



# Customer Complaints Quarterly Report

## October - December 2025



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### Learning From You

The information presented in this report is based on data from October, November & December. We call this period Quarter 3.

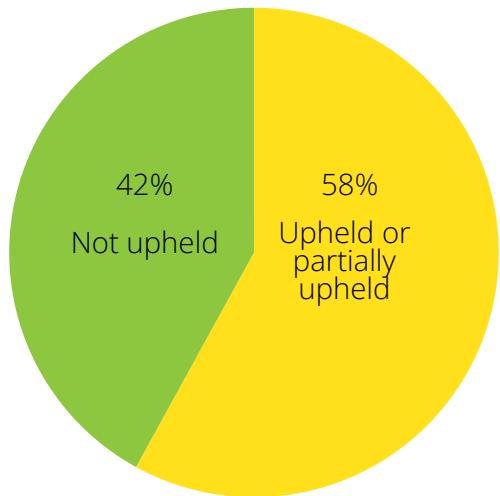
The purpose of this report is to present information about complaints. We are committed to sharing information about how many complaints we receive, whether we respond in time, and what happens as a result. If you have anything you'd like to see included, please let us know.

### Number of complaints

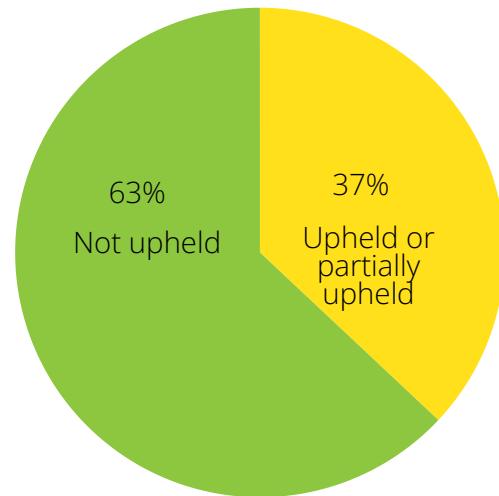
Complaint Stage	Q1	Q2	Q3	Total
Stage 1	113	121	136	370
Stage 2	34	22	22	78

## Complaints outcomes

Stage 1 outcome



Stage 2 outcome



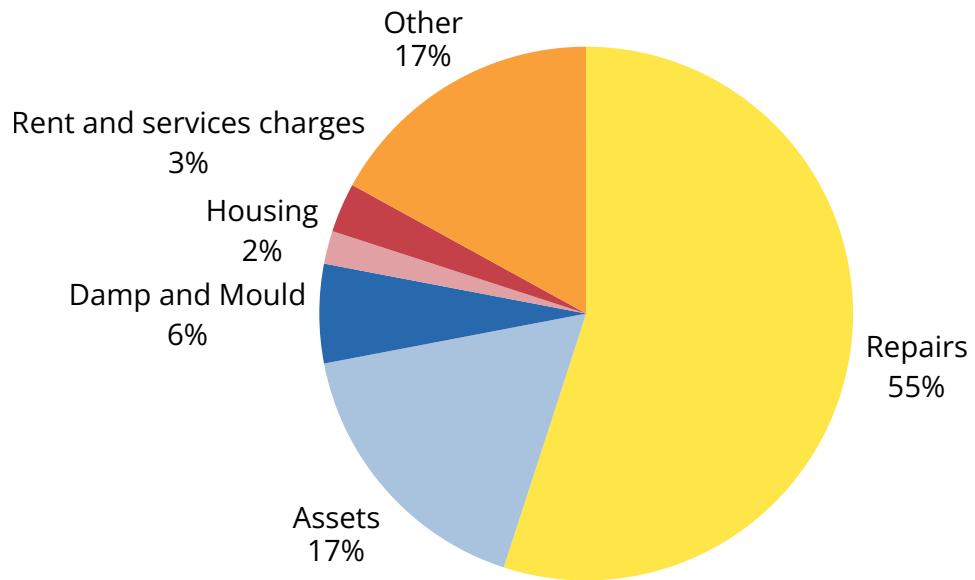
## Case study: Improving Aids and Adaptations Delivery

A customer applied for aids and adaptations to their property through an Occupational Therapist (OT) assessment. Whilst the OT report was received, there was a delay in passing this report to the correct team and progressing the works. This in turn affected the customers' ability to safely and independently use their home.

We recognise how important timely adaptations are, particularly for vulnerable residents. In response, we have introduced a dedicated inbox for OT reports and a monitoring process for major aids and adaptation works to ensure requests are actioned and tracked in a timely manner.

These changes will help us deliver a more responsive and reliable service for residents who need additional support.

## Complaints by business area



In the third quarter of 2025/26 we completed 9,145 Repairs, in the same period we received 67 complaints relating to our repairs service. This is the equivalent of 0.7% of repairs being followed up with a complaint.



## What difference have complaints made?

Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process. Here are some of the changes we have made from listening to our customers:

- We have worked closely with Platform Property Care to improve how follow-on repairs are reported. If any additional work is identified by an operative, this can be reported directly to our Customer Contact Team to ensure follow on jobs are raised swiftly and avoid delays for customers in getting repairs fully completed.
- Our ICT team have been working to develop our Rooftop app and portal to enable repairs to be reported to us digitally, making it quicker and easier for customers to get in touch.
- We now have a dedicated inbox for Occupational Therapist reports so we can respond more quickly to Aids and Adaptation requests, helping customers stay safe and independent in their homes.