

Item 6a – Annual Complaints Handling Analysis & Performance 2025/26

	Board Date:	22 July 2026
	Author:	Director of Housing Services
	Title:	Annual Complaints Handling Analysis & Performance 2025/26
Summary and recommendation:		
Full analysis of complaints handling for the period 1 st April 2025 – 31 st March 2026		
Financial Implications:		
Compensation		
Risk Implications:		
Housing Ombudsman issues a complaint handling failure order, report of the failure to the Regulator of Social Housing, publish details of the failure, reputational damage.		

1. Complaint-Handling Performance Analysis

- 1.1 During the reporting period, Vectis Housing received a total of 11 complaints. Performance across all areas demonstrates timely responsiveness, effective resolution, and strong compliance with the Housing Ombudsman’s Complaint Handling Code.

Complaint Volumes and Categories

- 1.2 Of the 11 complaints received:
- Repairs: 3 (27%)
 - Communal areas: 1 (9%)
 - Property condition: 3 (27%)
 - Parking: 1 (9%)
 - Contractor: 2 (19%)
 - Faulty fixers/fittings: 1 (9%)
- 1.3 Repairs and property condition are the largest complaint categories complaint category, accounting for a combined 54% of all complaints received. Given the volume of repair activity undertaken, continued monitoring of complaint themes will help identify opportunities to improve customer experience and service delivery.

Timeliness and Responsiveness

- 1.4 All 11 complaints (100%) were acknowledged within five working days, fully meeting best-practice standards and reflecting strong administrative control and responsiveness.
- 1.5 The average Stage 1 response time was 5.8 working days, well within the standard 10-working day response target. One response took 15 days, which is above the Ombudsman’s guidelines, this was due to the officer awaiting reports from 2 separate contractors so a thorough investigation could take place before the response was sent. This demonstrates

predominantly efficient complaint resolution and a commitment to addressing issues promptly at the first stage.

- 1.6 This reporting period four complaints progressed to Stage 2, with an average response time of 9.5 working days, well within the standard 20- working day response target.

Compliance and Governance

- 1.7 There were no complaints refused, and no complaints were referred to the Ombudsman. The complaints process appears to be transparent, fair, and accessible, with robust internal oversight ensuring adherence to regulatory standards.

Insights

- 1.8 Overall, Vectis Housing's approach to complaint handling demonstrates a commitment to compliance and timely responses. Staff are appropriately trained in complaint management, and systems are in place to ensure complaints are handled within required timescales.
- 1.9 While the overall number of complaints received remains low, the higher proportion of cases escalating to Stage 2 suggests there may be opportunities to strengthen the effectiveness of Stage 1 responses. This could indicate that some residents feel their concerns have not been fully addressed at the initial stage, resulting in a need for further review.
- 1.10 The range of complaint types received makes it difficult to identify clear trends or recurring issues that could be targeted for service improvement. However, the increased escalation rate highlights the importance of reviewing complaint outcomes, communication quality, and resolution processes to ensure residents' concerns are fully understood and addressed at the earliest opportunity.
- 1.11 The findings demonstrate a customer-focused culture and a willingness to engage with feedback. Continued analysis of Stage 2 complaints will help identify learning opportunities and support ongoing improvements to service delivery and resident satisfaction.

2. Overall Assessment

- 2.1 Vectis Housing's complaint-handling performance is generally strong. Complaints were managed professionally, resolved efficiently, and handled with fairness and transparency in most cases.
- 2.2 However, some Housing Ombudsman complaint-handling guidelines were not fully met in each instance this was deemed unavoidable.
- 2.3 The data nevertheless indicates an established complaints framework with effective practices in place. Addressing the identified areas for improvement would further strengthen the organisation's approach to continuous improvement and help maintain resident confidence and trust.

3. Recommendations

- 3.1 To sustain the positive performance demonstrated during the reporting period and support continued service improvement, the following actions are recommended:

- Continue to monitor complaint-handling performance against Housing Ombudsman requirements to ensure compliance is maintained and any emerging issues are identified promptly.
- Maintain oversight of Stage 2 complaints and escalation rates to assess the effectiveness of early resolution and identify opportunities for organisational learning.
- Continue reviewing complaint trends and themes to support service improvement initiatives and address any recurring resident concerns.
- Maintain existing quality assurance arrangements to ensure complaint responses remain timely, thorough, and resident-focused.
- Continue promoting a learning culture by sharing complaint outcomes, lessons learned, and examples of good practice across the organisation.
- Ensure staff knowledge of complaint-handling requirements remains current through ongoing training, guidance, and awareness activities.
- Continue using complaint data and resident feedback to inform service planning, performance monitoring, and continuous improvement activities.
- Maintain transparent reporting of complaint performance to demonstrate accountability, support effective governance, and build resident confidence in the complaints process.