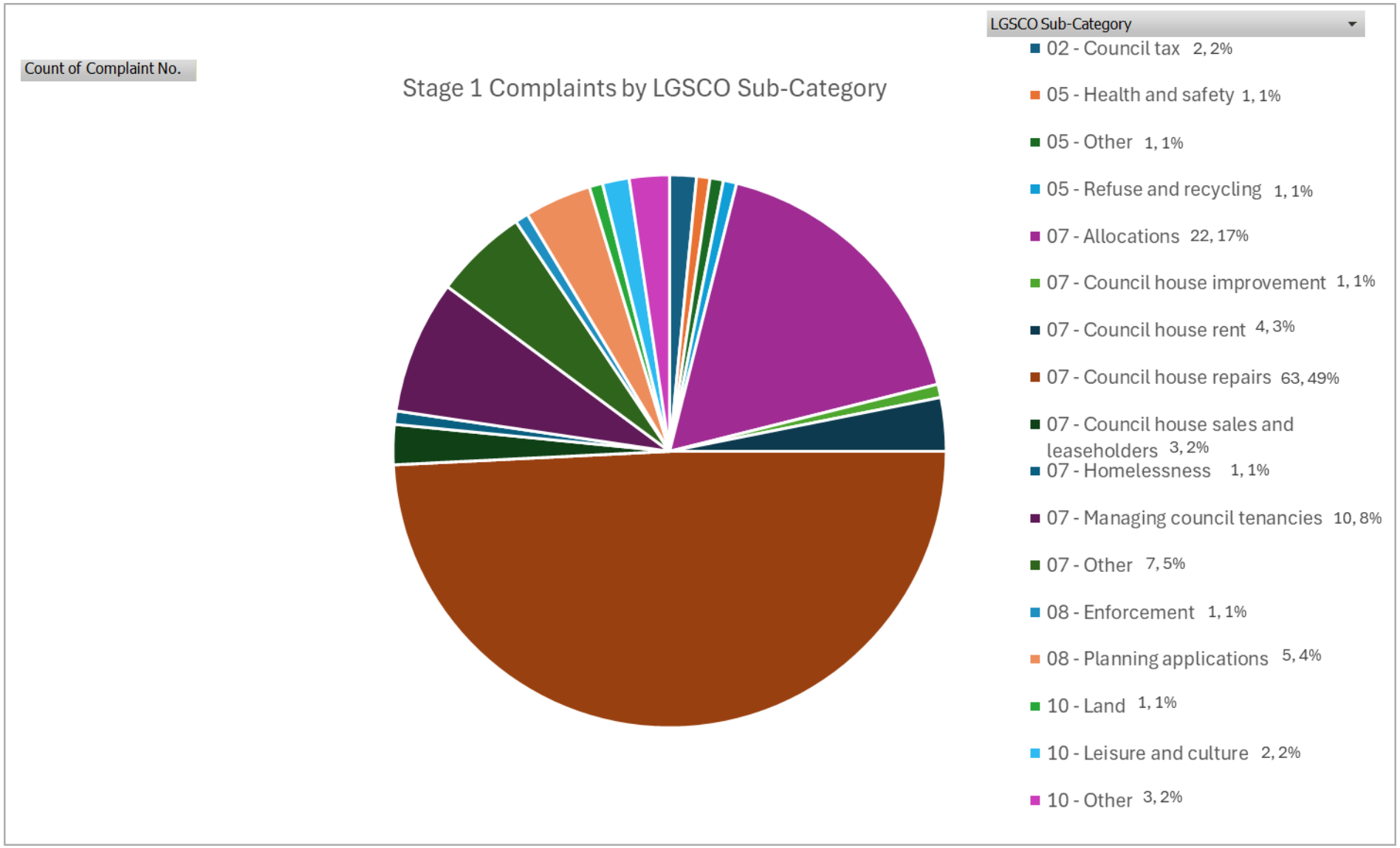


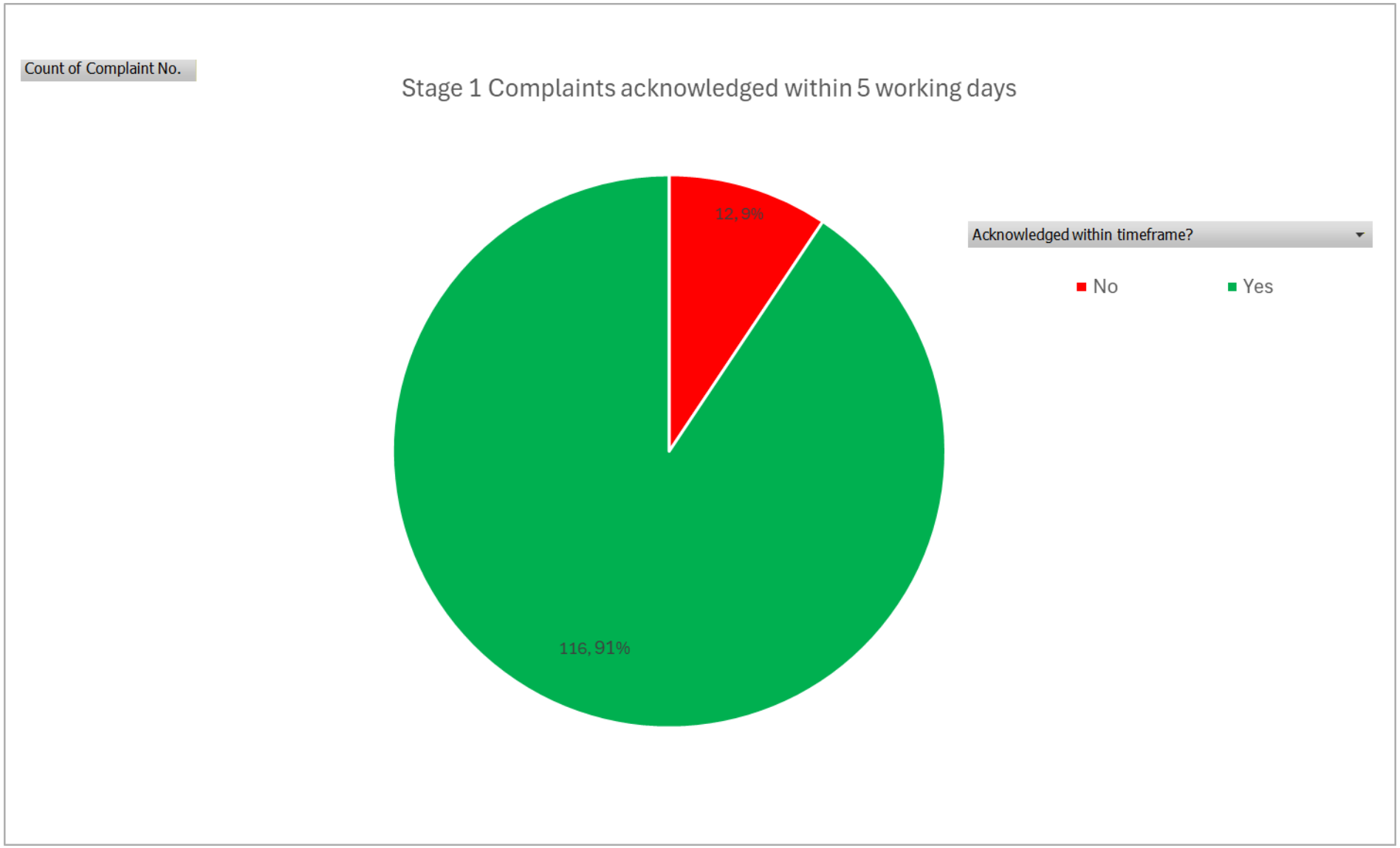
02 - Benefits and tax	2	1%
05 - Environment and regulation	3	2%
07 - Housing	111	87%
08 - Planning	6	5%
10 - Other categories	6	5%
Grand Total	**128**	

