

## How are we performing? July - September 2026

Stage 1:

**596**



complaints handled  
in **4.43** days on  
average.

Stage 2

**144**

complaints handled  
in **9.48** days on  
average.

**99.58%**

of all complaints resolved in  
timescale for stage 1, and  
99.35% for stage 2 with the  
overall satisfaction score of  
86.6%.

### Learning from our complaints

We want to ensure we're responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we're actively learning from customer feedback – here's some examples of this learning from the last few months:

#### Feedback

A customer reported concerns about anti-social behaviour. While we responded and attempted to make contact, the case was not opened as quickly as it could have been. This limited our ability to monitor progress and coordinate support as effectively as we would have liked.

#### Action

We reviewed the handling of this case with our housing services, ASB and Touchpoint teams and identified ways to strengthen our approach. We have updated our guidance so ASB cases are opened at the earliest opportunity, with all follow-up contact and actions recorded within the case. This helps ensure concerns are visible and monitored while support and enquiries are ongoing.

#### Result

Reports of anti-social behaviour are now logged sooner, helping us keep track of concerns from the start. This enables us to respond more quickly, coordinate support more effectively and reduce the risk of delays.

## You said, we did

### You said:

It wasn't always clear how we'd considered your concerns, reached our decision or what actions would follow.



### We did:

We've introduced a new complaint response format to help you better understand how we've considered your concerns, the outcome of our review, and the next steps.

