



Bristol City Council
Quarter 2 2025-2026 Complaints Report
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Introduction

In order to comply with the Housing Ombudsman’s Complaint Handling Code, the Governing Body (councillors) must be provided with regular information about housing complaints.

Quarterly reports will be provided at the end of Q1 (April-June), Q2 (July-September) and Q3(October-December) with an annual report being provided after the end of the financial year to Housing and Landlord’s Senior Leadership Team and Member Responsible for Complaints.

The Housing Ombudsman’s Complaint Handling Code can be accessed here and there is also some specific guidance for governing bodies, which can be accessed here: [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk)

Complaint cases received

Within Landlord Services, a total of 414 complaints, 402 service requests, 29 comments and 6 compliments were received. Breakdown by service area is shown in the table below.

Service	Complaint
Estates & Housing Management	106
Repairs & Maintenance	240
Private Housing	16
Housing Options	50
Housing Delivery	1
Total	413

NB: The table above includes complaint cases for the Housing Options Service and may contain cases where the complainant is not a council tenant or leaseholder.

There was a 11% decrease in complaints compared to the previous quarter when the Housing and Landlord service received 465 complaints.

Top 3 classifications for complaints

Out of the 346 complaints received within the Landlord service the following is the classification of those complaints:

1. Time waiting for works/repair (27%)
2. Quality or appropriateness of a service (10%)
3. Quality of communication (8%)

Complaints Performance

During quarter , the Council’s SLA for responding to non-statutory complaints was 10 working days, with a compliance target of 100%. The table below shows a summary of the performance by service area.

Service	Within 10 day SLA Quarter 2 2024-2025	Quarter 1 2024- 2025
Estates & Housing Management	92%	87%
Repairs and Maintenance	72%	46%
Housing Options	72%	93%
Housing Delivery	Not available at time of report	50%
Private Housing	83%	77%
Total for landlord service	82%	

The Housing Ombudsman requires all landlords to respond to housing complaints within 10 working days. Overall, the Landlord Service answered 82% of all Stage 1s within 10 working days.

Complaint resolution stages

62% of cases were resolved at stage 1. 98 % of complaints were resolved at stage 2 and less than 1 % progressed to Ombudsman stage.

Outcomes

36 % of complaints were not upheld, with 36% being upheld 26% partly upheld.

Stage 2

Out of the total complaints received, 104 complaints progressed from Stage One to Stage Two. The following table shows a breakdown of the complaints that escalated per service.

Service	Complaint
Estates & Housing Management	33
Repairs & Maintenance	49
Private Housing	6
Housing Options	16
Total	104

Overall, the completion rate of complaints completed within 20 working days is 58%. There has been an increase of 28%.

Customer satisfaction

Transactional Satisfaction Survey

14 complainants went on to complete a satisfaction survey following their complaint. The overall satisfaction rating for complaint handling is 35 %.

Tenant Satisfaction Measure (perception survey)

During quarter 2, residents (council tenants) responded to the annual resident satisfaction survey (TSM's). % of residents were satisfied with the how BCC (as a landlord) handled complaints. The sector benchmark is 33.8%.

It was noted from the TSM survey that 21% of respondents had made a complaint within the past 12 months.

Housing Ombudsman Determinations

During the quarter 2 period Bristol City Council received 6 Housing Ombudsman determinations and 1 Local Government and Social Care Ombudsman determination. The Housing Ombudsman determined:

