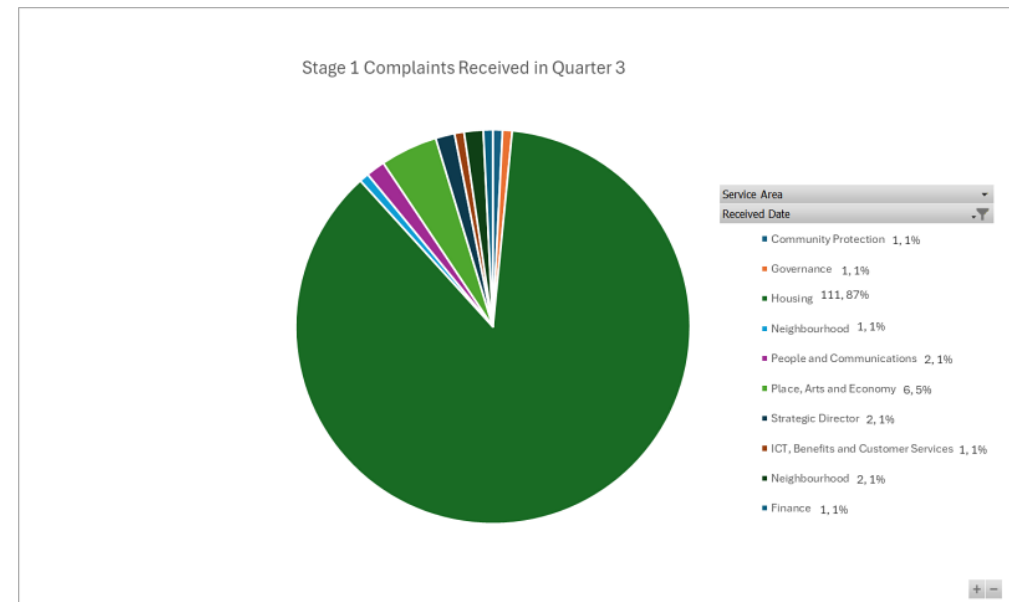


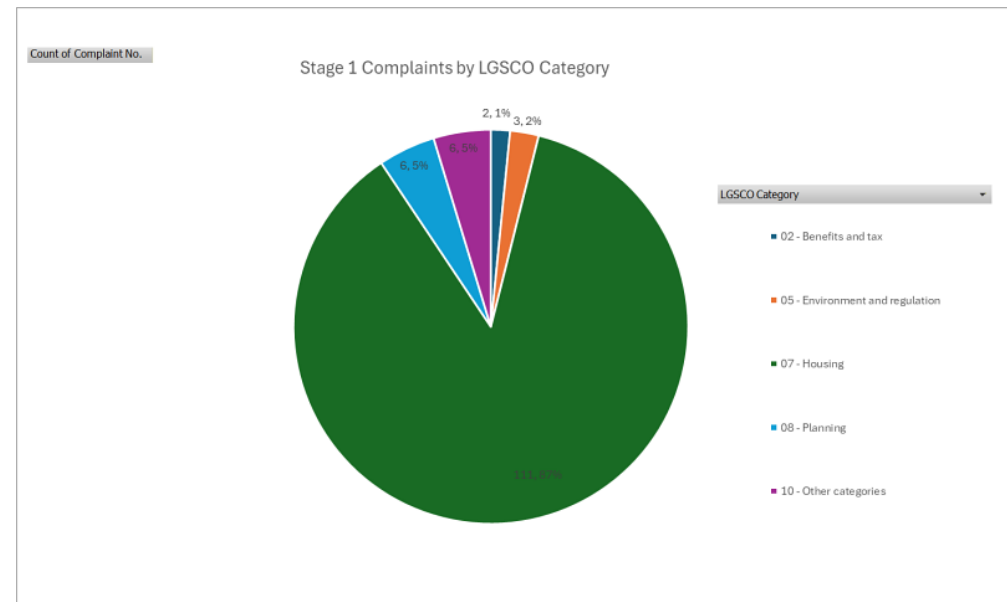
Quarterly Complaints Report

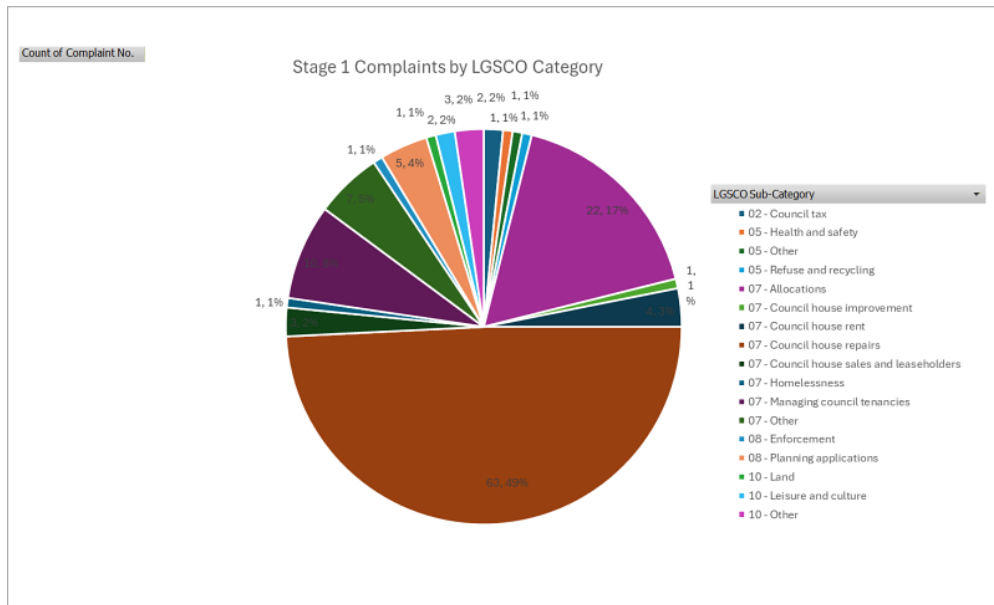
October 2025 – December 2025

| | | |
|-------------------------------------|------------|-----|
| 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 | |

