

	Board Date:	November 2025
	Author:	Director of Property Services and Director of Housing Services
	Title:	Complaints Handling Analysis
Summary and recommendation:		
Full analysis of complaints handling for the period 1 <sup>st</sup> April 2024 – 31 <sup>st</sup> March 2025		
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.		

## Complaint-Handling Performance Analysis

During the reporting period, Vectis Housing received a total of 28 complaints. Performance across all areas demonstrates strong responsiveness, effective resolution, and full compliance with the Housing Ombudsman’s Complaint Handling Code.

## Complaint Volumes and Categories

Of the 28 complaints received:

- Repairs: 15 (54%)
- Housing Management: 6 (21%)
- Finance: 1 (4%)
- Other: 6 (21%)

Repairs-related issues accounted for more than half of all complaints, indicating that this service area generates the most resident dissatisfaction or operational contact. This may reflect the high volume and visibility of repair services.

## Timeliness and Responsiveness

All 28 complaints (100%) were acknowledged within five working days, fully meeting best-practice standards and reflecting strong administrative control and responsiveness.

The average Stage 1 response time was 4.7 working days, well within the standard 10-working day response target. This demonstrates efficient complaint resolution and a commitment to addressing issues promptly at the first stage.

Only one complaint (3.6%) progressed to Stage 2, with a response time of 5 working days, well within the standard 20- working day response target. This low escalation rate suggests high levels of satisfaction with Stage 1 outcomes and an effective approach to resolving issues at the earliest opportunity.

## **Compliance and Governance**

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**

Overall, the Vectis Housing's complaint-handling approach is characterised by timeliness, consistency, and compliance. Staff are well-trained in complaint management, and systems are operating effectively to ensure deadlines are met.

The low escalation rate indicates that the quality of Stage 1 responses is strong, with residents receiving clear explanations and satisfactory resolutions. The predominance of repair-related complaints highlights a potential area for service improvement—not in the handling of complaints, but in addressing underlying issues that generate them. Although as the variety of complaints is varied, it would be difficult to identify trends to address.

The results demonstrate a strong customer-focused culture and a willingness to engage constructively with feedback to improve services.

## **Overall Assessment**

Vectis Housing's complaint-handling performance is very good. All timeliness and compliance targets were met or exceeded; complaints were managed professionally, resolved swiftly, and handled with fairness and transparency.

Vectis Housing complaints policy and process's regarding timelines, were found to be different from the Housing Ombudsman's guidelines. This is highly likely to have influenced timeliness, however, may have unnecessarily put additional pressure on colleagues.

The data suggests a mature and effective complaints framework that supports continuous improvement and promotes resident trust.

## **Recommendations**

To sustain and further enhance performance, the following actions are recommended:

1. Review and amend policy and procedures to reflect Housing Ombudsman guidelines.
2. Review repairs-related complaint trends to identify recurring issues, root causes, or process inefficiencies within the repairs service.

3. Continue to monitor response quality through spot checks or feedback surveys to ensure the strong performance at Stage 1 is maintained.
4. Maintain staff training and awareness of the Ombudsman's Complaint Handling Code to ensure ongoing compliance and consistency.
5. Analyse complaint outcomes periodically to identify learning opportunities and feed insights into service improvement planning.
6. Share positive performance internally to reinforce best practice and externally to demonstrate accountability and transparency to residents.