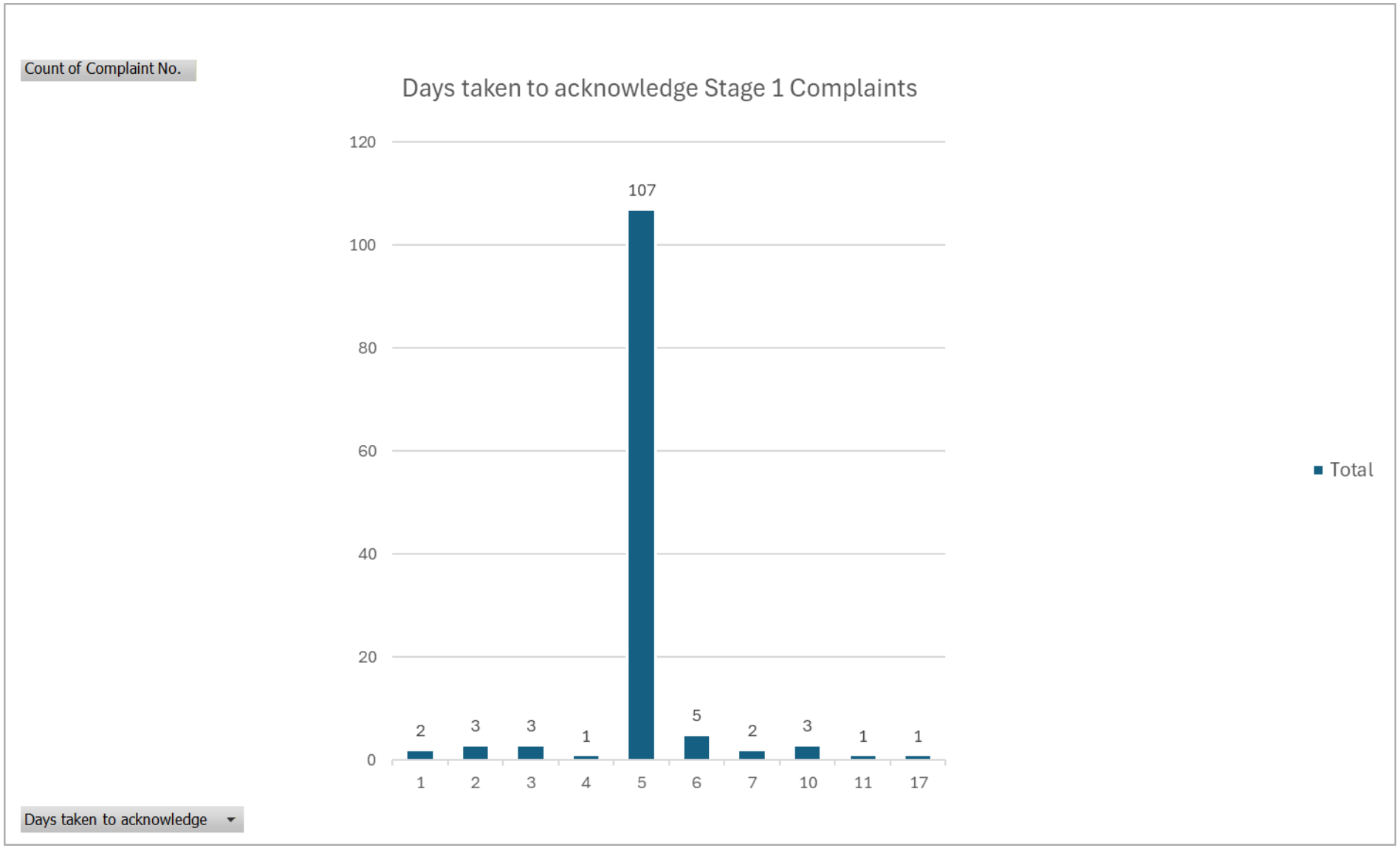


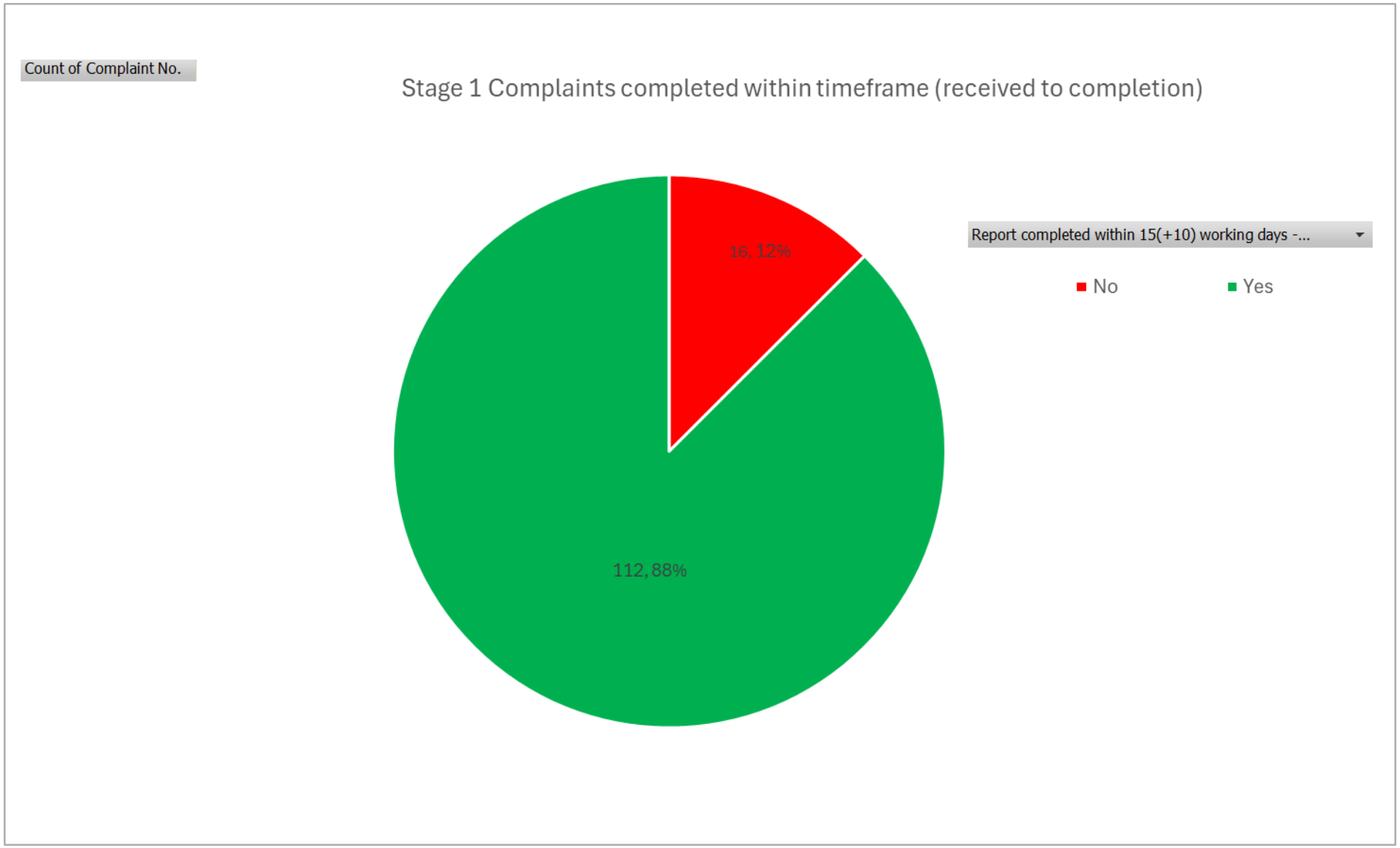


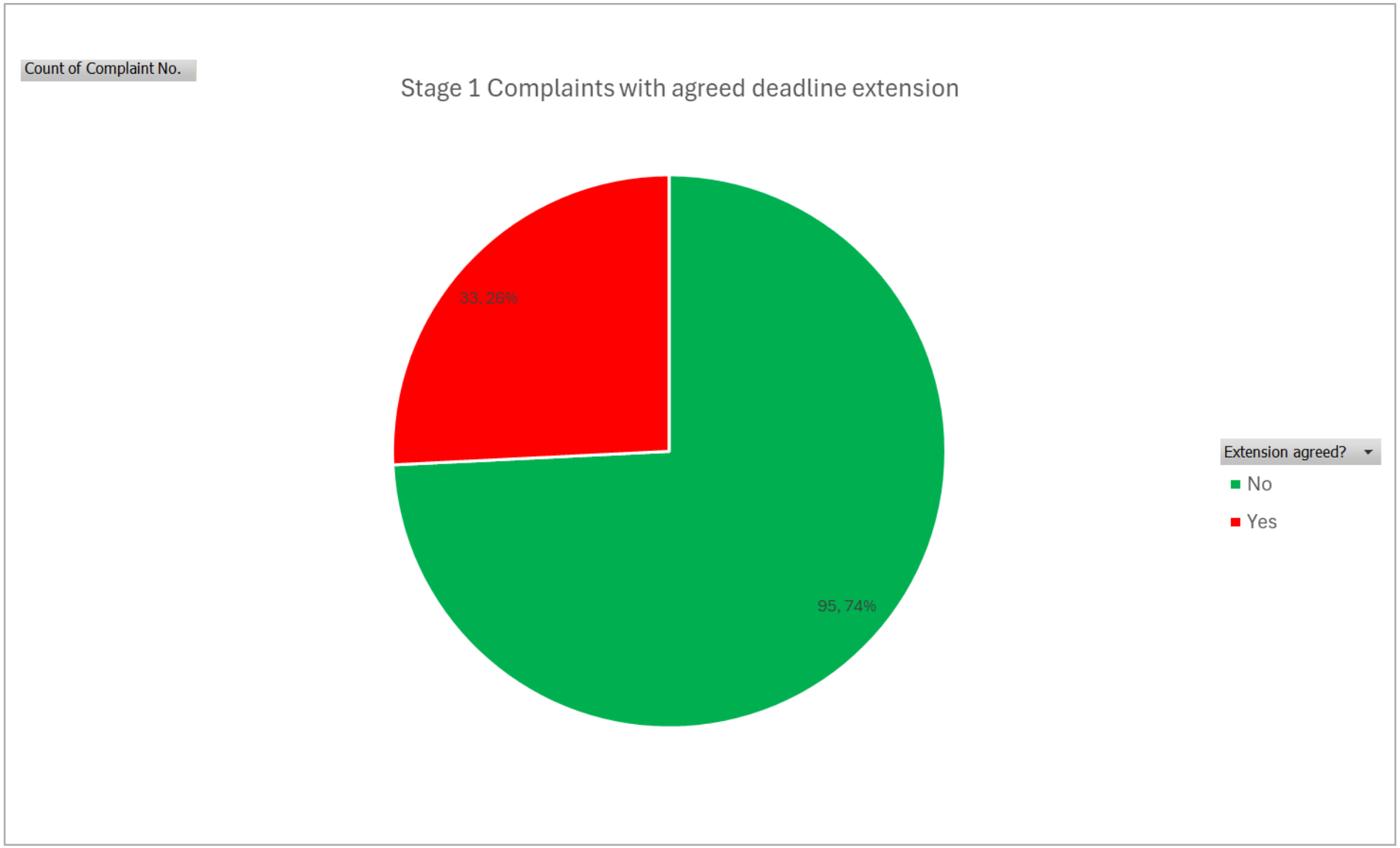
02 - Council tax	2
05 - Health and safety	1
05 - Other	1
05 - Refuse and recycling	1
07 - Allocations	22
07 - Council house improvement	1
07 - Council house rent	4
07 - Council house repairs	63
07 - Council house sales and leaseholders	3
07 - Homelessness	1
07 - Managing council tenancies	10
07 - Other	7
08 - Enforcement	1
08 - Planning applications	5
10 - Land	1
10 - Leisure and culture	2
10 - Other	3
Grand Total	**128**


Count of Complaint No.
Stage 1 Complaints by LGSCO Sub-Category
LGSCO Sub-Category
02 - Council tax 2, 2%
05 - Health and safety 1, 1%
05 - Other 1, 1%
05 - Refuse and recycling 1, 1%
07 - Allocations 22, 17%
07 - Council house improvement 1, 1%
07 - Council house rent 4, 3%
07 - Council house repairs 63, 49%
07 - Council house sales and leaseholders 3, 2%
07 - Homelessness 1, 1%
07 - Managing council tenancies 10, 8%
07 - Other 7, 5%
08 - Enforcement 1, 1%
08 - Planning applications 5, 4%
10 - Land 1, 1%
10 - Leisure and culture 2, 2%
10 - Other 3, 2%


Count of Complaint No.
Stage 1 Complaints acknowledged within 5 working days
12, 9%
116, 91%
Acknowledged within timeframe?
No
Yes