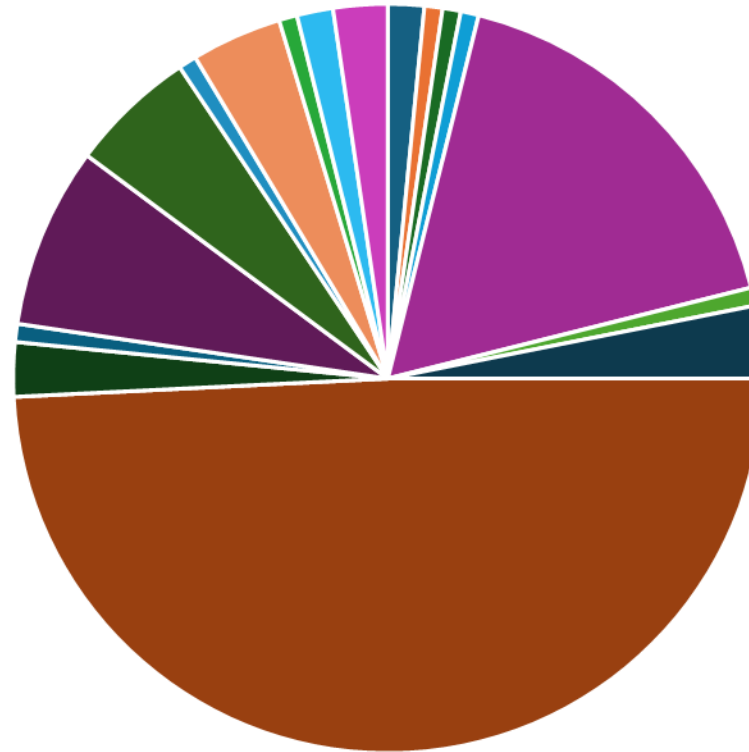




| | |
|---|------------|
| 02 - Council tax | 2 |
| 05 - Health and safety | 1 |
| 05 - Other | 1 |
| 05 - Refuse and recycling | 1 |
| 07 - Allocations | 22 |
| 07 - Council house improvement | 1 |
| 07 - Council house rent | 4 |
| 07 - Council house repairs | 63 |
| 07 - Council house sales and leaseholders | 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

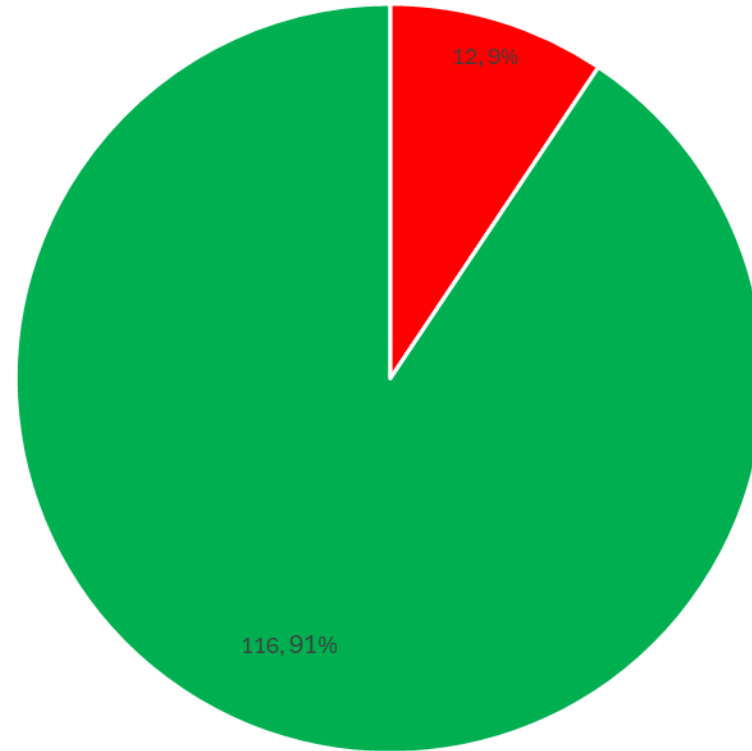


LGSCO Sub-Category

- 02 - Council tax 2, 2.2%
- 05 - Health and safety 1, 1.1%
- 05 - Other 1, 1.1%
- 05 - Refuse and recycling 1, 1.1%
- 07 - Allocations 22, 17%
- 07 - Council house improvement 1, 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, 1.1%
- 07 - Managing council tenancies 10, 8%
- 07 - Other 7, 5%
- 08 - Enforcement 1, 1.1%
- 08 - Planning applications 5, 4%
- 10 - Land 1, 1.1%
- 10 - Leisure and culture 2, 2.2%
- 10 - Other 3, 2.2%

Count of Complaint No.