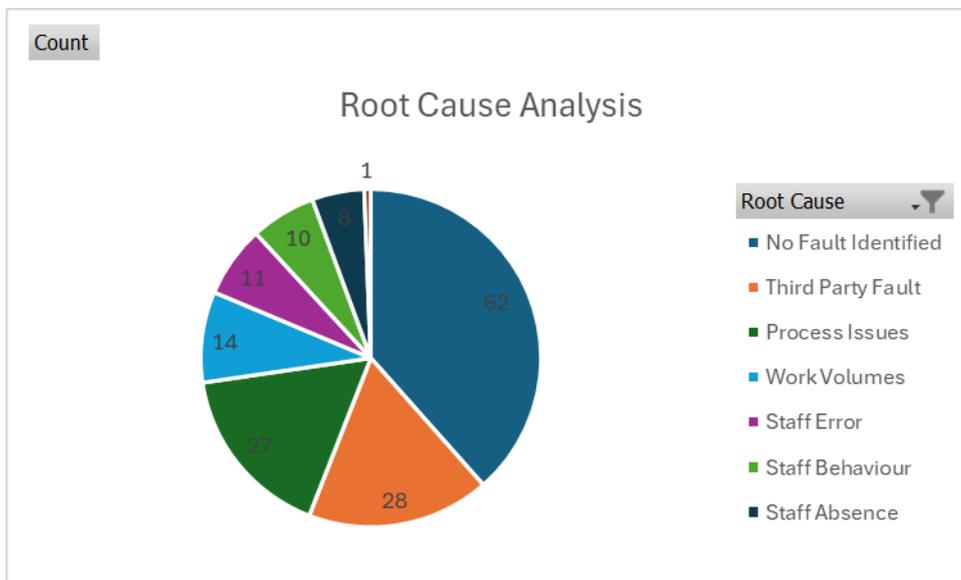
- Case 1: Service failure request for removing tree and service failure complaint handling
- Case 2: No maladministration of emergency evacuation
- Case 3: Maladministration in the handling of leaks, damp and mould and service failure in complaint handling
- Case 4: Maladministration in handling of repairs and complaint handling
- Case 5: Maladministration in handling of repairs and complaint handling
- Case 6: Maladministration in handling of anti social behaviour reports
- Case 6 (LGSCO): Injustice

A total of 24 orders and recommendation were made by the Housing Ombudsman and Local Government Social Care Ombudsman including a total of £8800 in compensation to the residents, all orders have been completed by the service. A case review was undertaken of each case to learn from these cases and the findings shared with operational teams.

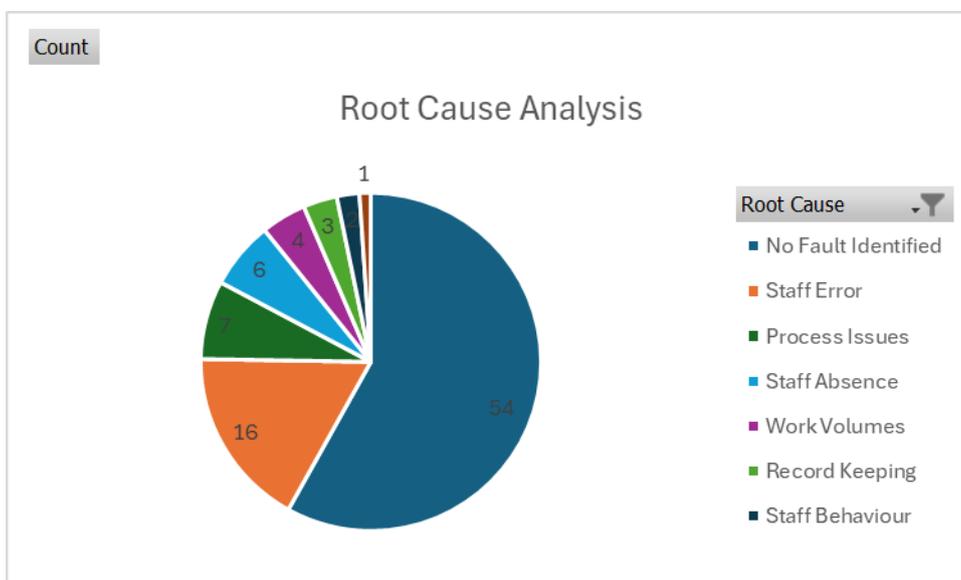
Root Cause Analysis

Below is a summary of the root cause analysis of all completed Stage 1 responses as identified by complaint handlers.

A root cause summary for the Repairs and Maintenance team:



A root cause summary for the Tenancy and Estates team:



Compensation

In line with our Compensation policy and procedures we have used financial remedies to recognise the impact of service failures on our residents. In the previous quarter a total of £29,153.02 has been spent on discretionary compensation.

Lessons Learned

Bristol City Council recognises the need to improve our approach to complaint handling and establishing a positive complaint handling culture where we learn from complaints. We have taken steps to address these themes and improve our compliance against our complaint handling code, these are the key milestones of the Complaints Improvement Group:

- Shared feedback with operatives to work to our code of conduct and our expected values and behaviours.
- Arrange staff training or guidance: Improved record keeping practices within the damp and mould team
- Changes to policies and procedures: Changed call centre triaging to ensure accurate prioritisation of repairs requests.

Date: 15th October 2025