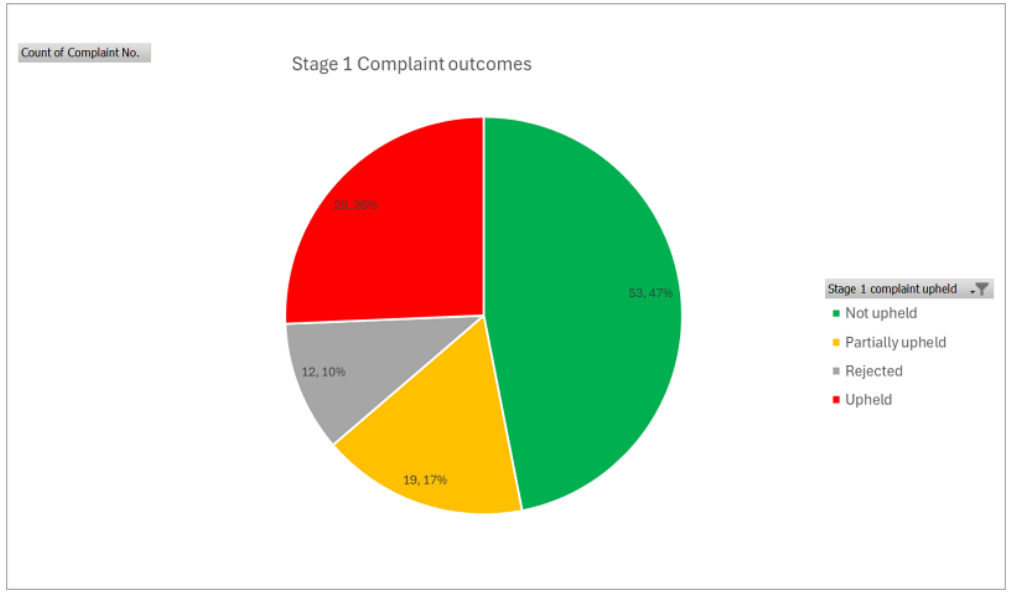

Count of Complaint No.
Days taken to acknowledge Stage 1 Complaints
120
100
80
60
40
20
0
107
2
3
3
1
5
2
3
1
1
1
2
3
4
5
6
7
10
11
17
Total
Days taken to acknowledge


Count of Complaint No.
Stage 1 Complaints completed within timeframe (received to completion)
16, 12%
112, 88%
Report completed within 15(+10) working days -...
No
Yes

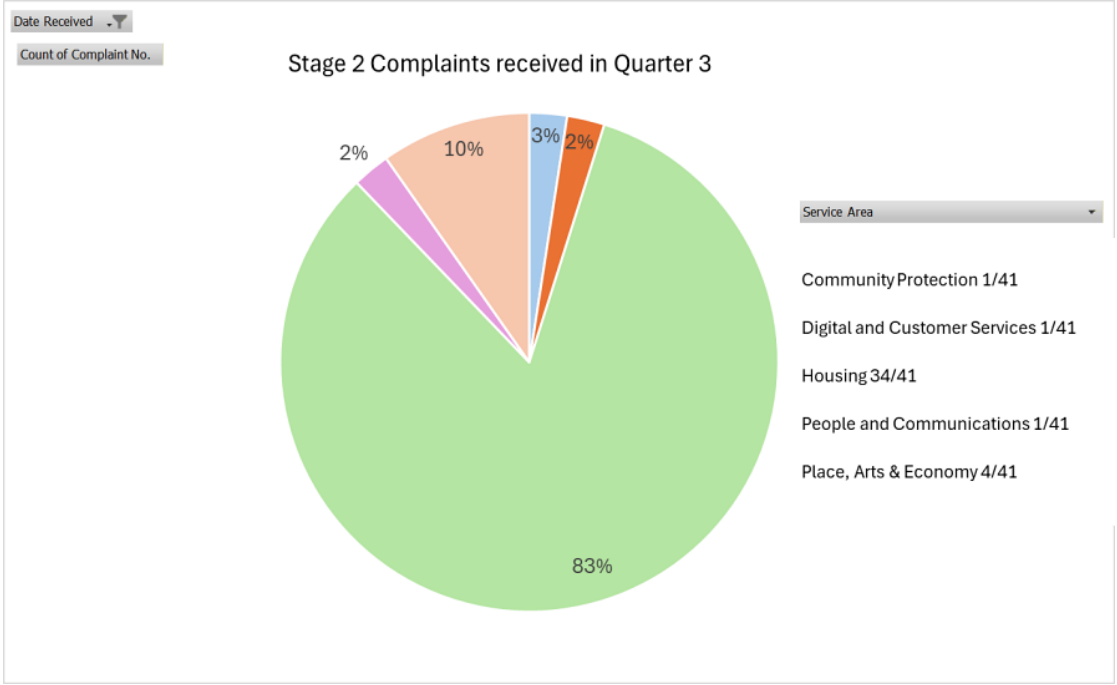

Count of Complaint No.
Stage 1 Complaints with agreed deadline extension
33, 26%
95, 74%
Extension agreed?
No
Yes

Not upheld	53	47%
Partially upheld	19	17%
Rejected	12	10%
Upheld	29	26%
Grand Total	**113**	

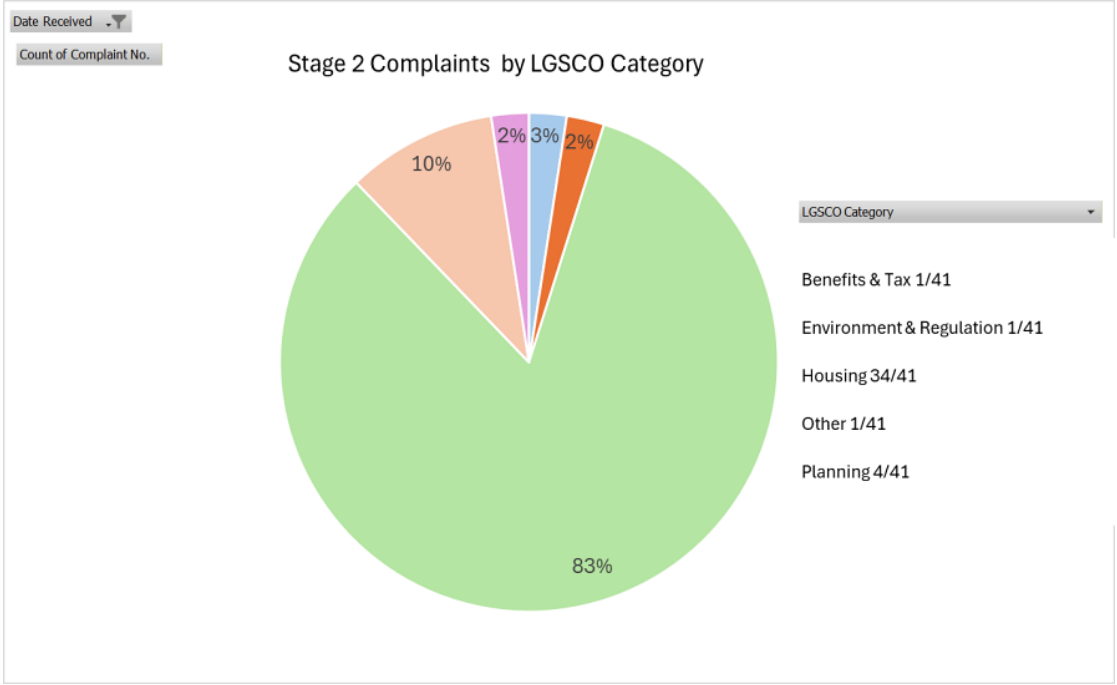
N.B. 15 of the 128 Stage 1 complaints received in Q3 are due for response on/after the date this report was produced (12 January 2026)