Stage 1 Complaints acknowledged within 5 working days



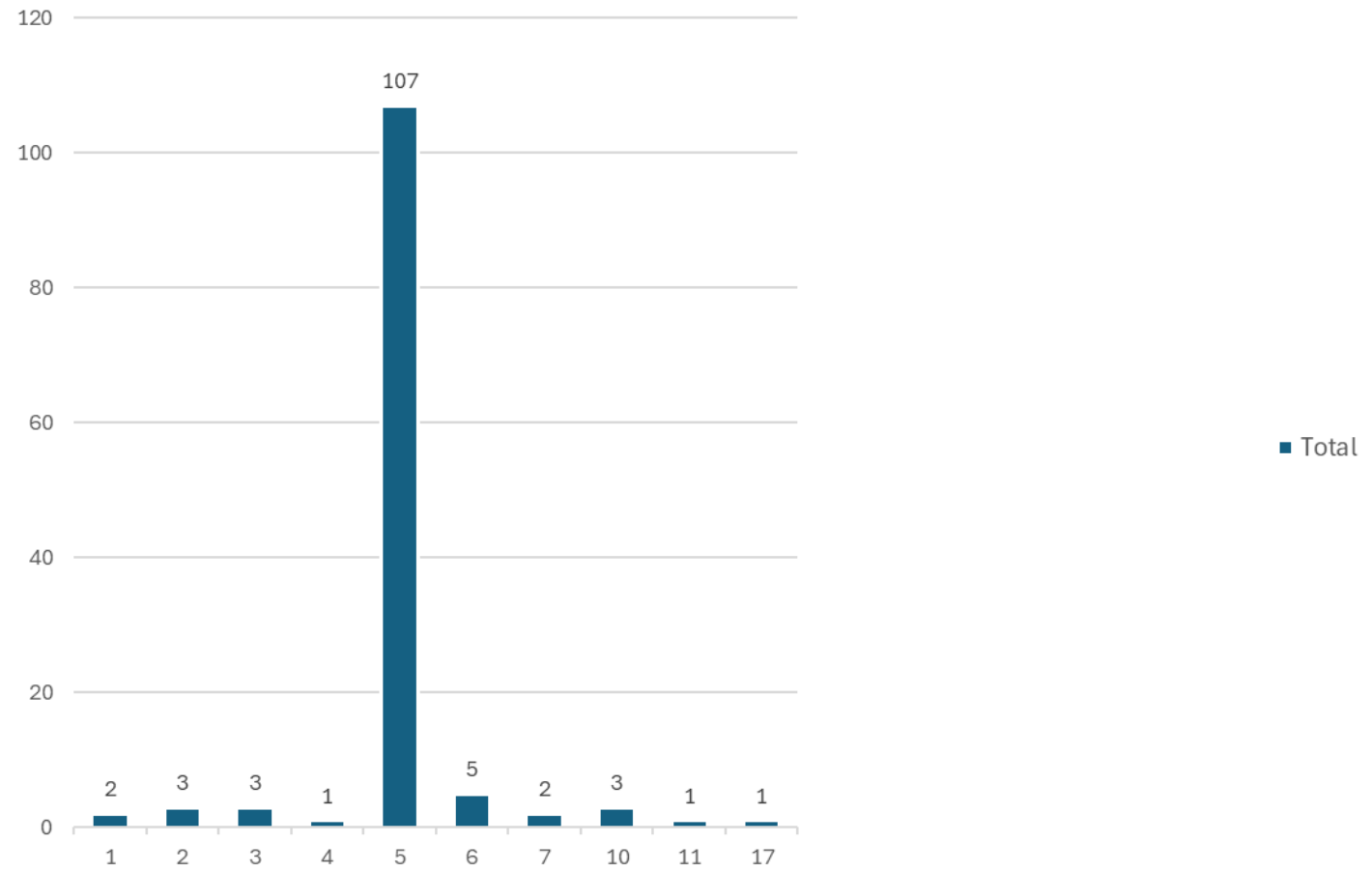
Acknowledged within timeframe? ▼

■ No

■ Yes

Count of Complaint No.

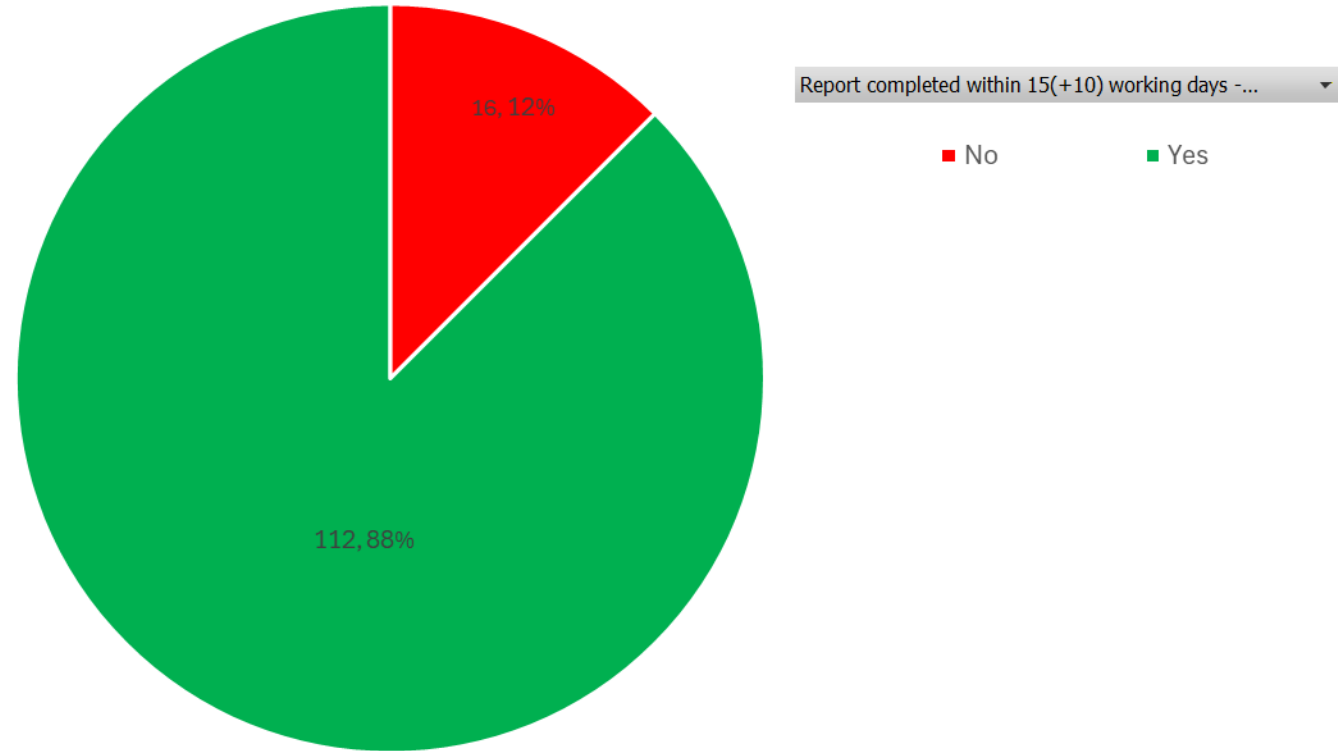
Days taken to acknowledge Stage 1 Complaints



Days taken to acknowledge ▾

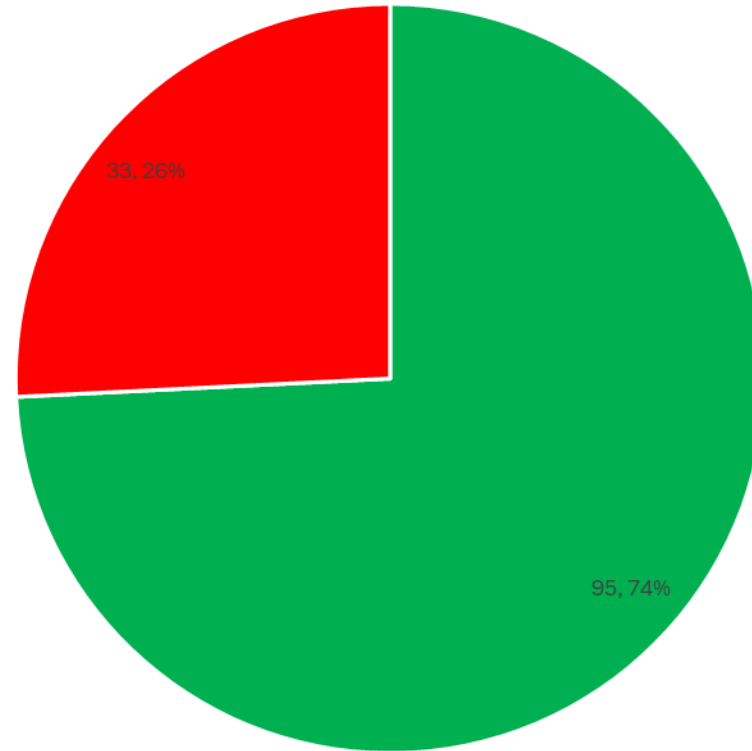
Count of Complaint No.

Stage 1 Complaints completed within timeframe (received to completion)



Count of Complaint No.