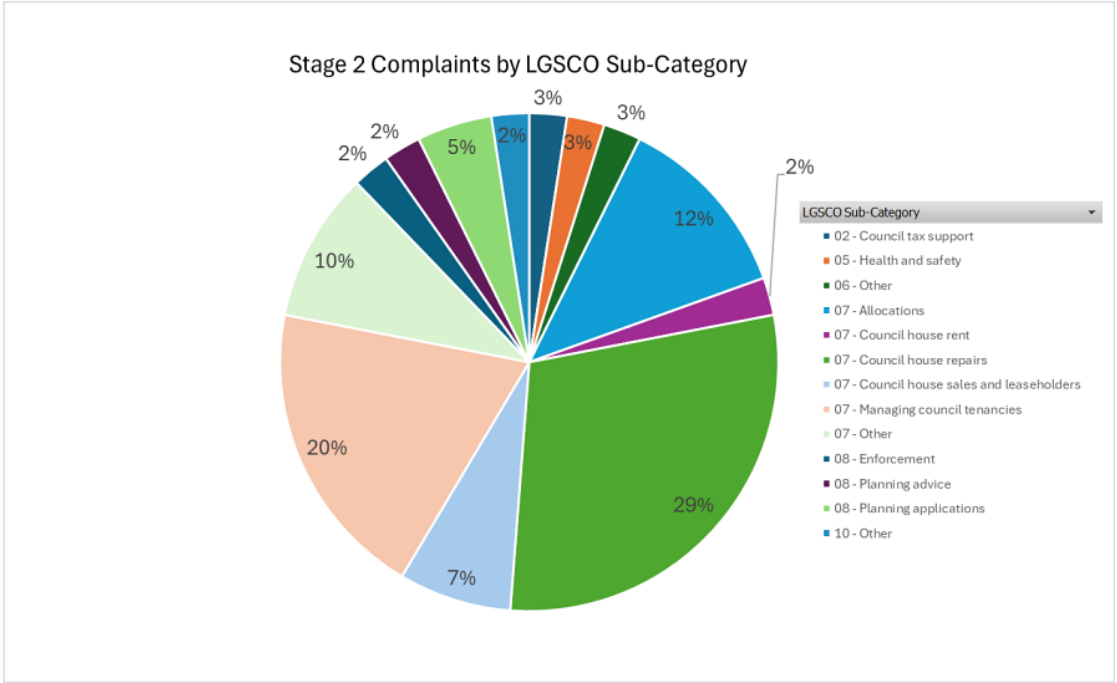
Community Protection	1	2%
Digital and Customer Services	1	2%
Housing	34	83%
People & Communications	1	2%
Place, Arts & Economy	4	10%
Grand Total	**41**	



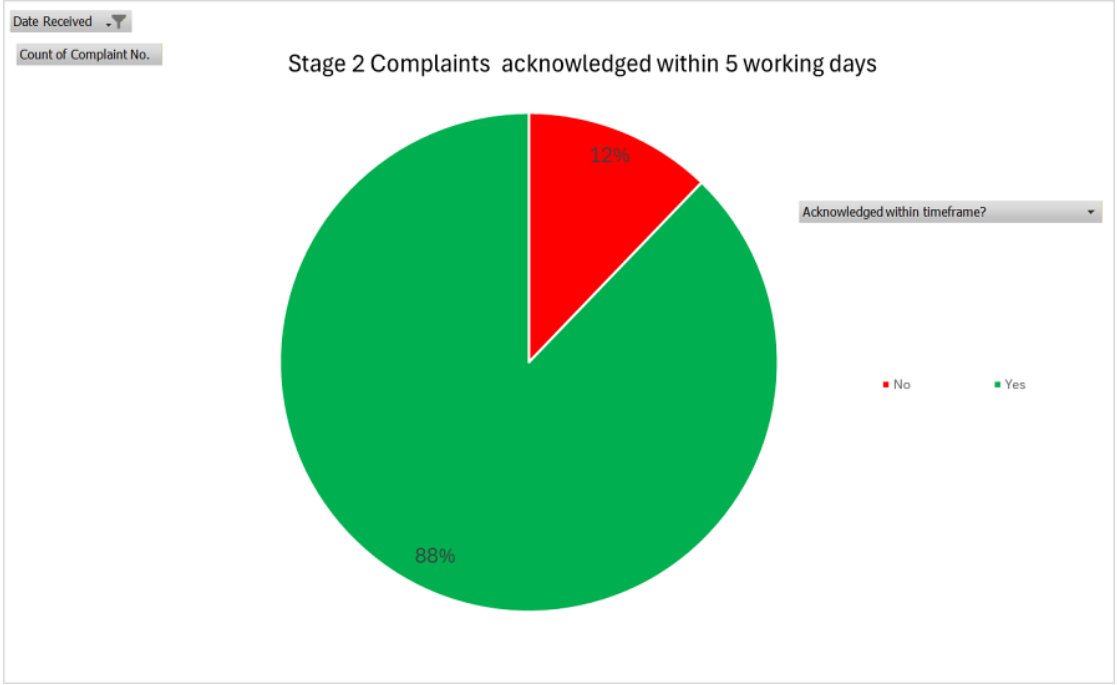
02 - Benefits and tax	1	2%
05 - Environment and regulation	1	2%
07 - Housing	34	83%
08 - Planning	4	10%
10 - Other categories	1	2%
Grand Total	**41**	