Stage 1 Complaints with agreed deadline extension



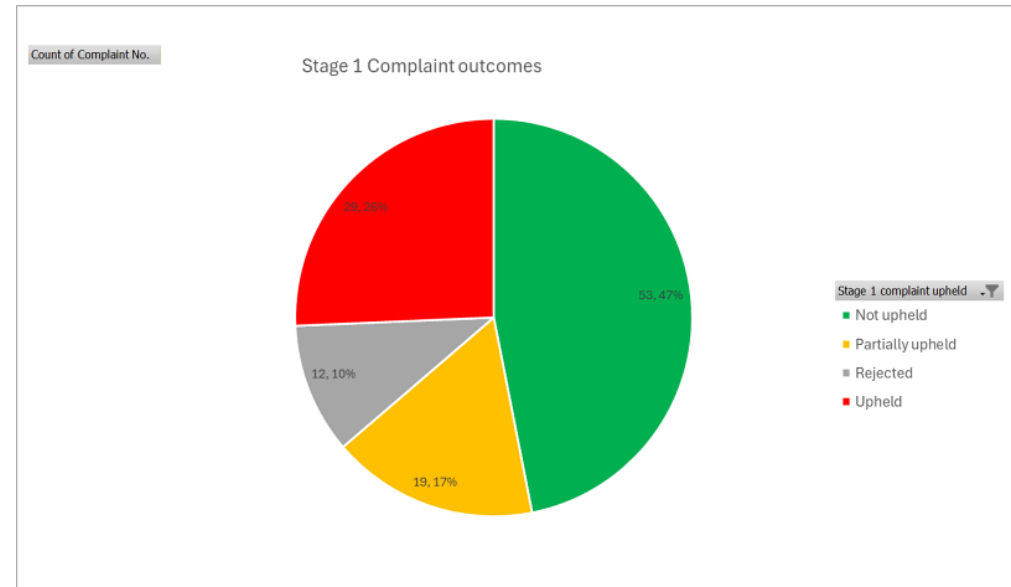
Extension agreed? ▾

■ No

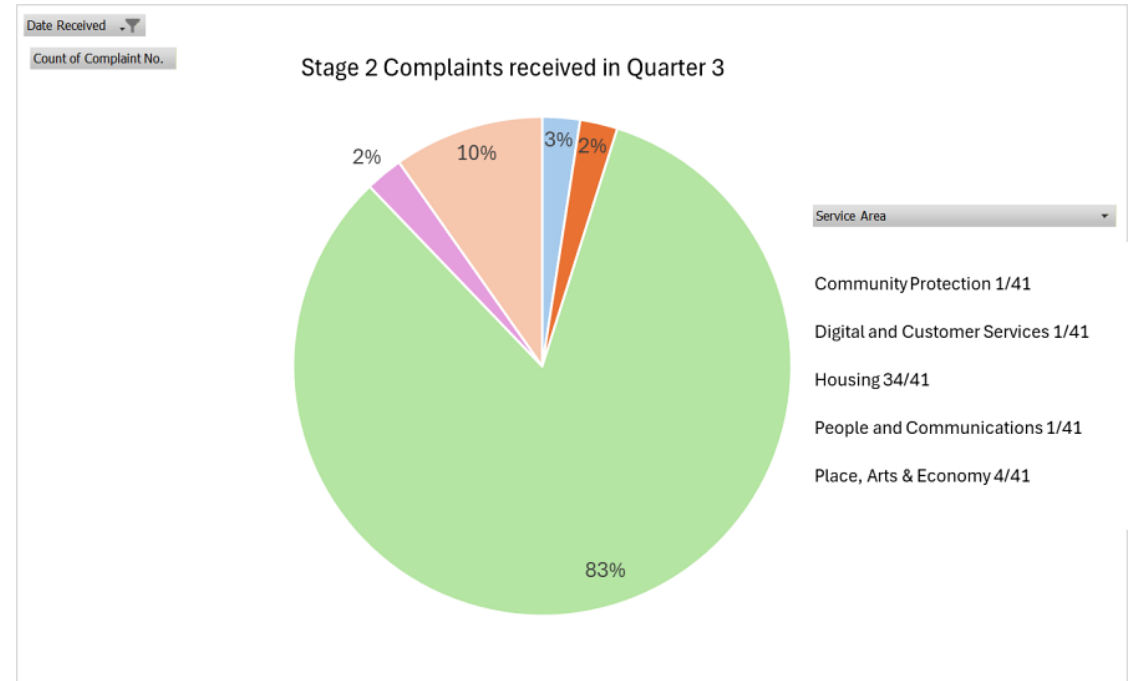
■ Yes

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

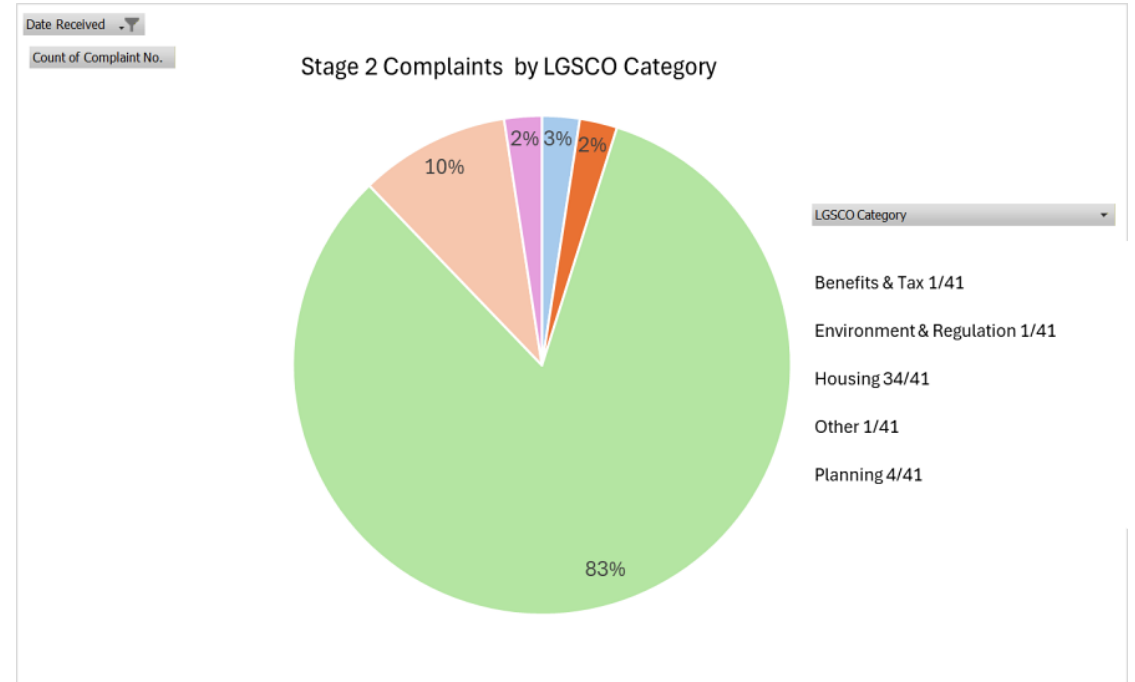
N.B. 15 of the 128 Stage 1 complaints received in Q3 are due for response on/after the date this report was produced (12 January 2026)



| | | |
|-------------------------------|-----------|-----|
| 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 | |

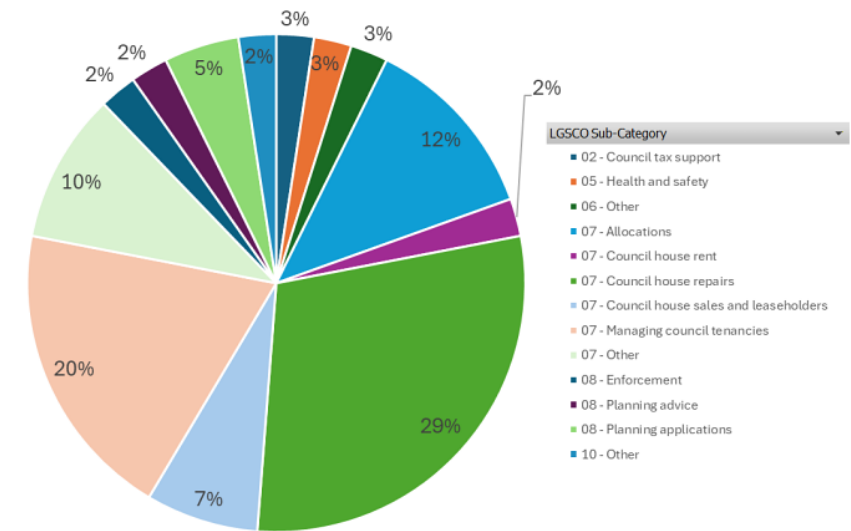


| | | |
|---------------------------------|-----------|-----|
| 02 - Benefits and tax | 1 | 2% |
| 05 - Environment and regulation | 1 | 2% |
| 07 - Housing | 34 | 83% |
| 08 - Planning | 4 | 10% |
| 10 - Other categories | 1 | 2% |
| Grand Total | 41 | |

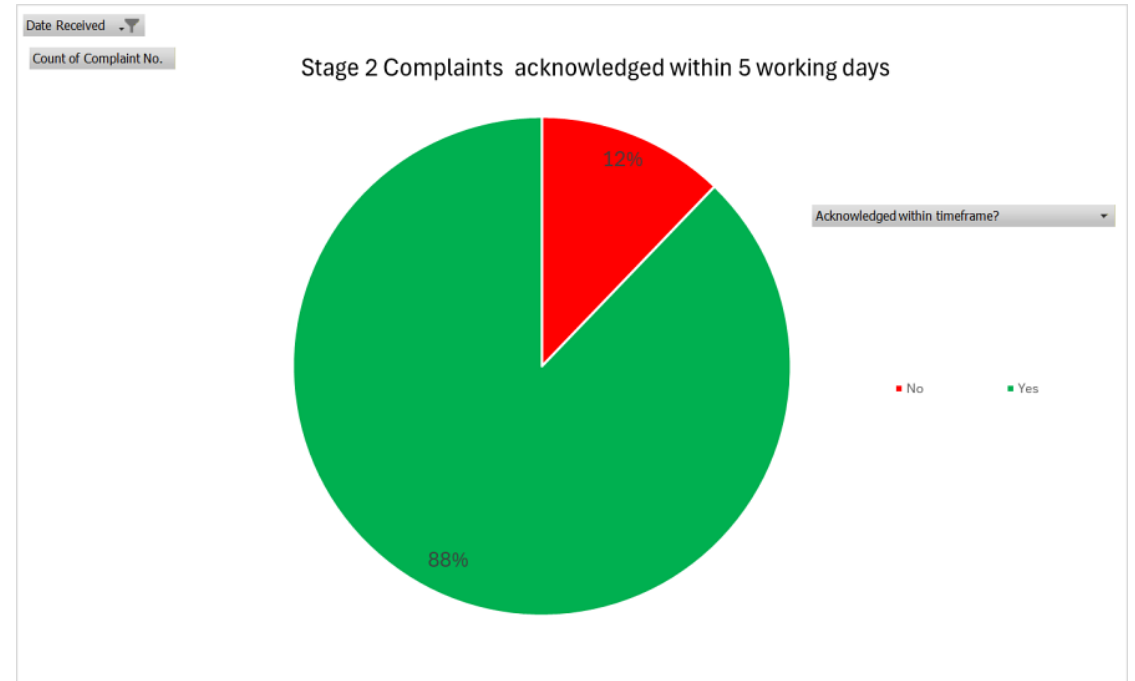


| | | |
|---|-----------|-------|
| 02 - Council tax support | 1 | 2.4% |
| 05 - Health and safety | 1 | 2.4% |
| 06 - Other | 1 | 2.4% |
| 07 - Allocations | 5 | 12.2% |
| 07 - Council house rent | 1 | 2.4% |
| 07 - Council house repairs | 12 | 29.3% |
| 07 - Council house sales and leaseholders | 3 | 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 | |