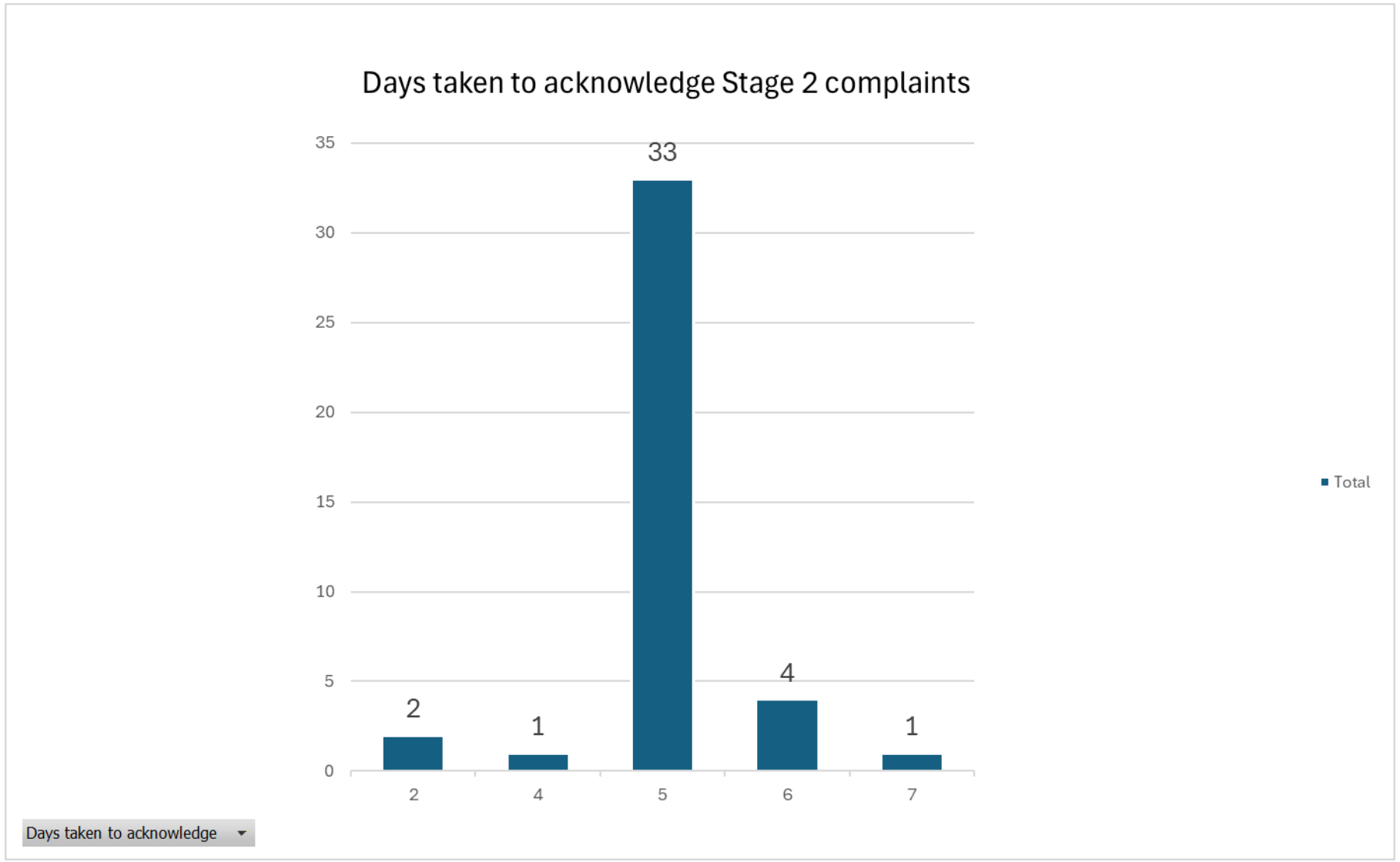


02 - Council tax support	1	2.4%
05 - Health and safety	1	2.4%
06 - Other	1	2.4%
07 - Allocations	5	12.2%
07 - Council house rent	1	2.4%
07 - Council house repairs	12	29.3%
07 - Council house sales and leaseholders	3	7.3%
07 - Managing council tenancies	8	19.5%
07 - Other	4	9.8%
08 - Enforcement	1	2.4%
08 - Planning advice	1	2.4%
08 - Planning applications	2	4.9%
10 - Other	1	2.4%
Grand Total	**41**	