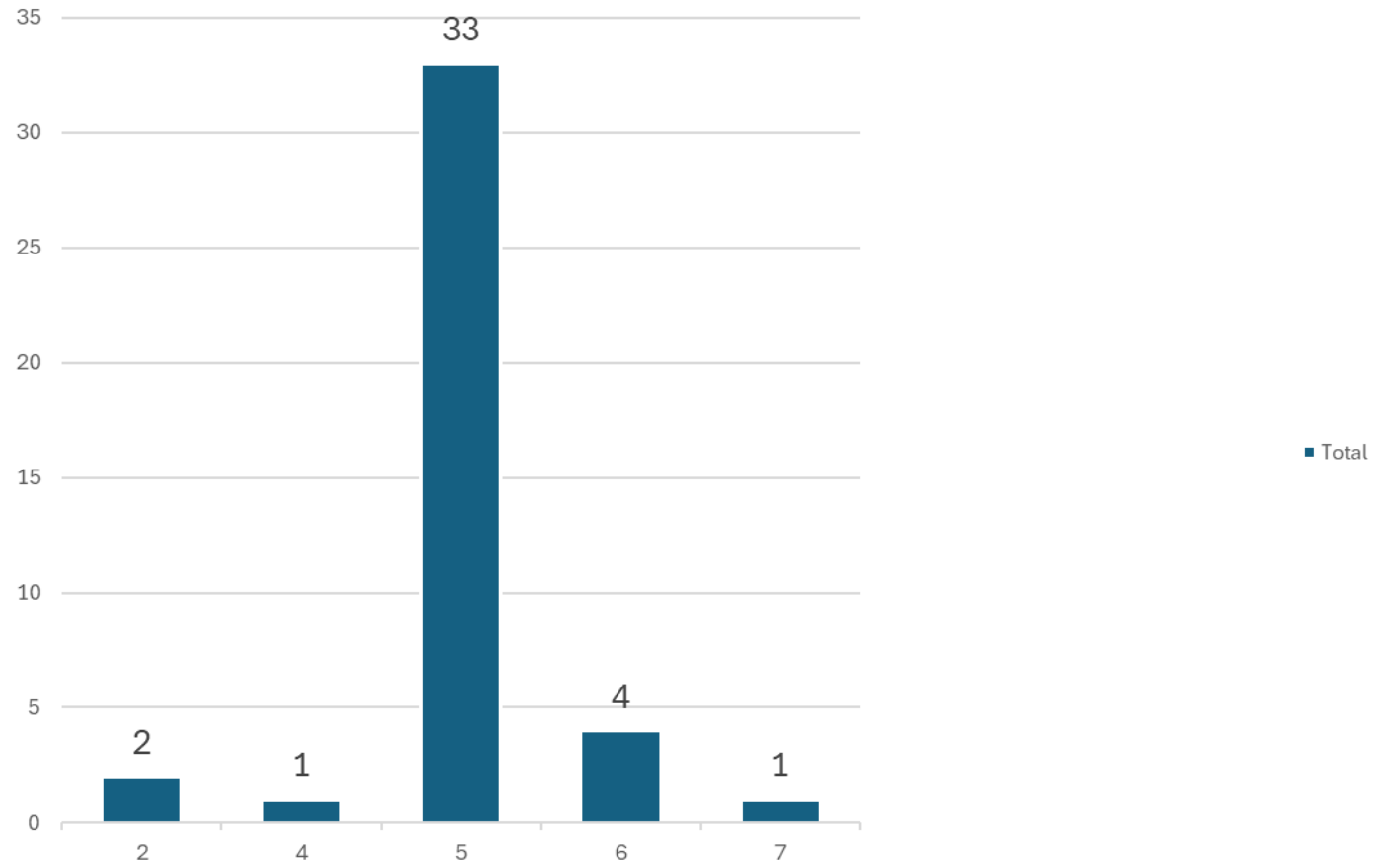
Stage 2 Complaints by LGSCO Sub-Category



| | | |
|--------------------|-----------|-----|
| No | 5 | 12% |
| Yes | 36 | 88% |
| Grand Total | 41 | |



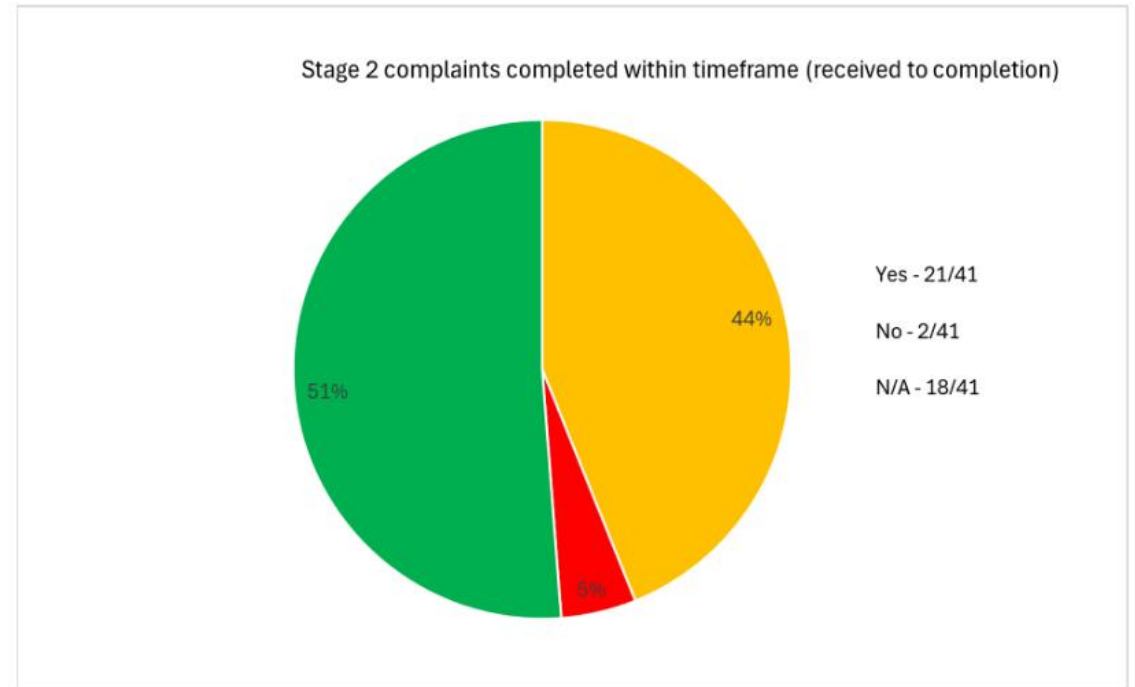
Days taken to acknowledge Stage 2 complaints



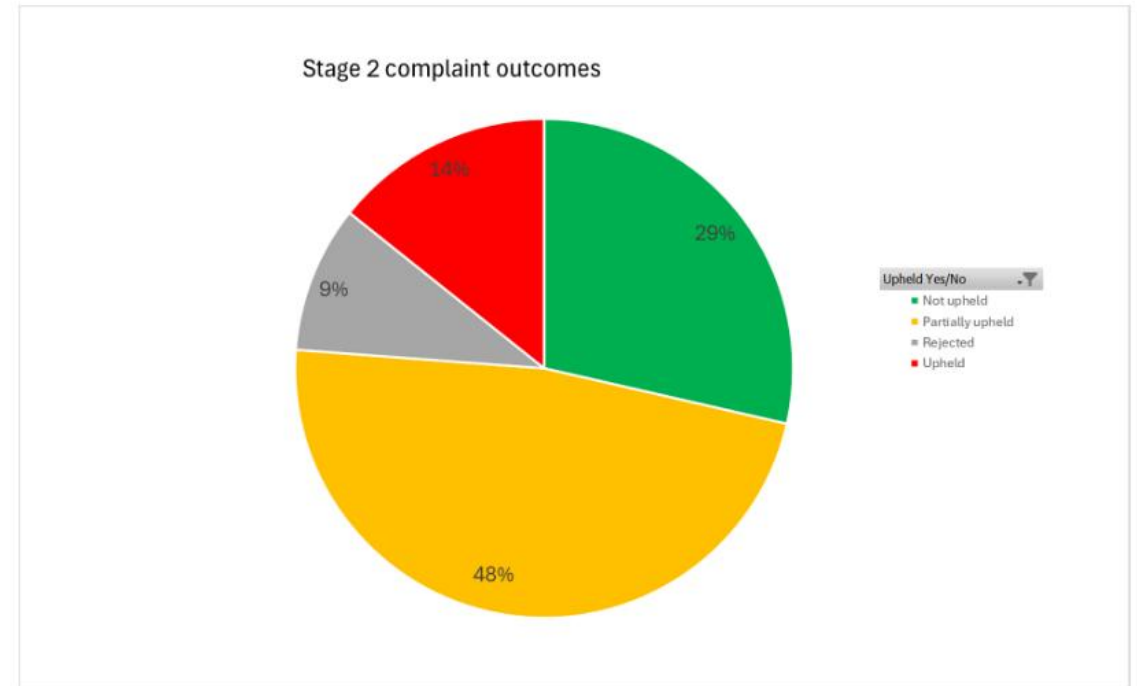
Days taken to acknowledge ▾

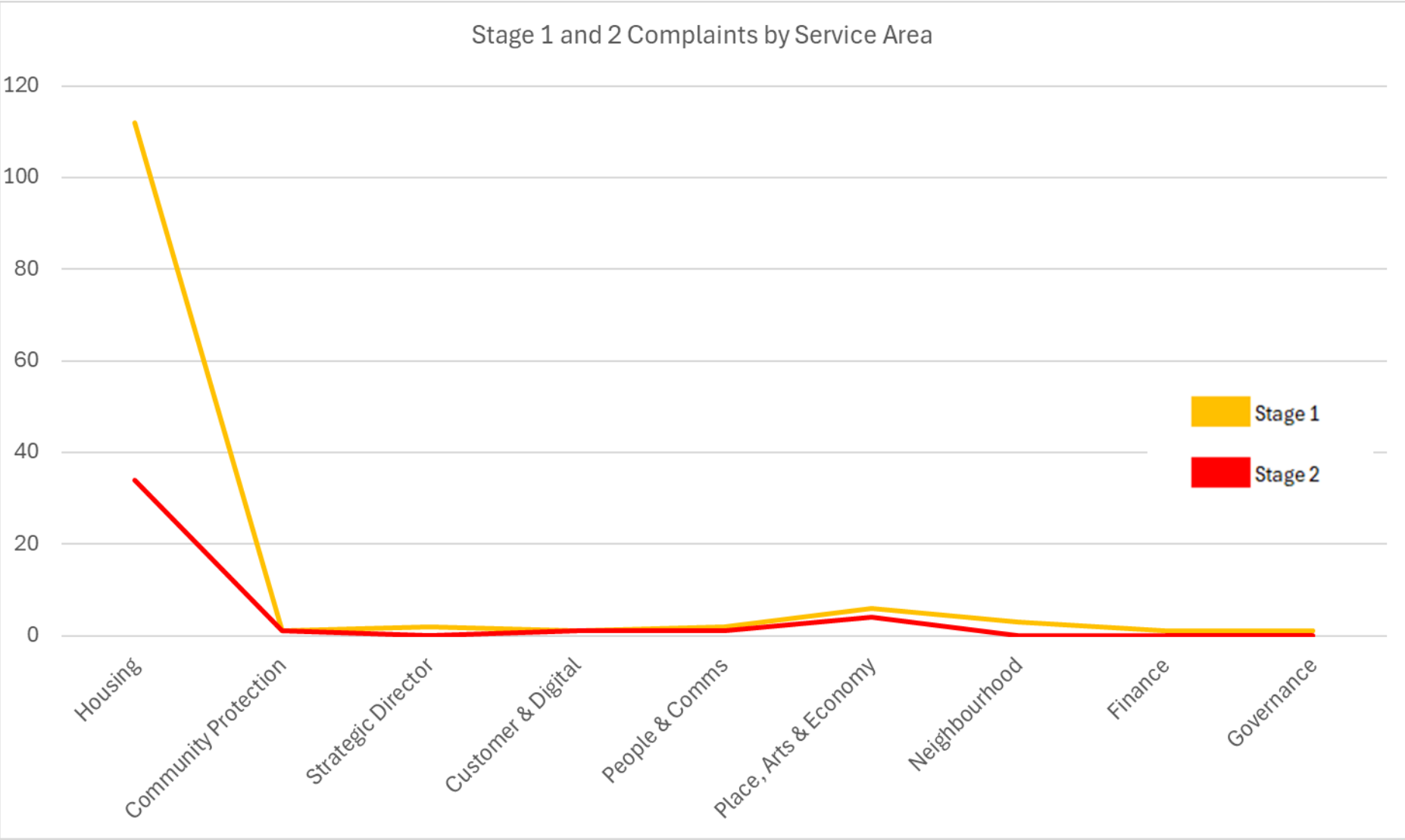
| | | |
|--------------------|-----------|-----|
| N/A | 18 | 44% |
| No | 2 | 5% |
| Yes | 21 | 51% |
| Grand Total | 41 | |

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.