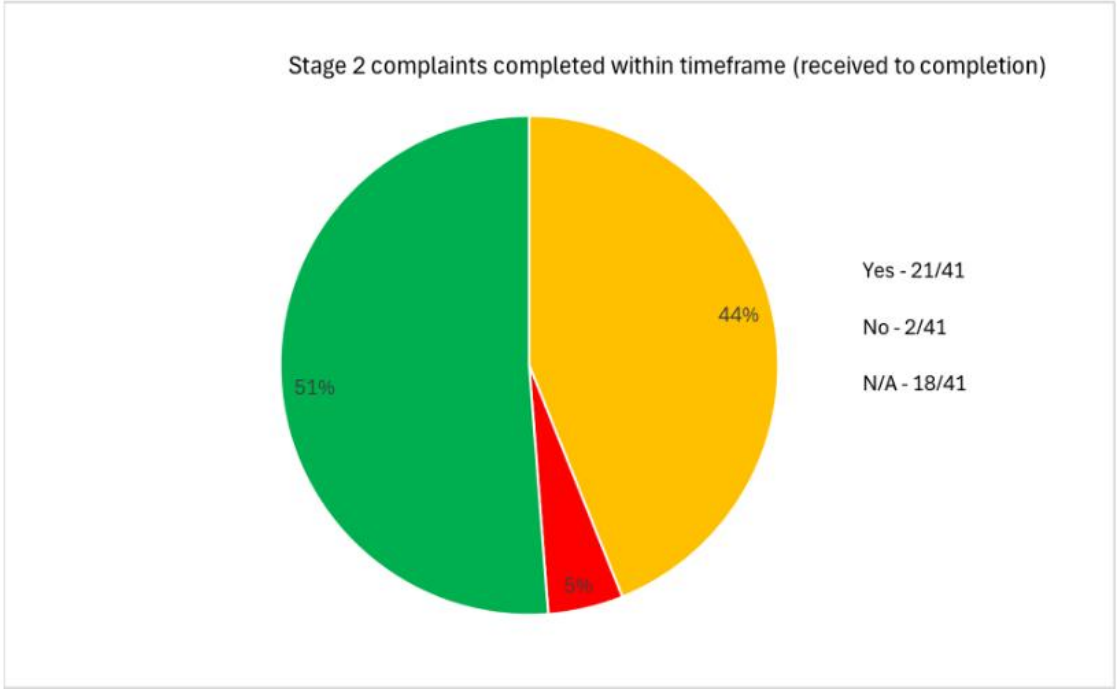
No	5	12%
Yes	36	88%
Grand Total	**41**	



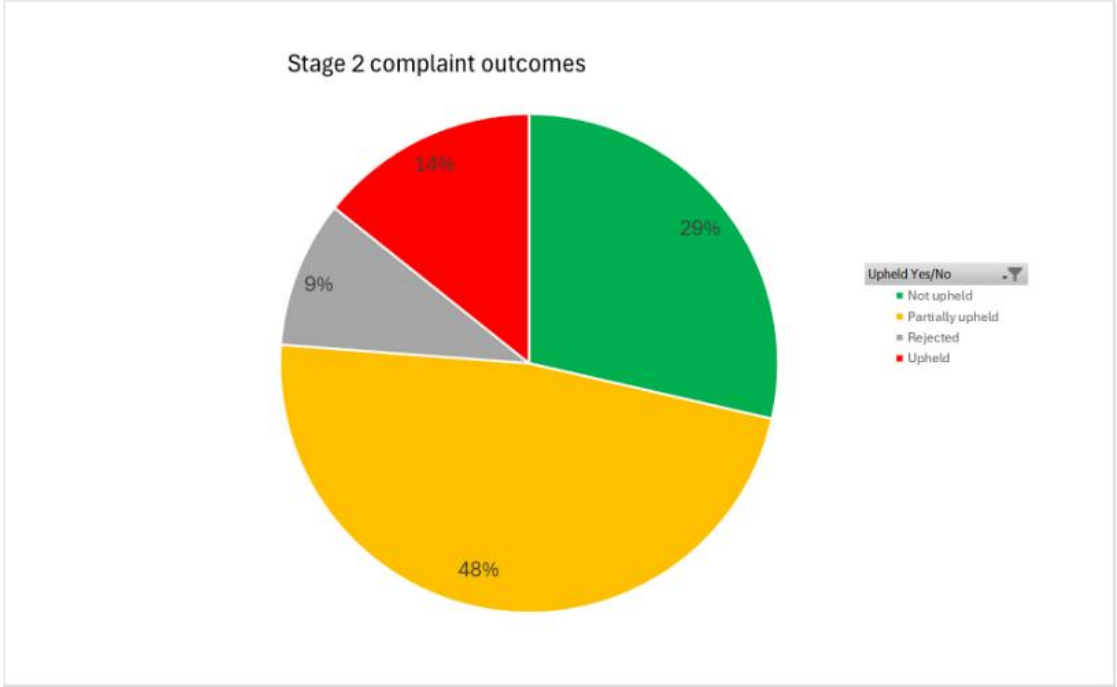

Days taken to acknowledge Stage 2 complaints
35
30
25
20
15
10
5
0
33
2
1
4
1
2
4
5
6
7
Total
Days taken to acknowledge

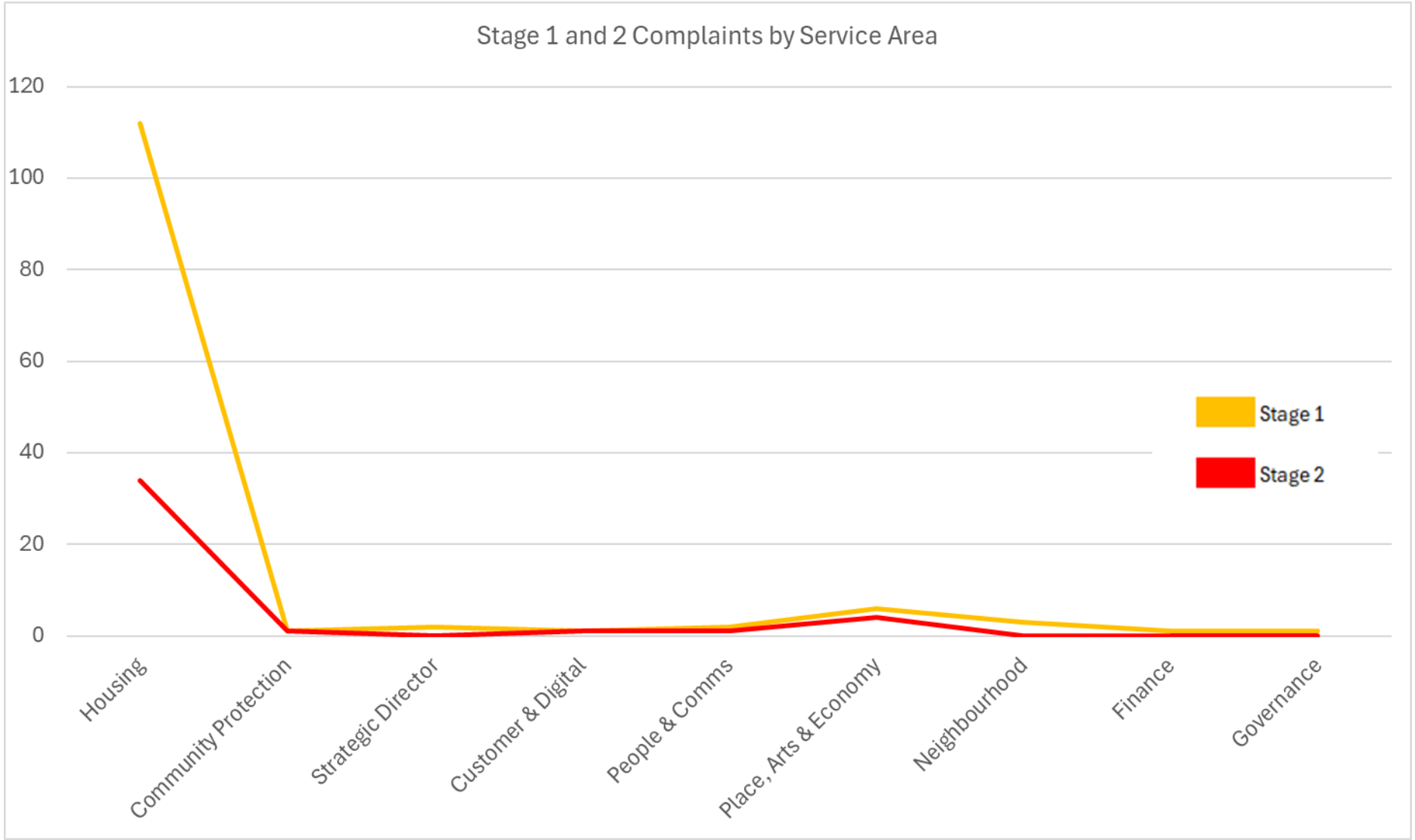
N/A	18	44%
No	2	5%
Yes	21	51%
Grand Total	**41**	