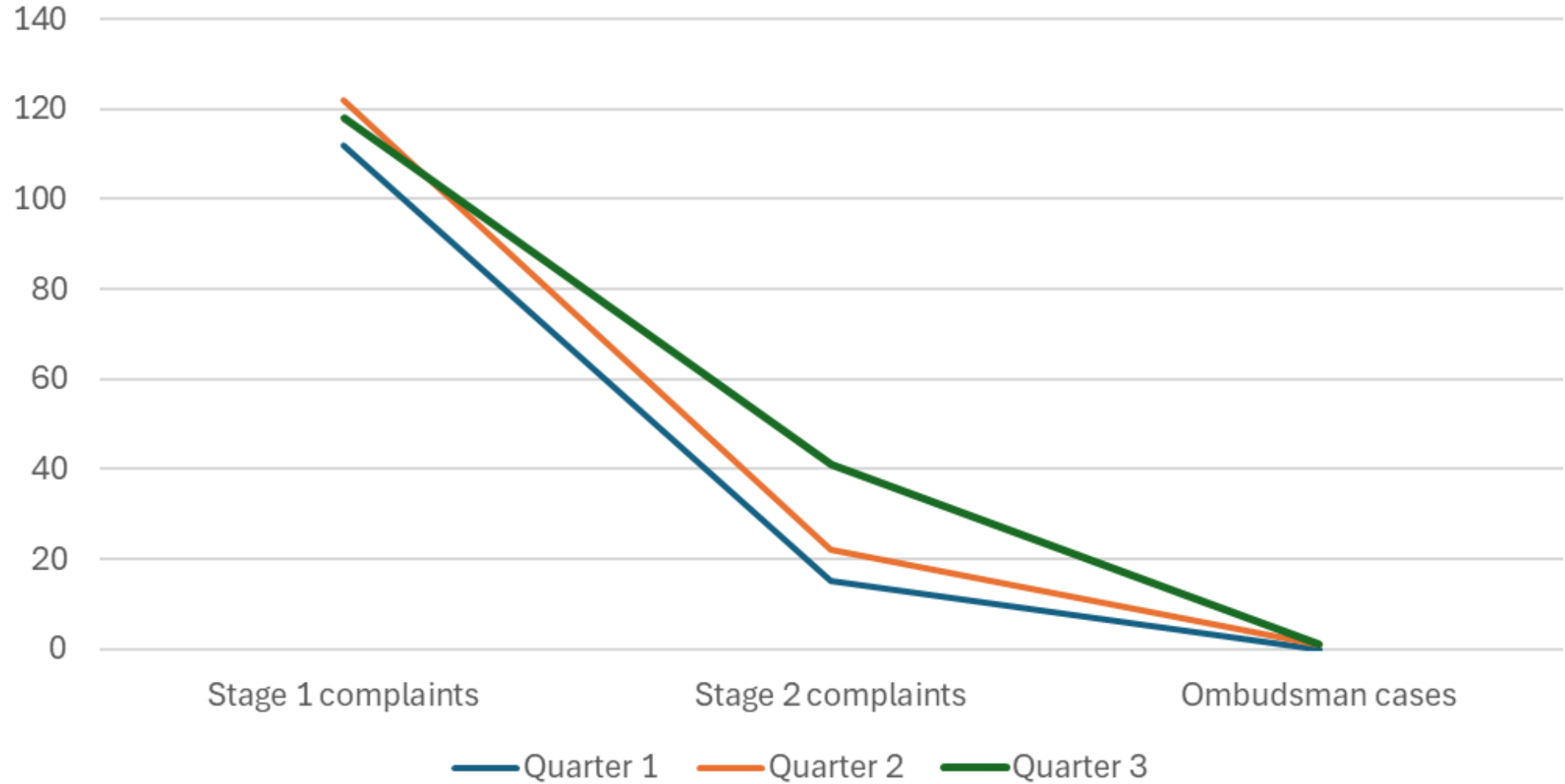


| | | |
|--------------------|-----------|-------|
| Not upheld | 6 | 28.6% |
| Partially upheld | 10 | 47.6% |
| Rejected | 2 | 9.5% |
| Upheld | 3 | 14.3% |
| Grand Total | 21 | |

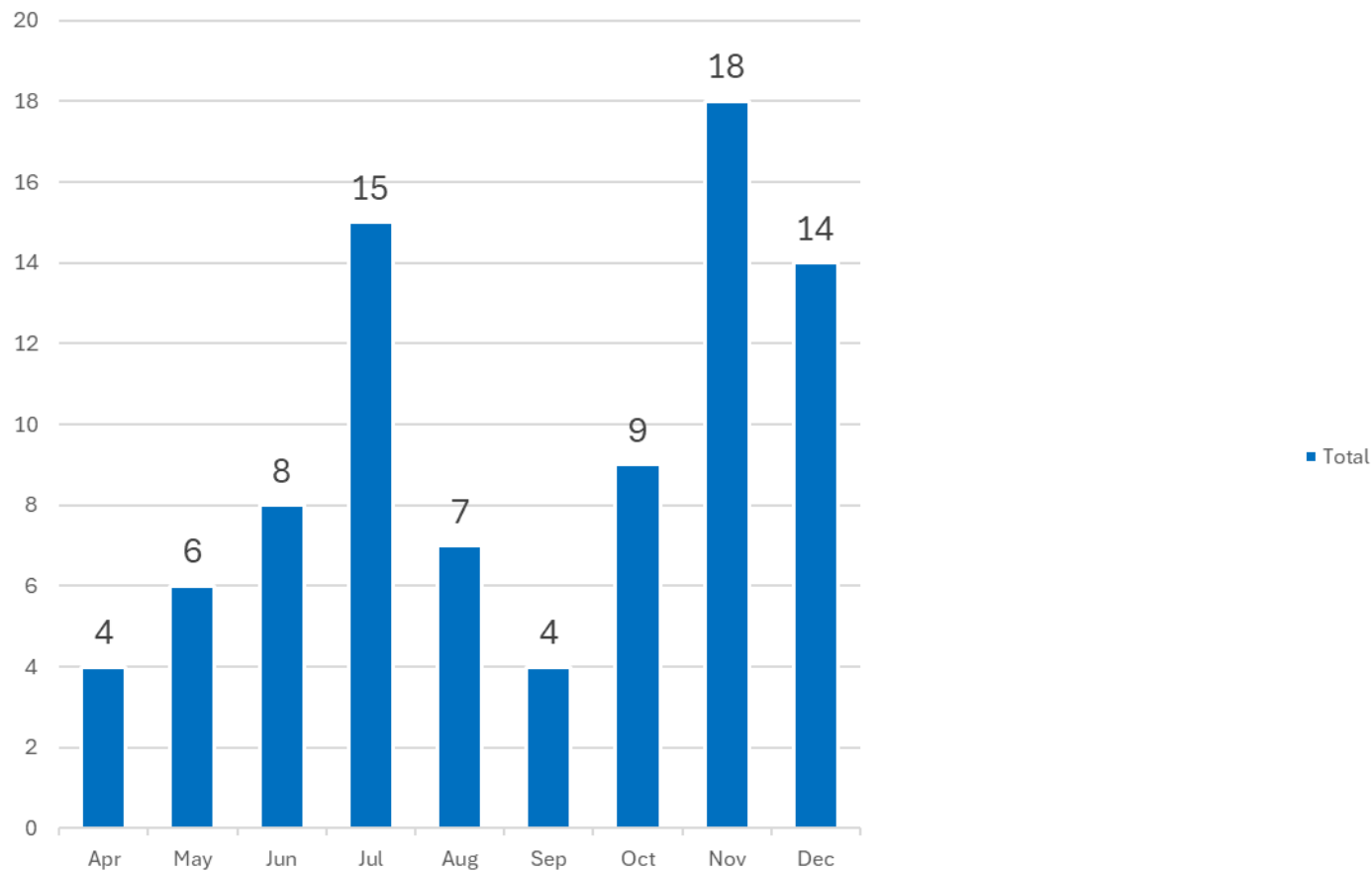




Complaints Per Quarter



Stage 2 complaints received per month (Q1-Q3 2025/26)



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 |