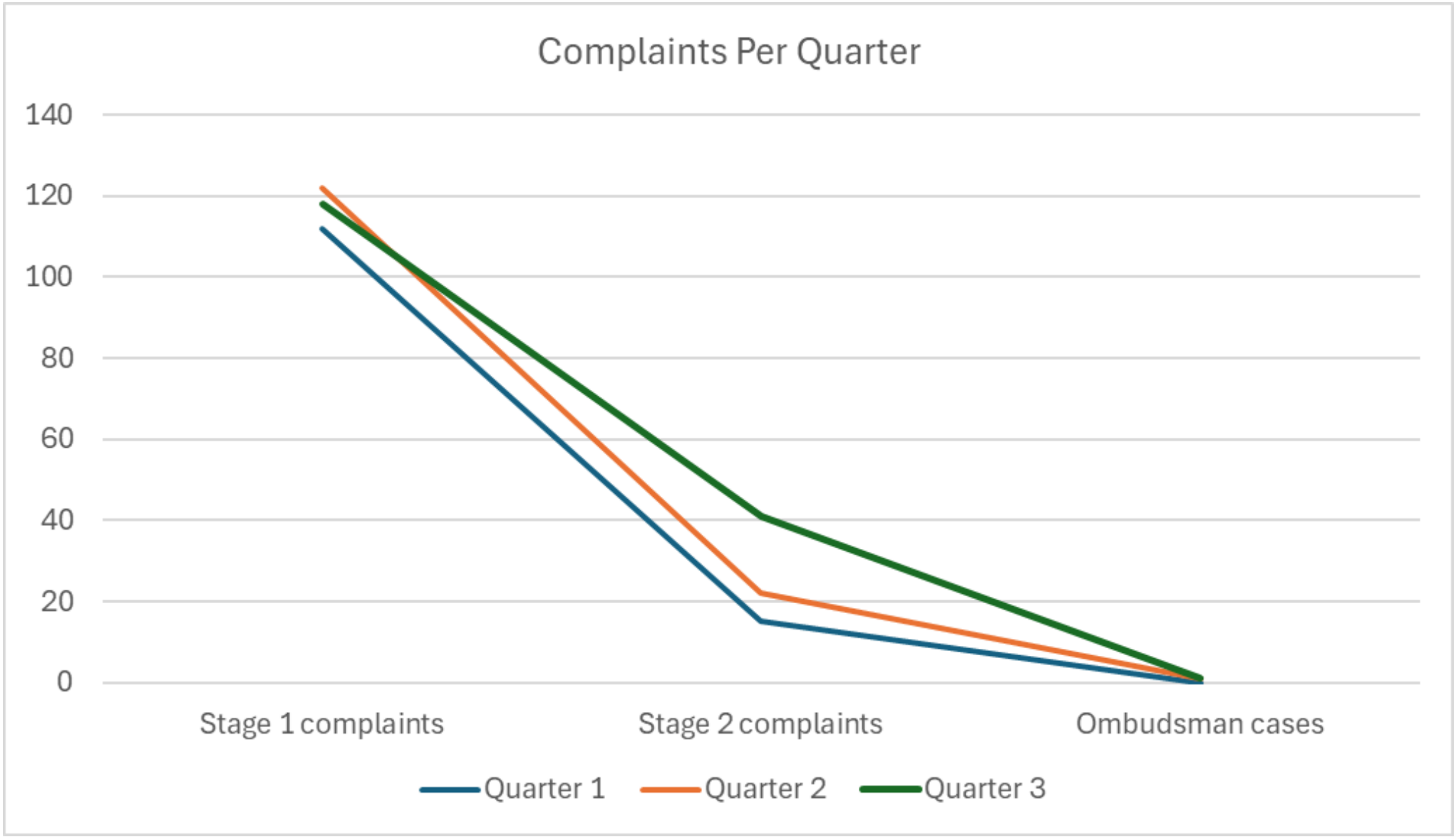
N.B. 18 of the 41 Stage 2 complaints received in Q3 are due for response on/after the date this report was produced (12 January 2026).
The remaining 2 have missed deadlines, the complainants are provided with weekly updates.

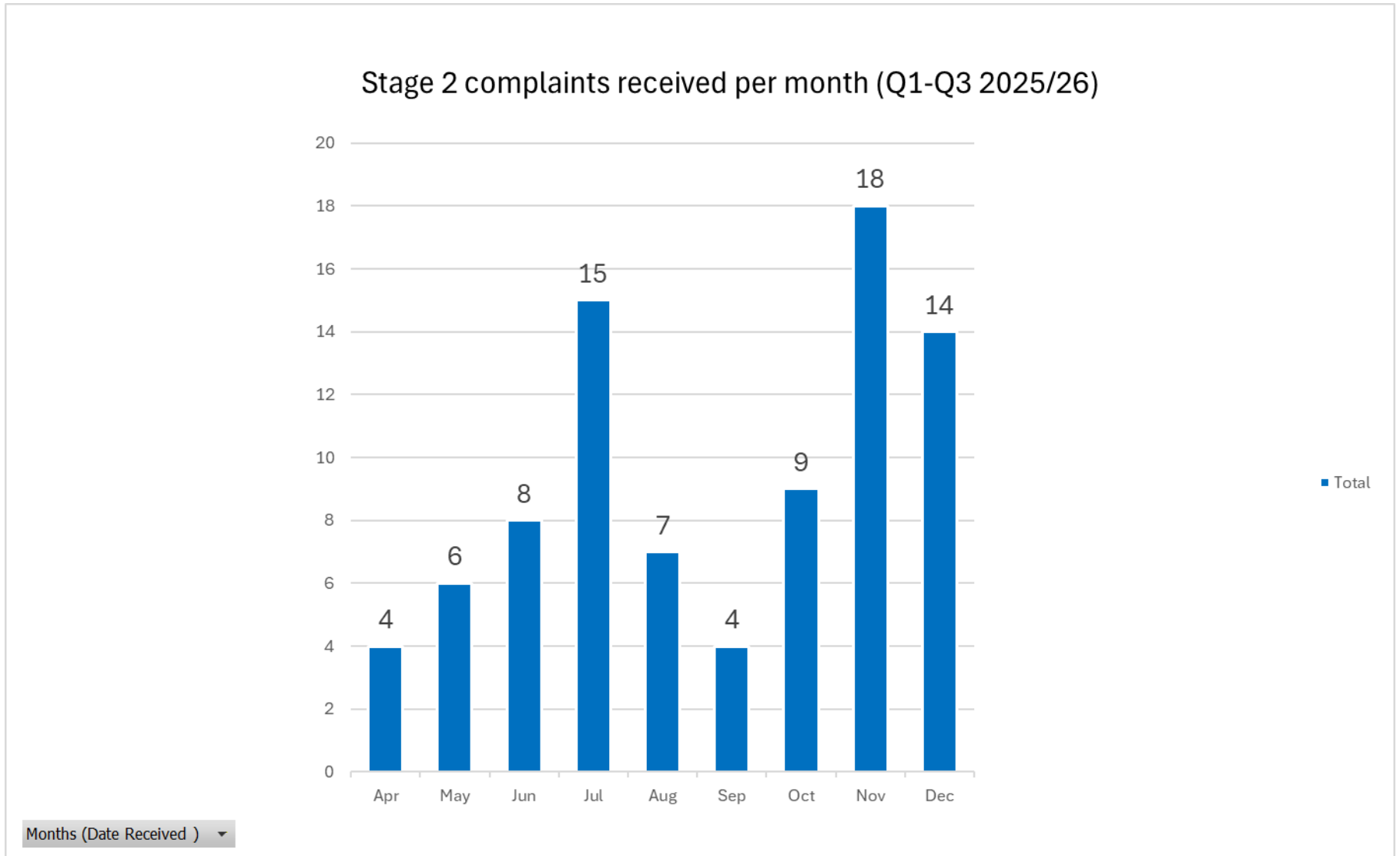


Not upheld	6	28.6%
Partially upheld	10	47.6%
Rejected	2	9.5%
Upheld	3	14.3%
Grand Total	**21**	




Stage 1 and 2 Complaints by Service Area
120
100
80
60
40
20
0
Housing
Community Protection
Strategic Director
Customer & Digital
People & Comms
Place, Arts & Economy
Neighbourhood
Finance
Governance
Stage 1
Stage 2


Complaints Per Quarter
140
120
100
80
60
40
20
0
Stage 1 complaints
Stage 2 complaints
Ombudsman cases
Quarter 1
Quarter 2
Quarter 3


Stage 2 complaints received per month (Q1-Q3 2025/26)
20
18
16
14
12
10
8
6
4
2
0
4
6
8
15
7
4
9
18
14
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Total
Months (Date Received)

Open Housing Ombudsman Cases

Stage	Number of HO Cases
Within landlord's internal complaints procedure	3
Evidence gathering	2
Case Under assessment	2
Referral assessment	1
Awaiting investigation	2
Total	10